

# Illinois Department of Human Rights

## Illinois Human Rights Commission



F I S C A L   Y E A R  
1 9 8 8  
A N N U A L   R E P O R T

Illinois  
Department of  
Human Rights



F I S C A L   Y E A R  
1 9 8 8  
A N N U A L   R E P O R T

James R. Thompson  
Governor

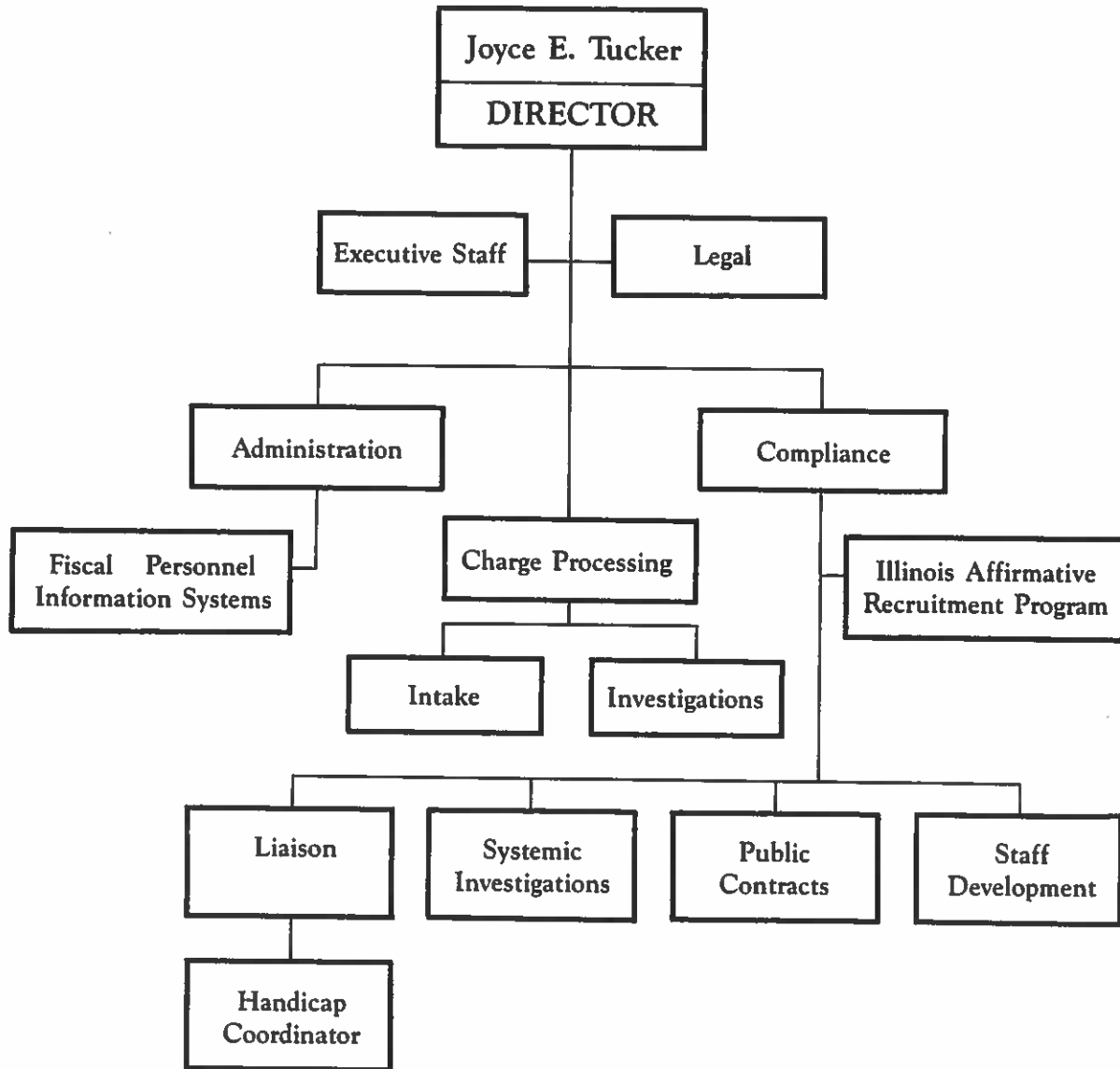
Joyce E. Tucker  
Director

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# DEPARTMENT OF HUMAN RIGHTS





