

State Hispanic Employment Plan Survey 2011

Per Senate Bill 2043/Public Act 94-0597, each state agency is required to report to CMS all of their activities in implementing the State Hispanic Employment Plan and the Bilingual Employment Plan which will be incorporated into the annual report submitted to the General Assembly. Please provide the information as requested below reflecting both bargaining unit and non-bargaining unit data.

DUE: Friday, October 29th, 2010

RETURN TO: Department of Central Management Services
Bureau of Personnel/Division of Statewide Services
503 Stratton Office Building
Springfield, IL 62706
Phone: 217/524-8773
Fax: 217/558-4497

Questions may be directed to Joe Ashcraft, CMS-Personnel at 217-524-1075 or joseph.ashcraft@illinois.gov

ALSO, PROVIDE A COPY TO THE DEPARTMENT OF HUMAN RIGHTS AT THE FOLLOWING ADDRESS:

Chief Legal Counsel
Illinois Department of Human Rights
100 W. Randolph St., Ste. 10-100
Chicago, Illinois 60601

Agency: __Illinois Department of Commerce and Economic Opportunity (DCEO)____

Name of Individual Completing Survey: _____Victoria Dawn Benn_____

Individual's Working Title: ____Agency-wide EO Compliance/Education & Training Mgr.____

Individual's Phone Number: __217/524-2997 (Voice) or 217/558-6971 (Fax)_____

Individual's Mailing Address: _____Director's Office/EOMC (Ridgely Building)
_500 East Monroe Street, 8th Flr., Springfield, IL., 62701

Individual's Email

Address:_____Victoria.Benn@illinois.gov_____

1. As of June 30, 2010, provide the number of Hispanics employed within each of the following EEOC categories:

___7___ Officials and Managers

___8___ Professionals

___0___ Technicians

___N/A___ Protective Service Workers

___1___ Para-Professionals

___1___ Office and Clerical

___0___ Skilled Craft Workers

___0___ Service-Maintenance

2. As of June 30, 2010, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories

___2___ Officials and Managers

___4___ Professionals

___0___ Technicians

___N/A___ Protective Service Workers

___1___ Para-Professionals

___1___ Office and Clerical

___0___ Skilled Craft Workers

___0___ Service-Maintenance

3. As of June 30, 2010, provide the number of funded positions within each of the following EEOC categories:

___206___ Officials and Managers

___278___ Professionals

___4___ Technicians

___N/A___ Protective Service Workers

___10___ Para-Professionals

___18___ Office and Clerical

___1___ Skilled Craft Workers

___2___ Service-Maintenance

4. As of June 30, 2010, provide total number of agency employees on board; include full-time, part-time and LOA's:

440.0 employees, which includes 2 – Comptroller's Office; 11.0 LOA; and 0 – part-time

5. As of June 30, 2010, provide the underutilization for Hispanics by category:

___1___ Officials and Managers (located in Sangamon County – 084)

___0___ Professionals

___0___ Technicians

___N/A___ Protective Service Workers

___0___ Para-Professionals

___0___ Office and Clerical

___0___ Skilled Craft Workers

___0___ Service-Maintenance

6. Does your agency provide budget allocations for Hispanic Employment Programs? Additionally, has your agency established a budget for Bilingual (Spanish-speaking option) program(s)? If yes, provide FY 10 budget allocation for each of these programs:

N/A _____

7. Provide FY10 budget allocation for above Hispanic Employment Program(s) and Bilingual (Spanish-speaking option) program(s):

N/A _____

8. What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

When DCEO's Office of Human Resources staff notifies the Office of Equal Opportunity Monitoring & Compliance (EOMC) that vacancies have occurred in underutilized or utilized areas, the DCEO Office of EOMC immediately sends out a written notice to the Acting Deputy Director of Human Resources and their staff as well as the respective hiring authority reminding them of their EO/AA, Executive Order #15 (1999) and State Hispanic Employment Plan obligations to adhere to such laws; and

All staff within the Office of Human Resources as well as DCEO's Agency-wide EO Compliance/Education and Training Manager attend monthly agency personnel managers' meetings and training sessions sponsored by CMS and IDHR to become aware of any/all legislative mandates affecting the State Hispanic Employment Plan; and

DCEO's Acting Deputy Director of Human Resources provides periodic updates to the Director regarding DCEO's responsibility to attract, hire or promote highly qualified Latinas/Latinos to the workforce; and

The Director meets regularly with the Acting Deputy Director of HR to strategize our efforts to increase the number of highly qualified Latinas/Latinos at DCEO as well as meet the AA goals.

