

**THE BILINGUAL NEEDS AND BILINGUAL PAY SURVEY  
REPORT FOR FISCAL YEAR  
July 1, 2015 – June 30, 2016**



**In accordance with Personnel Code, the Director of the Department of  
Central Management Services submits this report to the members of the  
Illinois General Assembly  
December 31, 2016**

**Michael M. Hoffman**  
Acting Director

**CMS** ILLINOIS  
DEPARTMENT OF CENTRAL  
MANAGEMENT SERVICES

## FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name Agencies that reported no bilingual staff for FY16 are shaded in grey.	Number of instances for which bilingual skills were required **	TIME COMMITMENT				How much of the assistance was in-depth?	Did agency use Master Contract? ***
		0 - 15 Min	16 - 60 Min	61 Min - 1/2 day	1/2 day or more		
Aging	2,211	10%	90%	0%	0%	75%	Yes
Agriculture	50	50%	25%	25%	0%	25%	No
Arts Council	3	100%	0%	0%	0%	1%	No
Capital Development Board	0	100%	0%	0%	0%	0%	No
Central Management Services	875	57%	29%	14%	0%	51%	No
Children and Family Services	2,538	0%	0%	0%	100%	100%	Yes
Civil Service Commission	0	0%	0%	0%	100%	0%	No
Commerce and Economic Opportunity	885	43%	33%	10%	14%	52%	No
Corrections	6,184	35%	30%	20%	15%	35%	Yes
Criminal Justice Information Authority	0	100%	0%	0%	0%	0%	No
Deaf and Hard of Hearing Commission	0	0%	0%	0%	100%	0%	No
Developmental Disabilities Council	2	100%	0%	0%	0%	0%	Yes
Emergency Management Agency	0	100%	0%	0%	0%	0%	No
Employment Security	17,584	67%	32%	1%	0%	100%	Yes
Environmental Protection Agency	12	100%	0%	0%	0%	20%	No
Executive Ethics Commission *	0	100%	0%	0%	0%	0%	No
Financial and Professional Regulation	1,700	65%	30%	5%	0%	30%	Yes
Gaming Board	88	70%	28%	2%	0%	24%	No
Guardianship and Advocacy Commission	125	30%	60%	10%	0%	90%	No
Healthcare and Family Services	96,556	51%	34%	10%	5%	46%	Yes
Historic Preservation	95	99%	1%	0%	0%	1%	No
Human Rights Commission	3	90%	10%	0%	0%	10%	No
Human Rights Department	2,518	65%	20%	7%	8%	15%	Yes
Human Services	202,840	49%	32%	16%	3%	31%	Yes
Illinois Commerce Commission	608	50%	50%	0%	0%	100%	No
Insurance	1,486	80%	20%	0%	0%	0%	No
Investment Board	0	100%	0%	0%	0%	0%	No
Juvenile Justice	1,176	0%	80%	20%	0%	80%	No
Labor Department	4,091	75%	25%	0%	0%	45%	No
Labor Relations Board	20	100%	0%	0%	0%	0%	No
Labor Relations Board - Educational	3	100%	0%	0%	0%	0%	No
Law Enforcement Training and Standards Board	0	100%	0%	0%	0%	0%	No
Lottery	9,256	53%	41%	6%	0%	14%	No
Military Affairs	0	0%	0%	0%	100%	0%	No
Natural Resources	200	80%	15%	5%	0%	5%	No
Office of Executive Inspector General *	175	80%	20%	0%	0%	10%	No
Pollution Control Board	0	100%	0%	0%	0%	0%	No
Prisoner Review Board	300	90%	10%	0%	0%	0%	No
Property Tax Appeal Board	0	0%	0%	0%	100%	0%	No
Public Health	4,088	85%	13%	1%	1%	67%	Yes
Racing Board	0	100%	0%	0%	0%	0%	No
Revenue	8,267	90%	10%	0%	0%	100%	Yes
State Fire Marshal	46	90%	10%	0%	0%	0%	No
State Police	58	90%	10%	0%	0%	0%	Yes
State Police Merit Board	0	100%	0%	0%	0%	0%	No

### FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name Agencies that reported no bilingual staff for FY16 are shaded in grey.	Number of instances for which bilingual skills were required **	TIME COMMITMENT				How much of the assistance was in-depth?	Did agency use Master Contract? ***
		0 - 15 Min	16 - 60 Min	61 Min - 1/2 day	1/2 day or more		
State Retirement Systems	0	100%	0%	0%	0%	0%	No
Tax Tribunal	0	100%	0%	0%	0%	0%	No
Transportation	50	95%	5%	0%	0%	0%	No
Veterans Affairs	350	25%	75%	0%	0%	15%	No
Workers Compensation Commission	2,500	90%	9%	1%	0%	50%	No
<b>Statewide Totals:</b>	<b>366,943</b>						<b>Yes: 12</b> <b>No: 38</b>