STATE OF ILLINOIS  
**Department of Human Rights**  
100 West Randolph Street, Illinois Center, Suite 10-100  
Chicago, Illinois 60601  
(312) 917-6200

James R. Thompson  
Governor

Joyce E. Tucker  
Director

To The Honorable James R. Thompson  
Governor of Illinois, and the  
Honorable Members of the General Assembly

I am pleased to share with you this annual report of the Illinois Department of Human Rights for fiscal year 1988.

This report reflects the strong and aggressive program of human rights this Department is implementing on behalf of the people of Illinois.

We are proud of our accomplishments and are proud to share them with you.

A handwritten signature in cursive script that reads "Joyce E. Tucker".

Joyce E. Tucker  
Director  
Illinois Department of Human Rights

January 1989

## SPEAKING ENGAGEMENTS/ PRESENTATIONS — FY '88

### JULY, 1987

Northwest Suburban Association of Commerce	Rolling Meadows
Midwest Women's Center	Chicago
Jewish Community Relations Council	Chicago
South Suburban Task Force	Hazel Crest
American Federation of State, County and Municipal Employees (AFSCME)	Springfield
Save Our City Save Our Neighborhood Coalition	Chicago
Illinois Department of Revenue	Springfield
Channel 44	Chicago
Illinois Hispanic Women's Network	Chicago
National Council of La Raza	Chicago
Illinois Minority Women's Conference	Chicago
National Women's Network	Oak Brook

### AUGUST, 1987

Joliet Junior College	Joliet
Eastern Illinois University	Charleston
Minority Women's Regional Employment Conference	Chicago
Midwest Minority Women's Caucus	Ft. Wayne, Indiana
Department of Rehabilitation Services	Champaign
Save Our City Save Our Neighborhood Coalition	Chicago
American Federation of State, County and Municipal Employees	Chicago
Equal Employment Opportunity Training — State Agencies	Chicago and Springfield
National American GI Forum-Conference	Seattle
Mayor's Commission on Women's Affairs	Chicago
International Association of Journalists	Chicago
Mexican Fine Arts Center Museum	Chicago

### SEPTEMBER, 1987

Champaign-Urbana Personnel Association	Champaign
American Federation of State, County and Municipal Employees (AFSCME)	Springfield
Chicago Lighthouse for the Blind	Chicago
Organization in Celebration of Mexican Independence	Chicago
Centro de Informacion y Progreso	Elgin
Federation of Hispanic Chamber of Commerce	Chicago
Illinois Association on Mental Deficiency	Matteson
Midwest Women's Center	Chicago
Mexican Civic Society	Chicago
Mexican Chamber of Commerce	Chicago
Midwest Women's Center	Chicago
League of Latin American Citizens 313 (LULAC)	Chicago
Sangamon State University	Springfield
WTTW Teleconference (EEOC)	Chicago
National Employment Law Institute	Arlington, VA

### OCTOBER, 1987

Illinois Minority Women's Caucus	Chicago
Illinois Community College Board	Springfield

Mercy Hospital	Chicago
Trinity United Methodist Church	Chicago
Department of Rehabilitation Services Disability Conference	Chicago
Riverton High School (2)	Riverton
Providence of God Church	Chicago
U. S. Department of Education Office of Civil Rights	Chicago
Association House	Chicago
Minority Enterprise Development Week Awards Ceremony	Chicago
Midwest Hispanic Leadership Conference	Chicago
Central Management Services Job Forums	Chicago
National Puerto Rican Forum	Chicago
Ayuda Program-TV Channel 26	Chicago
Mayor's Advisory Commission on Latin Affairs Conference	Chicago
Human Services Advisory Committee on JTPA/Project Chance	Chicago
National Hispanic Fund	Chicago
Government and Colleges Relations Commission	Chicago
Hispanic Directory Awards	Chicago
Governor's State University	University Park, IL.