9. List all agency activities undertaken in implementing the State Hispanic Employment Plan:

- a) Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Director places great emphasis on hiring/promoting highly qualified Latina/Latino applicants and employees within management and professional level positions within the Department and monitors Agency goals through frequent inquiry and discussion with the Acting Deputy Director of Human Resources and the Deputy Director of EOMC.

DCEO's Agency-wide EO Compliance/Education and Training Manager maintains contact with DCEO's Assistant Director Roxanne Nava who in turn maintains an excellent business relationship with the Senior Advisor to the Governor, statewide Latina/Latino local and state officials, statewide businesses owned by minorities and Women, and the Illinois Hispanic Chamber of Commerce regarding the need for state agency's to increase their number of highly qualified Latinas/Latinos to state service. DCEO also contacted Olga Iniguez, CMS Coordinator, for the Hispanic Employment Plan; Carlos Charneco, EEO Manager at IDHS and Past President of IAHSE; Susan Allen, Liaison, with IDHR; Staff from the CMS Diversity Enrichment Program and statewide EEO Officers to apprise these employment sources of current vacancies within DCEO as well as our attempts to identify future employment/career fairs which may be scheduled in areas that are predominately located in Latina/Latino communities.

DCEO maintains a close relationship with the following community outreach partners:

- Billy Ocasio, Chief of Staff and Senior Advisor, Office of the Governor
- Denise Martinez, Director, Governor's Office of New Americans Initiative
- Martha Lopez, President, Illinois Association of Hispanic State Employees (IAHSE);
- Rosemary Bombela, Illinois State Director of the League of United Latin American Citizens (LULAC);
- Blanca Vargas, Community Relations Liaison, Illinois Department of Human Rights and Illinois State Director for Women of the League of United Latin American Citizens (LULAC);
- Elizabeth Ortiz, President, Illinois Latino Council on Higher Education (ILACHE);
- Geoffrey Obrzut, Chief Executive Officer, Illinois Community College Board (ICCB);
- Eloy Salazar, Executive Director, Illinois Migrant Council (IMC); and
- Employment and training facilities that are identified by our Bureau of Workforce Development that is located in Latina/Latino communities.

DCEO participates in statewide employment/career fairs sponsored by universities, community colleges, trade associations and annual conferences affiliated with statewide professional minority organizations as well as employment events scheduled by members of the Illinois General Assembly when our budget permits. DCEO was represented at the following Career/Job Fairs, statewide conferences and special events:

22nd Annual Illinois Association of Hispanic State Employees (IAHSE) Training Conference, September 25, 2009, Chicago, Illinois

2010 Springfield Collegiate Career Fair sponsored by the University of Illinois, Benedictine University, Robert Morris University and Lincoln Land Community College, February 18, 2010, Springfield, Illinois

22nd Annual Illinois Association of Minorities in Government (IAMG) State of the State Training Conference, March 4 – 5, 2010, Effingham, Illinois

DCEO was invited and participated at a special event sponsored by the United States Department of Labor (U.S. DOL), Veterans Employment and Training Service (VETS), the Office of Contract Compliance Programs (OFCCP), the State of Illinois Department of Employment Security and the Illinois Chamber of Commerce designed to assist veterans seek employment within the public and private sectors. The event was held at the Illinois National Guard – 183rd Air Guard Wing, Springfield, Illinois

State Representative La Shawn K. Ford, 8th Legislative District, the Chicago Urban League and the Illinois Department of Central Management Services (CMS) sponsored a Diversity Career Fair, June 23, 2010, Chicago, Illinois

DCEO's Agency-wide EO Compliance/Education and Training Manager outreached to local area churches, community-based organizations, advocacy groups, statewide minority professional organizations, staff from the CMS Diversity Enrichment Program, other state agency Equal Opportunity/Recruitment Managers, the Illinois Department of Human Rights and the CMS SD/DHS Recruitment Program.

The Department tracks the response rate of applicants who complete a CMS employment/promotional application, submits a resume to the Department and obtains a CMS grade of "A" for various position titles which the Department utilizes.

The Department maintains recruitment files compiled with lists of highly qualified individuals, including Latina/Latino/Hispanic applicants and employees, interested in working for or advancing within the Department. As positions become available, they are referred to the Office of Human Resources.

Supervisors who are directly involved in the selection process are requested to contact the Department's Agency-wide EO Compliance/Education and Training Manager, prior to the interview, to identify any outstanding underutilized areas when considering the hire or promotion of highly qualified Latina/Latino/Hispanic applicants for state service.

The Office of Human Resources as well as the Office of Equal Opportunity Monitoring & Compliance assists applicants by mail, telephone, in person, the Internet and e-mail in order to better understand the CMS employment process and to help them access, complete and submit an employment or promotional application.

DCEO's Agency-wide EO Compliance/Education and Training Manager also identifies and refers highly qualified internal Latina/Latino/Hispanic employees to DCEO management staff for consideration when promotional opportunities arise.