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

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

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

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY16 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 16	Employees that used bilingual skills in FY16	FREQUENCY OF USE				Employees using bilingual skills but not in positions with bilingual skills requirement or supplement pay?	Employees paid temporary assignment pay for bilingual skills?
			every day	1x a week	1x a month	1x a year		
Aging	8	8	100%	0%	0%	0%	No	No
Agriculture	1	1	100%	0%	0%	0%	No	No
Arts Council	0	0	0%	0%	0%	100%	Yes	No
Capital Development Board	0	0	0%	0%	0%	100%	No	No
Central Management Services	7	7	80%	15%	5%	0%	Yes	No
Children and Family Services	167	167	100%	0%	0%	0%	No	Yes
Civil Service Commission	0	0	0%	0%	0%	100%	No	No
Commerce and Economic Opportunity	7	7	26%	35%	16%	23%	No	No
Corrections	26	26	55%	35%	5%	5%	Yes	No
Criminal Justice Information Authority	0	0	0%	0%	0%	100%	No	No
Deaf and Hard of Hearing Commission	5	5	100%	0%	0%	0%	No	No
Developmental Disabilities Council	0	0	0%	0%	0%	100%	No	No
Emergency Management Agency	0	0	0%	0%	0%	100%	No	No
Employment Security	134	134	98%	0%	2%	0%	Yes	Yes
Environmental Protection Agency	3	3	100%	0%	0%	0%	Yes	No
Executive Ethics Commission	0	0	0%	0%	0%	100%	No	No
Financial and Professional Regulation	11	11	50%	40%	10%	0%	No	No
Gaming Board	1	1	0%	100%	0%	0%	Yes	No
Guardianship and Advocacy Commission	6	6	30%	50%	20%	0%	No	No
Healthcare and Family Services	95	87	67%	24%	8%	1%	No	Yes
Historic Preservation	1	1	0%	100%	0%	0%	No	No
Human Rights Commission	2	2	40%	20%	20%	20%	No	No
Human Rights Department	30	30	54%	32%	7%	7%	No	No
Human Services	1,226	1,226	48%	19%	30%	3%	Yes	Yes
Illinois Commerce Commission	3	3	100%	0%	0%	0%	No	No
Insurance	3	3	75%	25%	0%	0%	No	No
Investment Board	0	0	0%	0%	0%	100%	No	No
Juvenile Justice	5	5	100%	0%	0%	0%	Yes	No
Labor Department	13	13	92%	8%	0%	0%	Yes	No
Labor Relations Board	0	0	0%	0%	0%	100%	No	No
Labor Relations Board - Educational	0	0	0%	0%	0%	100%	Yes	No
Law Enforcement Training and Standards Board	0	0	0%	0%	0%	100%	No	No
Lottery	3	3	66%	34%	0%	0%	No	No
Military Affairs	0	0	0%	0%	0%	100%	No	No
Natural Resources	2	2	0%	0%	50%	50%	No	No
Office of Executive Inspector General	1	1	0%	100%	0%	0%	Yes	No
Pollution Control Board	0	0	0%	0%	0%	100%	No	No
Prisoner Review Board	2	2	0%	50%	50%	0%	No	No
Property Tax Appeal Board	0	0	0%	0%	0%	100%	No	No
Public Health	22	22	86%	9%	5%	0%	No	No
Racing Board	0	0	0%	0%	0%	100%	Yes	No
Revenue	18	18	25%	34%	33%	8%	Yes	Yes
State Fire Marshal	2	2	0%	0%	50%	50%	No	No
State Police	0	0	0%	0%	0%	100%	No	No
State Police Merit Board	0	0	0%	0%	0%	100%	No	No
State Retirement Systems	0	0	0%	0%	0%	100%	No	No
Tax Tribunal	0	0	0%	0%	0%	100%	No	No

### FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY16 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 16	Employees that used bilingual skills in FY16	FREQUENCY OF USE				Employees using bilingual skills but not in positions with bilingual skills requirement or supplement pay?	Employees paid temporary assignment pay for bilingual skills?
			every day	1x a week	1x a month	1x a year		
Transportation	12	10	0%	0%	0%	100%	No	No
Veterans Affairs	1	1	100%	0%	0%	0%	Yes	No
Workers Compensation Commission	3	3	66%	34%	0%	0%	No	No
	<b>1,820</b>	<b>1,810</b>					<b>Yes: 14</b> <b>No: 36</b>	<b>Yes: 5</b> <b>No: 45</b>

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY16 are shaded in grey.</i>	Filled Personnel Code positions with language codes	Vacant Personnel Code positions with language codes	Non-Personnel Code positions requiring bilingual skills	Posted bilingual vacancies with language code assigned	Posted bilingual vacancies with language code assigned that were filled	Positions with language codes assigned that were vacated	Positions revised to remove language code	Positions revised to add language code
Aging	8	2	0	4	2	3	0	0
Agriculture	1	6	0	0	0	0	0	0
Arts Council	0	1	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0	0
Central Management Services	7	0	0	0	0	0	0	0
Children and Family Services	167	42	0	61	32	37	0	12
Civil Service Commission	0	0	0	0	0	0	0	0
Commerce and Economic Opportunity	7	10	0	0	0	0	0	0
Corrections	26	4	0	8	3	3	0	11
Criminal Justice Information Authority	0	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	5	3	0	0	0	2	0	0
Developmental Disabilities Council	0	0	0	0	0	0	0	0
Emergency Management Agency	0	0	0	0	0	0	0	0
Employment Security	84	59	0	20	22	15	0	0
Environmental Protection Agency	3	0	0	0	0	0	0	0
Executive Ethics Commission	0	0	0	0	0	0	0	0
Financial and Professional Regulation	10	17	0	1	1	1	0	0
Gaming Board	1	0	0	0	0	0	0	1
Guardianship and Advocacy Commission	6	6	0	0	0	0	0	0
Healthcare and Family Services	96	101	0	18	12	17	2	6
Historic Preservation	1	0	0	0	0	0	0	0
Human Rights Commission	0	1	0	1	0	0	0	0
Human Rights Department	30	12	0	2	2	2	0	0
Human Services	1,220	771	3	129	118	265	2	8
Illinois Commerce Commission	1	0	2	0	0	0	0	0
Insurance	5	3	0	0	0	1	1	1
Investment Board	0	0	0	0	0	0	0	0
Juvenile Justice	5	0	0	1	0	0	0	0
Labor Department	12	5	0	3	2	1	0	0
Labor Relations Board	0	1	0	0	0	1	0	0
Labor Relations Board - Educational	0	0	0	0	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0	0	0	0	0
Lottery	3	0	0	0	0	0	0	0
Military Affairs	0	0	0	0	0	0	0	0
Natural Resources	0	3	0	0	0	0	0	0
Office of Executive Inspector General	0	0	0	0	0	0	0	0
Pollution Control Board	0	0	0	0	0	0	0	0
Prisoner Review Board	0	0	0	0	0	1	1	1
Property Tax Appeal Board	0	0	0	0	0	0	0	0
Public Health	19	24	2	14	11	18	4	2
Racing Board	0	0	0	0	0	0	0	0
Revenue	17	74	0	7	3	0	1	3
State Fire Marshal	2	4	0	0	0	0	0	0
State Police	0	4	0	0	0	1	0	0
State Police Merit Board	0	0	0	0	0	0	0	0
State Retirement Systems	0	0	0	0	0	0	0	0
Tax Tribunal	0	0	0	0	0	0	0	0
Transportation	2	5	2	0	0	0	1	0
Veterans Affairs	0	1	0	1	1	1	0	0
Workers Compensation Commission	3	5	0	1	0	0	0	0
<b>Statewide Totals:</b>	<b>1,741</b>	<b>1,164</b>	<b>9</b>	<b>271</b>	<b>209</b>	<b>369</b>	<b>12</b>	<b>45</b>

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY16 are shaded in grey.</i>	Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Non-Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Aging	8	0	0	0
Agriculture	1	0	0	0
Arts Council	0	0	0	0
Capital Development Board	0	0	0	0
Central Management Services	0	0	0	0
Children and Family Services	158	9	1	0
Civil Service Commission	0	0	0	0
Commerce and Economic Opportunity	5	2	0	0
Corrections	20	6	2	0
Criminal Justice Information Authority	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	5	0
Developmental Disabilities Council	0	0	0	0
Emergency Management Agency	0	0	0	0
Employment Security	120	13	1	0
Environmental Protection Agency	3	0	0	0
Executive Ethics Commission	0	0	0	0
Financial and Professional Regulation	11	0	0	0
Gaming Board	1	0	0	0
Guardianship and Advocacy Commission	4	2	0	0
Healthcare and Family Services	83	13	0	0
Historic Preservation	1	0	0	0
Human Rights Commission	3	0	3	0
Human Rights Department	21	9	0	0
Human Services	734	118	361	13
Illinois Commerce Commission	3	0	0	0
Insurance	2	1	0	0
Investment Board	0	0	0	0
Juvenile Justice	0	0	0	0
Labor Department	11	2	0	0
Labor Relations Board	0	0	0	0
Labor Relations Board - Educational	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0
Lottery	3	0	0	0
Military Affairs	0	0	0	0
Natural Resources	2	0	0	0
Office of Executive Inspector General	1	0	0	0
Pollution Control Board	0	0	0	0
Prisoner Review Board	2	0	2	0
Property Tax Appeal Board	0	0	0	0
Public Health	20	2	0	0
Racing Board	0	0	0	0
Revenue	14	4	0	0
State Fire Marshal	2	0	0	0
State Police	0	0	0	0
State Police Merit Board	0	0	0	0
State Retirement Systems	0	0	0	0
Tax Tribunal	0	0	0	0

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY16 are shaded in grey.</i>	Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Non-Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Transportation	12	0	0	0
Veterans Affairs	1	0	0	0
Workers Compensation Commission	3	0	0	0
<b>Statewide Totals:</b>	<b>1,249</b>	<b>181</b>	<b>375</b>	<b>13</b>



## FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?
Aging	The Department monitors calls on an ongoing basis to evaluate the need to hire more staff that speak additional languages such as Polish or Chinese.
Agriculture	The Chicago area consists of predominantly Hispanic speaking state licensed and inspected meat and poultry establishments. Based on the number of plants requiring Hispanic speaking inspectors, the Agency strives to maintain at least one Hispanic speaking Meat and Poultry Inspector.
Arts Council	Judgment is made by the Agency based on the number of grant applications and technical assistance, emails and phone inquiries received each year. The Illinois Arts Council Agency is a very small agency and has utilized the language translations on several occasions.
Central Management Services	From surveys such as this and the recommendations of personnel in certain key positions.
Children and Family Services	The number of cases and investigations in addition to the number of calls coming into the Hotline indicating language assistance.
Commerce and Economic Opportunity	Determinations are assessed by management based on clients/customers served.
Corrections	Based on inmate (LEP) population and their visiting families.
Criminal Justice Information Authority	N/A
Deaf and Hard of Hearing Commission	All positions require the use of sign language in order to communicate effectively with individuals with a hearing loss. This includes the community we serve as well as staff.
Employment Security	IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves.
Environmental Protection Agency	The Agency uses feedback from employees and the public to ensure effective public service.
Financial and Professional Regulation	Determination is made by the number of complaints & inquiries received by the Department that require translation. In addition, the number of licensees/applicants who require translators during the examination and investigation process.
Gaming Board	The IGB examines the data collected every year for this report, and makes a determination whether or not the statistics warrant the need for a bilingual position.
Guardianship and Advocacy Commission	The number of positions needed are determined based on client needs and requirements are determined by way of the client intake process.
Healthcare and Family Services	In general, the numbers are generated by customer/client makeup of the geographic region and population demand.
Historic Preservation	None
Human Rights Commission	None
Human Rights Department	The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on charges filed annually by limited English speaking individuals. The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual options positions. Additionally, the Department has its "Filing a Charge of Discrimination" brochure in 15 different languages.
Human Services	Calls/emails received from the public with the need; bi-annual analysis of client cases/applications and divided by a case load ratio to determine the bilingual staff need; customer requests; use of contract interpreters; census and community needs; leadership needs assessment; speech/language assessments; historical data; admission data.
Illinois Commerce Commission	In determining the number of positions needed, the Consumer Services Division reviews the number of calls taken and handled in Spanish.
Insurance	Reviewed by Senior Management
Juvenile Justice	Bilingual needs vary based on average commitment of 6 months or less. Union contractual provisions allow for temporary assignment pay when existing staff may be required to assist with bilingual needs on an intermittent basis. Also, time logs were kept to determine if bilingual skills were used for at least 10 % of an employees day.
Labor Department	na
Labor Relations Board - Educational	Annual needs assessment survey is sent to all staff.
Law Enforcement Training and Standards Board	NA
Lottery	Office Managers determine the operational need and inform Executive Staff.
Natural Resources	Feedback from Managers, and employees.
Office of Executive Inspector General	The OEIG is exempt from the Personnel Code and does not designate language requirements in position descriptions. However, we do provide our Spanish-speaking clients with translation services.

## FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	<p><b>For agencies with bilingual staff:</b>            What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?</p>
Prisoner Review Board	Bilingual needs are assessed by the management on a periodic basis throughout the year based on the demand, agency needs, and day to day work.
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our Limited English Proficient constituents.
Racing Board	Feedback from licensees and employees has typically determined whether or not bilingual staff is necessary.
Revenue	Telephone bilingual use tracking software, client interaction tracking software, employee client interaction database review, direct employee input, direct supervisor input, continual review by Bilingual needs committee.
State Fire Marshal	
State Police	The agency relies on personnel in the field to request the need for bilingual skills.
Transportation	Operational entities notify the central office of need based on work unit functions and public interaction needs. The central office reviews the need and works with entities to establish positions.
Veterans Affairs	Veterans' Affairs Senior Management Staff consists of two bilingual staff members. In addition, there are other staff members who are Bilingual.
Workers Compensation Commission	The Commission relies on the the # of clients needing bilingual services to determine the number of employees needed to handle the clients.