As a result the Department hired:

One (1) highly qualified Latina Professional in the DCEO Springfield Director's Office, which met one of our FY10 Affirmative Action goals.

One (1) highly qualified Latina Official/Manager in the DCEO Chicago Office/Bureau of Tourism

One (1) highly qualified Latino Professional in the DCEO Chicago Office of Energy Assistance

One (1) highly qualified Latino student worker in the DCEO Chicago Director's Office

And promoted:

One (1) highly qualified Latina Official/Manager in the DCEO Chicago Director's Office

- b) How does your agency assess bilingual skills when filling positions as bilingual option? (Example; structured oral interview, written test, none)

Some positions have an examining option for the bilingual skill through CMS. In addition, when conducting interviews for positions with bilingual options, the Agency might also assess a candidate's bilingual skill level through the use of an interview question which can be communicated in the appropriate language option required for the position.

- c) Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

As positions become vacant, the Office of Human Resources reviews them to determine if a bi-lingual option is suitable. Bureaus may also be contacted to provide a review of the vacant position to determine if a bi-lingual option is feasible.

When DCEO's Agency-wide EO Compliance/Education and Training Manager is notified of positions that require a posting and are posted as bi-lingual, the information is shared with statewide professional organizations such as:

Illinois Association of Hispanic State Employees;
Illinois Association of Minorities in Government
Illinois Latino Council on Higher Education;
CMS Diversity Enrichment Program;
Community organizations such the Service, Employment &
Redevelopment organization; and
League of United Latin American Citizens

- d) Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

DCEO not only emphasizes recruitment and hiring, but also places great importance on training, education, and promotional needs for Latina/Latino/Hispanic employees so they have an opportunity to take advantage of career advancement opportunities within the Department. DCEO offers a Tuition Reimbursement Program; Upward Mobility Program; Professional Development Training/Education Programs; and a variety of Computer Training Programs to all eligible employees.

- e) How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Per Section 2520.770 (h) of the Human Rights Rules and Regulations this law 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 EO Manager or designee has reviewed and signed the monitor indicating approval of the transaction. In all transactions, the agency Director or designee shall sign and date the monitor, indicating approval. All staff within DCEO's Office of Human Resources has been made aware of this law when they attend the monthly personnel managers meetings sponsored by CMS. And the DCEO Office of EOMC reminds HR on a periodic basis of this mandate.

- f) Recommendations provided by DHR, CMS or the Auditor General:
 N/A _____

10. Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

2010 Hispanic employee summary:	2011 Hispanic employee summary:
8 – Official/Managers	7– Official/Managers
8 – Professionals	8 – Professionals
2 – Para-Professionals	1 – Para Professionals
1 – Office/Clerical	1– Office/Clerical
0 – Skilled Craft Worker	0 – Skilled Craft Worker
2010 Spanish-speaking bilingual summary:	2011 Spanish-speaking bilingual summary:
3 – Official/Managers	2 – Official/Managers
4 – Professionals	4– Professionals
1 – Para-Professional	1– Para-Professional
1 – Office/Clerical	1- Office/Clerical

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

During FY10 the following Latina/Latino staff chose to voluntary resign or retire, one (1) Latina Official/Manager in Region 1/Cook County and two (2) Latino Official/Managers in Region 1/Cook County. However, during this same period the Department hired – One (1) highly qualified Latina Official/Manager in the DCEO Chicago Office/Bureau of Tourism and promoted one (1) highly qualified Latina Official/Manager in the DCEO Chicago Director's Office.

In the professional EEO job category one (1) Latino Professional in Region 1/Cook County chose to resign and one (1) Latina Professional in Region 1/Cook County chose to retire. The Department was able to hire one (1) highly qualified Latina Professional in the DCEO Springfield Director's Office. And in addition, hired one (1) highly qualified Latino Professional in our Chicago Office of Energy Assistance.

11. Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department encourages all DCEO employees, including our Latina/Latino staff, to contact DCEO's Office of Human Resources for position titles associated with the Spanish speaking option. DCEO Latina/Latino employees are also requested to access our Portal II system on the Intranet to identify current vacancies as they occur. DCEO encourages all staff to connect friends and family members who are interested in state service, by accessing the new CMS electronic employment system at <http://work.illinois.gov/>. Interested parties should complete a CMS employment or promotional application, and apply for specific state position(s) based upon their educational skills or work experience. Latina/Latino applicants with disabilities should contact the CMS/SD Program Coordinator or the DHS/ Disability Recruitment Program Coordinator. And Latina/Latino veterans should contact the CMS/Veteran's Outreach Program Coordinator.

Please attach additional sheets as necessary.