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> What methods does the agency employ to determine the number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking clients?
Aging	The Senior Helpline logs all bilingual calls and assistance through a client tracking system. The Department constantly monitors operations to ensure staffing is adequate to render effective service to Spanish-speaking clients.
Agriculture	It would be based on the number of Hispanic speaking state licensed and inspected meat and poultry establishments.
Arts Council	Currently, the Agency has 8 employees and one position has the Spanish language option.
Central Management Services	From surveys such as this and the recommendations of personnel in certain key positions.
Children and Family Services	The Council of Accreditation and the B. H. Consent, require a 25 cases to 1 caseworker ration and 12 investigator for 9 month period with the remaining 3 months at 15 investigations per investigator ratio. The Burgos Consent Decree require that bilingual caseload ratio are not to be higher than English speaking caseworkers and investigators.
Commerce and Economic Opportunity	Same as 14a, determinations are assessed by management based on clients/customers served.
Corrections	Based on inmate (LEP) population and their visiting families.
Criminal Justice Information Authority	N/A
Deaf and Hard of Hearing Commission	If we do provide services to spanish speaking individuals, we hire interpreters with spanish speaking sign language skills and knowledge.
Employment Security	IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves.
Environmental Protection Agency	The Agency reviews call volume - AVAYA, the volume of work that requires translation and uses feedback from employees and the public to ensure effective service is provided to the Spanish speaking public..
Financial and Professional Regulation	See question No. 14a above.
Gaming Board	The IGB recently created a Spanish speaking position (Office Coordinator) due to the reported instances of this particular employee being asked to interpret for Spanish speaking clients.
Guardianship and Advocacy Commission	The number of positions needed are determined based on client needs and requirements are determined by way of the client intake process.
Healthcare and Family Services	Mostly based on customer/client makeup and population demand of the specific area being serviced.
Historic Preservation	None
Human Rights Commission	None
Human Rights Department	The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on charges filed annually by limited English speaking individuals. The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual options positions. Additionally, the Department has its "Filing a Charge of Discrimination" brochure in 15 different languages.
Human Services	From the calls/inquiries by phone or emails received from Spanish Speaking customers; from management observation based on frequency of need for interpreters; review of under served areas; customer/community/student needs; census data; annual survey of patient needs.
Illinois Commerce Commission	Call center software. In determining the number of Spanish positions needed, the Consumer Services Division reviews the number of calls taken and handled in Spanish. In FY 2016, 799 calls were offered to counselors in Spanish but we were only sufficiently staffed to handle 608 of these requests, for a 23.9% failure rate. There are daily unavoidable gaps in phone coverage due to our staffing level. We have determined that we need an additional Spanish speaking counselor.
Insurance	Reviewed by Senior Management
Juvenile Justice	Youth (LEP) population.
Labor Department	na
Labor Relations Board - Educational	Annual needs assessment survey is sent to all staff.
Law Enforcement Training and Standards Board	NA
Lottery	Office Managers determine the operational need and inform Executive Staff.
Natural Resources	Feedback from Managers, and employees.
Office of Executive Inspector General	The OEIG is exempt from the Personnel Code and does not designate language requirements in position descriptions. However, we do provide our Spanish-speaking clients with translation services.
Prisoner Review Board	Review of the day to day operations, bilingual requests, and incoming/outgoing phone calls.

## FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	<p><b>For agencies with bilingual staff:</b>            What methods does the agency employ to determine the number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking clients?</p>
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our Limited English Proficient constituents.
Racing Board	Feedback from licensees and employees has typically determined whether or not bilingual staff is necessary.
Revenue	Telephone bilingual use tracking software, client interaction tracking software, employee client interaction database review, direct employee input, direct supervisor input, continual review by Bilingual needs committee.
State Fire Marshal	
State Police	The agency relies on supervisors to evaluate the need for bilingual positions.
Transportation	See above.
Veterans Affairs	Most of the Agency's needs for Spanish speaking positions are within the Veterans' Affairs Service Officer's positions since they're in direct contact of the public on a daily basis to include Veterans and their families. Their needs are tracked and managed through CyberVet.
Workers Compensation Commission	The Commission assesses its needs based on the ability of the bilingual employees to handle the bilingual traffic that comes through the door.

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with no bilingual staff:</b> How does the agency determine that it does not require any bilingual staff?
Capital Development Board	There have been no instances in which bilingual staff has been necessary to communicate with any of our industry partners.
Civil Service Commission	Our primary clientele consists of State of Illinois employees, none of whom require any language assistance to date.
Developmental Disabilities Council	The Council does not provide direct services, and therefore has experienced no need for bilingual employees.
Emergency Management Agency	N/A
Executive Ethics Commission	The EEC does not deal directly with the general public or have clients and therefore does not provide assistance with clients who are at a communicative disadvantage in an English-speaking environment.
Investment Board	ISBI has very limited contact with the general public. In most cases any inquiries are referred to the Retirement Systems in Springfield or CMS Deferred comp.
Labor Relations Board	By the amount of phone calls that are received asking for non English assistance.
Military Affairs	If the Agency was to have bilingual needs, we would utilize Federal personnel, Military Personnel, or personnel from another agency.
Pollution Control Board	Review of logs.
Property Tax Appeal Board	Based upon the requests received, of which there were no this fiscal year.
State Police Merit Board	We have never in the past had a situation that required a bilingual interpreter. If this ever took place we would take the necessary steps to hire staff to fulfill this need.
State Retirement Systems	There has been no requests for bilingual assistance in the last fiscal year. If there are any in the future and depending on the number of those requests, the agency would certainly consider hiring and/or paying bilingual pay to current employees.
Tax Tribunal	Review of past activity and discussion by Agency staff of an anticipated need.

## FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	How are the instances in which interpretation or translation of a source language into English was necessary to assist non-English-speaking tracked? Call log, case management software, LEP tracking etc.
Aging	Senior Helpline Client Tracking System
Agriculture	Call log
Arts Council	The IACA does not track translation inquiries. However, if a constituent emails a staff member; emails are kept.
Capital Development Board	NA
Central Management Services	Case notes, call logs, monthly tally sheets and case notes placed in files.
Children and Family Services	Calls to the Interpreter Line, tracked by CMS and paid for by DCFS Department of Budget and Finance
Civil Service Commission	0
Commerce and Economic Opportunity	Case management software, calendar notations, phone log, notes, event attendance.
Corrections	Facility call logs and case management software.
Criminal Justice Information Authority	N/A
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	Staff notify the agency telecommunications coordinator whenever phone interpreter/translator's are used. The accountant maintains records of when in person translator/interpreters are used.
Emergency Management Agency	Master contract usage
Employment Security	Propio Interpreter Phone Service Detailed Reports, IBIS Internet Claims, Illinois JobLink System (Employment Service Tool), Ad-Hoc LEP Claims Report.
Environmental Protection Agency	AVAYA reporting for contact center software
Executive Ethics Commission	N/A
Financial and Professional Regulation	The above is a weekly face to face and telephone estimate. IDFPF does not track daily interactions with the public
Gaming Board	This data is collected by conducting a survey via e-mail
Guardianship and Advocacy Commission	case management software
Healthcare and Family Services	These are tracked via survey completed by employees receiving bilingual pay
Historic Preservation	They are not currently tracked
Human Rights Commission	call log
Human Rights Department	It depends on the Division/Unit within the Department. The Department utilizes its internal case management system and federal case management systems to track cases. Calls are tracked in a number of ways (logs, calendars, production reports, etc.) and in accordance with the Department's Division/Unit policies and procedures.
Human Services	Call logs; Information Systems databases including Excel & Access logs/databases; emails; payment invoices to Chicago Area Interpreter Referral services and Propio Language Line interview statements; individual service plans; assessment/sign-in sheets; case notes; requests for provisions of interpreters and/or Computer Aided Real-Time (CART) services; billing invoices.
Illinois Commerce Commission	Call center software- Spanish callers are tracked in queues that go only to Spanish speaking counselors.
Insurance	Calls are tracked through the VIOP Phone System, including SS calls. Some calls are logged onto call sheets; Walk-ins are logged on sheets
Investment Board	N/A
Juvenile Justice	Facility call logs and case management software.
Labor Department	above # is number of minutes translation services provided - I do not have the number of instances in which interpretation/translation services were needed.
Labor Relations Board	0
Labor Relations Board - Educational	Call log
Law Enforcement Training and Standards Board	NA
Lottery	The interactions are not tracked by the three employee in the SS Option.
Military Affairs	No instances to track.
Natural Resources	The Department is currently tracking through call logs, and online request for various permits.
Office of Executive Inspector General	The number is derived from tallies of phone contacts and interviews with state employees and others who requested translation services.
Pollution Control Board	Logged by the Clerk's Office
Prisoner Review Board	n/a
Property Tax Appeal Board	N/A
Public Health	Interactions are tracked through software, call logs and calendars.
Racing Board	Staff does not track.

### FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	How are the instances in which interpretation or translation of a source language into English was necessary to assist non-English-speaking tracked? Call log, case management software, LEP tracking etc.
Revenue	Call log, case management software (CRM),and Walk-in Documentation System (WDS).
State Fire Marshal	Other.
State Police	Estimated
State Police Merit Board	We track callers that need assistance through a spreadsheet, we services a very small pool of people via phone calls. Most information is done through email and we have never had a need for an interpreter.
State Retirement Systems	NA
Tax Tribunal	Docket System
Transportation	Estimated with the Emergency Traffic Patrol. BPM maintains interview files which require language translations. Not interviews required this in FY'16
Veterans Affairs	None
Workers Compensation Commission	Call logs and walk in logs.

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? If the answer is yes, please indicate the number of instances and the source language(s) for which those services were required. (Agencies should review the Master Contract Invoices).
Aging	7 Polish
Agriculture	N/A
Arts Council	0
Capital Development Board	NA
Central Management Services	N/A
Children and Family Services	2538. There are 60 source languages all together with Spanish being most in demand followed by Polish, Arabic, Hindi, Mandarin, Russian and Vietnamese
Civil Service Commission	NA
Commerce and Economic Opportunity	N/A
Corrections	513
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	2
Emergency Management Agency	N/A
Employment Security	12,692. The top 10 languages were Spanish, Polish, Cantonese, Arabic, French, Hindi, Vietnamese, Mandarin, Korean & Russian. Others, like Bosnian, Gujarati, Tagalog & Ukrainian were also used.
Environmental Protection Agency	N/A
Executive Ethics Commission	N/A
Financial and Professional Regulation	A disciplinary hearing was translated using Sign language.
Gaming Board	N/A
Guardianship and Advocacy Commission	N/A
Healthcare and Family Services	12506
Historic Preservation	N/A
Human Rights Commission	n/a
Human Rights Department	The CMS summary indicated that the Department used the service 22 times for a total of 2760 minutes. The primary source language was Spanish but there was one instance where Malayalam (an East Indian language) was also required.
Human Services	Albanian-27; Amharic-2; Arabic-439; Armenian-3; Assyrian-23; Bengali-1; Bosnian-45; Bulgarian-25; Burmese-40; Cambodian-10; Cantonese-68; Chin-3; Chinese-1; Chinese Mandarin-4; Croatian-1; Dari-2; Farsi-32; Farsi-Iranian/Persian-1; Filipino-9; French-283; Fulani-1; Greek-15; Gujarati-77; Haitian Creole-4; Hindi-59; Italian-7; Karen-32; Karenni-6; Kinyarwanda-2; Kirundi-6; Korean-95; Lao-18; Laotian-4; Lingala-2; Lithuanian-9; Malayalam-6; Mandarin-100, Mongolian-24; Nepali-38, Nuer-1; Oromo-5; Persian-5; Polish-293; Portugese-12; Punjabi-6; Romanian-12; Russian-169; Serbian-14; Serbo-Croatian-6; Slovak-6; Somali-24; Spanish-2910; Swahili-31; Tagalog-26; Thai-6; Tigrinya-4; Turkish-5; Ukrainian-35; Urdu-57; Uzbek-1; Vietnamese-72; Yoruba-2
Illinois Commerce Commission	N/A
Insurance	N/A
Investment Board	N/A
Juvenile Justice	NA
Labor Department	na
Labor Relations Board	N/A
Labor Relations Board - Educational	n/a
Law Enforcement Training and Standards Board	NA
Lottery	NA
Military Affairs	N/A
Natural Resources	N/A
Office of Executive Inspector General	N/A
Pollution Control Board	N/A
Prisoner Review Board	n/a
Property Tax Appeal Board	N/A
Public Health	Total # of Instances = 103 6 Amharic; 2 Arabic; 1 Cantonese; 1 Karen; 1 Polish; 1 Portuguese; 3 Russian; 86 Spanish; 2 Vietnamese
Racing Board	N/A



FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? If the answer is yes, please indicate the number of instances and the source language(s) for which those services were required. (Agencies should review the Master Contract Invoices).
Revenue	8267 instances. Albanian, Arabic, Bulgarian, Cantonese, Mandarin, Filipino, French, Gujarati, Hindi, Korean, Polish, Romanian, Russian, Croatian, Spanish, Swahili, Uzbek, Vietnamese
State Fire Marshal	N/A
State Police	Amharic 1 Arabic 2 Bosnia 1 Cantonese 1 Chinese Mandar 1 Farsi 1 French 1 Italian 1 Japanese 1 Korean 2 Kurdish 1 Mandarin 2 Mongolian 1 Polish 2 Spanish 39 Vietnamese 1
State Police Merit Board	n/a
State Retirement Systems	NA
Tax Tribunal	N/A
Transportation	N/A
Veterans Affairs	N/A
Workers Compensation Commission	DNA

## FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized? Please include the number of all language interpretation service requests, and the source language(s) for which these services were required.
Aging	N/A
Agriculture	The Agency utilizes sign language interpreters for the Illinois and DuQuoin State Fairs.
Arts Council	0
Capital Development Board	NA
Central Management Services	N/A
Children and Family Services	2538 language interpretation request , for Spanish, Arabic, Polish, Hindi, Vietnamese, Russian, Mandarin and in total 60 different languages. Private agencies and DCFS offices have their own bilingual staff mostly Spanish Speaking as it is the language that is most in demand and in compliance with the Burgos Consent Decree. DHS Immigrant Resources Guide is also used to access interpreter services.
Civil Service Commission	NA
Commerce and Economic Opportunity	No known services utilized.
Corrections	Google Translate & IDOC staff, number unknown.
Criminal Justice Information Authority	None of these services were required.
Deaf and Hard of Hearing Commission	Sign Language Interpreters are hired for staff/Commissioners for trainings/presentations and BEI Raters for evaluation of tests. SBSA and BOA's are utilized to secure Sign Language Interpreters. Licensed qualified Interpreters are not found on Master Contract.
Developmental Disabilities Council	0
Emergency Management Agency	N/A
Employment Security	Interpreters from IL Deaf & Hard of Hearing Commission were utilized several times during the FY for sign language interpreter services. Also used were Chicago Area Interpreter Services & Deaf Communication by Innovation.
Environmental Protection Agency	N/A
Executive Ethics Commission	N/A
Financial and Professional Regulation	No other interpreter services were utilized.
Gaming Board	No resources were utilized during this reporting period.
Guardianship and Advocacy Commission	1 instance of IL Relay Center for the Hearing Impaired 1-800-526-0857 number was provided to LAS to assist client
Healthcare and Family Services	NA
Historic Preservation	N/A
Human Rights Commission	n/a
Human Rights Department	In addition to the language interpretation services phone line, the Department used Translation Smart to translate its brochures into various languages. Over the years, the Department's "Filing a Charge of Discrimination" brochure has been translated into 15 languages. The Department also utilized its bilingual staff who receive the bilingual option. Lastly, the Department also utilized sign language interpreters (two incidences for a total of 240 minutes).
Human Services	Current DHS bilingual employees; Polish Interpreters; Hispanic/Latino hotline; Spoken Language Interpreter Network; Center for Sight & Hearing; Change & Innovation; Chicago Hearing Society; Deaf Communication by Innovation; Language Access Metro Project; Multilingual Connections LLC; Computer Aided Real-Time Services
Illinois Commerce Commission	None
Insurance	N/A
Investment Board	None
Juvenile Justice	NA
Labor Department	Bulgarian, Chinese mandarin, Gujarati, Korean, Mandarin, Mongolian, Polish, Russian, Spanish, Turkish, Ukrainian, and Vietnamese
Labor Relations Board	We transfers our calls to the Dept. of Labor who has a Spanish speaking employee.
Labor Relations Board - Educational	agency employee
Law Enforcement Training and Standards Board	NA
Lottery	NA
Military Affairs	None
Natural Resources	N/A
Office of Executive Inspector General	The OEIG utilized a sign language interpreter on one occasion to assist with an interview

### FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized? Please include the number of all language interpretation service requests, and the source language(s) for which these services were required.
Pollution Control Board	None
Prisoner Review Board	n/a
Property Tax Appeal Board	N/A
Public Health	n/a
Racing Board	N/A
Revenue	Federal DEA and FBI translator, 2 usages, languages not covered by Propio and part of an active case.
State Fire Marshal	N/A
State Police	State Police Officers
State Police Merit Board	none
State Retirement Systems	NA
Tax Tribunal	N/A
Transportation	N/A
Veterans Affairs	N/A
Workers Compensation Commission	None

### FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency conduct language assessment needs to determine the number of language option positions needed to provide effective services to clients who communicate in a language other than English? If yes, how many bilingual positions were determined to be needed based on that assessment?	Did your agency use census data?	Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients?	Did your agency use consent decrees?	Did your agency use data from telephone interpreters?
Aging	10	No	Yes	No	No
Agriculture	1	No	No	No	No
Arts Council	0	No	No	No	No
Capital Development Board	0	No	No	No	No
Central Management Services	8	Yes	Yes	No	No
Children and Family Services	27	No	Yes	Yes	Yes
Civil Service Commission		No	No	No	No
Commerce and Economic Opportunity		No	No	No	No
Corrections	0	No	No	No	No
Criminal Justice Information Authority		No	No	No	No
Deaf and Hard of Hearing Commission	5	No	No	No	Yes
Developmental Disabilities Council	0	No	Yes	No	Yes
Emergency Management Agency		No	No	No	No
Employment Security		Yes	Yes	No	Yes
Environmental Protection Agency	3	No	No	No	No
Executive Ethics Commission		No	No	No	No
Financial and Professional Regulation		No	No	No	No
Gaming Board	0	No	No	No	No
Guardianship and Advocacy Commission	6	Yes	Yes	Yes	No
Healthcare and Family Services		No	No	No	No
Historic Preservation		No	No	No	No
Human Rights Commission		No	No	No	No
Human Rights Department	42	No	No	No	No
Human Services		Yes	Yes	Yes	Yes
Illinois Commerce Commission	0	No	No	No	No
Insurance		No	No	No	No
Investment Board		No	No	No	No
Juvenile Justice	0	No	No	Yes	No
Labor Department		No	No	No	No
Labor Relations Board		No	No	No	No
Labor Relations Board - Educational	0	No	Yes	No	No
Law Enforcement Training and Standards Board	0	No	No	No	No
Lottery	0	No	No	No	No
Military Affairs		No	No	No	No
Natural Resources		No	No	No	No
Office of Executive Inspector General		No	No	No	No
Pollution Control Board		No	No	No	No
Prisoner Review Board		No	No	No	No
Property Tax Appeal Board	0	No	No	No	No
Public Health	45	No	No	No	No
Racing Board		No	No	No	No
Revenue		Yes	Yes	No	Yes
State Fire Marshal		No	No	No	No
State Police		No	No	No	No
State Police Merit Board	0	No	No	No	No
State Retirement Systems		No	No	No	No
Tax Tribunal	0	No	No	No	No
Transportation		No	No	No	No

### FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency conduct language assessment needs to determine the number of language option positions needed to provide effective services to clients who communicate in a language other than English? If yes, how many bilingual positions were determined to be needed based on that assessment?	Did your agency use census data?	Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients?	Did your agency use consent decrees?	Did your agency use data from telephone interpreters?
Veterans Affairs		Yes	No	No	No
Workers Compensation Commission	0	No	No	No	Yes

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used.	Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? If the answer is yes, please list the number of employees, the employees' position titles, the duration of the temporary assignment pay and the language skills that were used.
Aging	N/A	N/A
Agriculture	N/A	N/A
Arts Council	2 employees - PSA and Arts Council Coordinator - Spanish	0
Capital Development Board	NA	NA
Central Management Services	Carlos Charneco, Senior Public Service Administrator, Interpret Spanish Eugene Reyes, Human Resources Associate, Interpret Spanish Pedro Pineda, Human Resources Representative, Interpret Spanish Maria Solórzano, Office Associate, Interpret Spanish	N/A
Children and Family Services	There is no employees that did not receive bilingual pay	8 Employees - Office Associate, Child Welfare Specialist, Child Welfare Advance Specialist, Public Service Administrator - An employee receives TA pay for the portion of the day he/she is providing bilingual services
Civil Service Commission	NA	NA
Commerce and Economic Opportunity	N/A	N/A
Corrections	10- Correctional Officers- Spanish 1- Correctional Officer-Polish 3- Correctional Residence Counselors- Spanish 2- Office Assistants-Spanish 1- Center Supervisor-Spanish 1-Executive Assistant 3-Spanish 1- Assistant Warden-Spanish	N/A
Criminal Justice Information Authority	N/A	N/A
Deaf and Hard of Hearing Commission	N/A	N/A
Developmental Disabilities Council	NA	NA
Emergency Management Agency	N/A	N/A
Employment Security	Information is not tracked. Above answer is a "guesstimate", because information sought is not tracked. Additionally, it is not possible to survey employees who are not identified. We're assuming by diverse workforce & diverse clientele that at least some of these used another language at one point or another. However, not enough to receive bilingual pay.	Cruz, Johnny- ESPR, 4 months, Spanish Espino, Rosaura- PSA, 2.5 days, Spanish Purdy, Asta- PSA, 2 days, Polish Szaflarska, Monika- Adm. Asst. 2, 3.75 hours, Polish Voityna, Liubov- PSA, 2.5 days, Polish Volkhovskiy, Stanislav- Exec. 1, 3.75 hours, Russian
Environmental Protection Agency	5 Employees: 4 Environmental Protection Engineers, 1 Environmental Protection Specialist. All 5 employees used Spanish.	N/A
Executive Ethics Commission	N/A	N/A
Financial and Professional Regulation	N/A	N/A
Gaming Board	Bernardo Guillen, Gaming Special Agent, Spanish Eva Hamala, Gaming Special Agent, Spanish Sandra Flores Soto, Gaming Special Agent, Spanish	N/A
Guardianship and Advocacy Commission	N/A	N/A
Healthcare and Family Services	NA	2 employees 1 Executive II (Spanish speaking) 12/2/15 - current 1 Child Support Specialist II (Spanish speaking) 3/9/16 - 7/29/16
Historic Preservation	N/A	N/A
Human Rights Commission	n/a	n/a
Human Rights Department	N/A	N/A

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used.	Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? If the answer is yes, please list the number of employees, the employees' position titles, the duration of the temporary assignment pay and the language skills that were used.
Human Services	Not sure the exact total in an agency this large with over 196 work locations, but the following list are examples of situations that usually occur at the 24/7 Mental Health Hospitals/Developmental Centers with new admissions and are isolated and limited in number of occurrences. Mental Health Technicians - Spanish Physician - Spanish Residential Services Supervisors - Spanish Social Workers - Spanish Public Service Administrators - Manual Communication Mental Health Technicians - Manual Communication Psychiatrist - Spanish Medical Director - Spanish Managed Care Coordinator - Polish Nurse Educator - Spanish Speech Therapist - Manual Communication	The current Payroll system was not able to capture this data. Human Resources is working on a new database that hopefully will help capture this data for future reporting. Common titles; however, requesting temporary assignment pay are; Office Coordinators Human Services Caseworkers Public Aid Eligibility Assistants Human Service Casework Managers Public Aid Quality Control Reviewers Office Clerks Switchboard Operators All above titles are commonly used for Spanish Speaking skills and are utilized on an as-needed basis usually ranging from 1/2 day to a couple of months - all depending on staffing and client needs at the time.
Illinois Commerce Commission	0	0
Insurance	N/A	N/A
Investment Board	None	None
Juvenile Justice	5 Juvenile Justice Specialists-provide Spanish translation, written and oral. 1 Administrative Assistant- provides Spanish translation, written and oral.	NA
Labor Department	Director - Spanish Assistant Director - Mandarin Private Secretary II - Spanish	na
Labor Relations Board	N/A	N/A
Labor Relations Board - Educational	1, Executive Director, Spanish	n/a
Law Enforcement Training and Standards Board	NA	NA
Lottery	0	0
Military Affairs	N/A	N/A
Natural Resources	N/A	N/A
Office of Executive Inspector General	One Executive Assistant provides Spanish translation services.	N/A
Pollution Control Board	N/A	N/A
Prisoner Review Board	n/a	n/a
Property Tax Appeal Board	N/A	N/A
Public Health	n/a	n/a
Racing Board	Four employees speak with licensees: however, it is not clear that these interactions are necessary to service the licensees.	N/A
Revenue	Luis Rodriguez, Revenue Tax Specialist 3, Spanish	Emmanuel Raguay, Revenue Tax Specialist 1, Spanish
State Fire Marshal	N/A	N/A
State Police	NA	NA
State Police Merit Board	n/a	n/a
State Retirement Systems	NA	NA
Tax Tribunal	N/A	N/A
Transportation	N/A	N/A
Veterans Affairs	5-Spanish, Portugese, Albanian All of these employees are in Veterans' Assistance Officer positions	N/A
Workers Compensation Commission	0	0

## FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Why were agency positions designated with language options revised to delete the language option?
Aging	N/A
Agriculture	N/A
Arts Council	0
Capital Development Board	NA
Central Management Services	N/A
Children and Family Services	Not applicable
Civil Service Commission	NA
Commerce and Economic Opportunity	N/A
Corrections	N/A
Criminal Justice Information Authority	N/A
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	NA
Emergency Management Agency	N/A
Employment Security	N/A
Environmental Protection Agency	N/A
Executive Ethics Commission	N/A
Financial and Professional Regulation	N/A
Gaming Board	N/A
Guardianship and Advocacy Commission	N/A
Healthcare and Family Services	Request by the hiring area
Historic Preservation	N/A
Human Rights Commission	n/a
Human Rights Department	N/A
Human Services	Employee was no longer utilizing bilingual skills with at least 10% of the time in that position.
Illinois Commerce Commission	N/A
Insurance	The additional identical on the position was changed to include more than one incumbent.
Investment Board	N/A
Juvenile Justice	NA
Labor Department	na
Labor Relations Board	0
Labor Relations Board - Educational	n/a
Law Enforcement Training and Standards Board	NO
Lottery	NA
Military Affairs	N/A
Natural Resources	N/A
Office of Executive Inspector General	N/A
Pollution Control Board	N/A
Prisoner Review Board	The employee promoted to another position within the agency and the agency revised the new position to be a bilingual position.
Property Tax Appeal Board	N/A
Public Health	Skill no longer required to serve area.
Racing Board	N/A
Revenue	Per the Legal General Counsel, no longer needed in that area.
State Fire Marshal	N/A
State Police	NA
State Police Merit Board	0
State Retirement Systems	NA
Tax Tribunal	N/A
Transportation	No proven need for the language skill requirement as it was never utilized in the position.
Veterans Affairs	N/A
Workers Compensation Commission	0



FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY16 are shaded in grey.</i>	<i>Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.</i>									
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10
Aging	5	0	0	0	0	0	3	0	0	0
Agriculture	1	0	0	0	0	0	0	0	0	0
Arts Council	0	0	0	0	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0	0	0	0
Central Management Services	7	0	0	0	0	0	0	0	0	0
Children and Family Services	151	5	3	1	0	0	7	0	0	0
Civil Service Commission	0	0	0	0	0	0	0	0	0	0
Commerce and Economic Opportunity	5	0	0	0	0	0	2	0	0	0
Corrections	9	2	0	2	5	0	5	1	1	1
Criminal Justice Information Authority	0	0	0	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	0	0	0	0	5	0	0	0
Developmental Disabilities Council	0	0	0	0	0	0	0	0	0	0
Emergency Management Agency	0	0	0	0	0	0	0	0	0	0
Employment Security	119	6	4	0	3	1	0	0	0	1
Environmental Protection Agency	3	0	0	0	0	0	0	0	0	0
Executive Ethics Commission	0	0	0	0	0	0	0	0	0	0
Financial and Professional Regulation	11	0	0	0	0	0	0	0	0	0
Gaming Board	1	0	0	0	0	0	0	0	0	0
Guardianship and Advocacy Commission	5	0	1	0	0	0	1	0	0	0
Healthcare and Family Services	103	5	5	0	3	2	51	0	0	0
Historic Preservation	0	0	0	0	0	0	1	0	0	0
Human Rights Commission	1	0	0	0	0	0	0	0	0	0
Human Rights Department	30	0	0	0	0	0	0	0	0	0
Human Services	809	21	175	1	11	6	194	5	2	2
Illinois Commerce Commission	3	0	0	0	0	0	0	0	0	0
Insurance	2	0	0	0	0	0	1	0	0	0
Investment Board	0	0	0	0	0	0	0	0	0	0
Juvenile Justice	5	0	0	0	0	0	0	0	0	0
Labor Department	12	0	0	0	0	0	0	0	0	0
Labor Relations Board	0	0	0	0	0	0	0	0	0	0
Labor Relations Board - Educational	0	0	0	0	0	0	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0	0	0	0	0	0	0
Lottery	3	0	0	0	0	0	0	0	0	0
Military Affairs	0	0	0	0	0	0	0	0	0	0
Natural Resources	0	0	0	0	0	0	2	0	0	0
Office of Executive Inspector General	1	0	0	0	0	0	0	0	0	0
Pollution Control Board	0	0	0	0	0	0	0	0	0	0
Prisoner Review Board	0	0	0	0	0	0	2	0	0	0
Property Tax Appeal Board	0	0	0	0	0	0	0	0	0	0
Public Health	9	0	0	0	0	0	13	0	0	0
Racing Board	0	0	0	0	0	0	0	0	0	0
Revenue	14	0	0	0	0	0	4	0	0	0
State Fire Marshal	1	0	0	0	0	0	1	0	0	0
State Police	0	0	0	0	0	0	0	0	0	0
State Police Merit Board	0	0	0	0	0	0	0	0	0	0
State Retirement Systems	0	0	0	0	0	0	0	0	0	0
Tax Tribunal	0	0	0	0	0	0	0	0	0	0
Transportation	11	0	0	1	0	2	0	0	0	0
Veterans Affairs	1	0	0	0	0	0	0	0	0	0
Workers Compensation Commission	3	0	0	0	0	0	0	0	0	0
<b>Statewide Totals:</b>	<b>1,325</b>	<b>39</b>	<b>188</b>	<b>5</b>	<b>22</b>	<b>11</b>	<b>292</b>	<b>6</b>	<b>3</b>	<b>4</b>

FY 2016 Bilingual Needs and Bilingual Pay Survey

Agency Name	Is the Agency compliant with the State Services Assurance Act?	Bilingual union staff as of June 30, 2007	Bilingual union staff as of June 30, 2016
Aging	Yes	4	8
Agriculture	Yes	1	1
Arts Council	Yes	0	0
Capital Development Board	Yes	0	0
Central Management Services	Yes	3	6
Children and Family Services	No	154	160
Civil Service Commission	Yes	0	0
Commerce and Economic Opportunity	Yes	6	5
Corrections	No	45	35
Criminal Justice Information Authority	Yes	0	0
Deaf and Hard of Hearing Commission	Yes	3	1
Developmental Disabilities Council	Yes	0	0
Emergency Management Agency	Yes	0	0
Employment Security	Yes	117	127
Environmental Protection Agency	No	14	15
Executive Ethics Commission	Yes	0	0
Financial and Professional Regulation	Yes	15	10
Gaming Board	Yes	0	1
Guardianship and Advocacy Commission	Yes	6	6
Healthcare and Family Services	Yes	86	94
Historic Preservation	Yes	1	1
Human Rights Commission	Yes	4	3
Human Rights Department	Yes	21	26
Human Services	Yes	1,052	1,184
Illinois Commerce Commission	Yes	3	3
Insurance	No	0	2
Investment Board	No	0	0
Juvenile Justice	No	3	3
Labor Department	Yes	8	12
Labor Relations Board	Yes	0	0
Labor Relations Board - Educational	Yes	0	0
Law Enforcement Training and Standards Board	Yes	1	1
Lottery	Yes	1	3
Military Affairs	Yes	0	0
Natural Resources	Yes	0	2
Office of Executive Inspector General	Yes	0	0
Pollution Control Board	Yes	0	0
Prisoner Review Board	Yes	1	2
Property Tax Appeal Board	Yes	0	0
Public Health	Yes	12	19
Racing Board	Yes	5	5
Revenue	Yes	1	18
State Fire Marshal	Yes	0	2
State Police	Yes	1	0
State Police Merit Board	Yes	0	0
State Retirement Systems	Yes	0	0
Tax Tribunal	Yes	0	0
Transportation	Yes	6	12
Veterans Affairs	Yes	3	3
Workers Compensation Commission	Yes	2	2
<b>Statewide Totals:</b>		<b>1,579</b>	<b>1,772</b>