### NOVEMBER, 1987

Mercy Hospital	Chicago
Valley View Training School (Illinois Department of Corrections)	St. Charles
Epilepsy Forum-Grant Hospital	Chicago
Regional AIDS Conference	Springfield
IRCA Hearing (Juarez)	Chicago
Illinois Affirmative Action Officers' Association	Chicago
Hispanic Alliance for Career Enhancement	Chicago
South Suburban Task Force	Hazel Crest
Save Our City Save Our Neighborhood Coalition	Chicago
McFarland Mental Health Center	Springfield
State Chamber of Commerce	Springfield and Chicago
East Central Illinois Personnel Association	Mattoon
American Cancer Society	Chicago
Cancer in the Workplace Conference	Chicago
Constitutional Rights Foundation Mock Legislative Conference	Springfield
Latino Committee on the Media	Chicago
Youth Guidance	Chicago
IRCA-Travelers Aid Society	Chicago
Commonwealth of Puerto Rico	Chicago
HACE Conference	Chicago
Channel 9 TV	Chicago
Wright College Job Fair	Chicago
Channel 26 TV	Chicago
Women in Charge	Chicago
John Marshall Law School's Black American Law Student's Association	Chicago
Tennessee Human Rights Conference	Nashville

### DECEMBER, 1987

Chicago Foundation for Women(3)	Chicago
Illinois Minority Women's Caucus	Chicago
West Chatham Senior Citizens	Chicago
Save Our City Save Our Neighborhood Coalition	Chicago

Illinois Department of Revenue	Springfield
Channel 32 TV	Chicago
Speaker Madigan's Task Force	Chicago
Travelers and Immigrants Aid	Chicago
Channel 44 TV	Chicago
Latin American Bar Association	Chicago
Channel 9 TV	Chicago
Private Immigration Agency-Amnesty	Chicago
SER Central States	Chicago
WOJO and WIND Radio	Chicago
El Valor	Chicago
Human Services/City of Chicago	Chicago
Benito Juarez High School IRCA Hearing	Chicago
Chicago Metropolitan Citizenship Council	Chicago
Chicago Access TV/Channel 19 and 21	Chicago

JANUARY, 1988

Private Industry Council	Bloomington
Consultation for Women and Ethnicity	Chicago
Illinois Employment and Training Association (IPTA)	Normal
Public Hearing on Immigration and Reform Act – Speaker Michael Madigan	Chicago
CASA Puertorriqueña	Chicago
South Suburban Task Force	Hazel Crest
Save Our City Save Our Neighborhood Coalition	Chicago
Illinois Employment Training Association	Bloomington
Channel 44 TV	Chicago
Association House	Chicago
Secretary of State's Office	Chicago
El Valor	Chicago
John Marshall Law School's National Student's Conference Fighting for Equality	Chicago

FEBRUARY, 1988

Agency for Deaf	Urbana
Youth Motivation, Corliss High School	Chicago
Toll Highway Authority	Oak Brook
Human Relations Council	Decatur
Asian American Advisory Council	Chicago
Mayor's Advisory Commission on Latino Affairs	Chicago
State Agency AA/EEO Officers	Springfield
Chicago State University	Chicago
Save Our City Save Our Neighborhood Coalition	Chicago
Illinois Department of Revenue (2)	Springfield
State Agency EEO/AA Officer Training	Springfield
League of Latin American Citizens 313 (LULAC)	Chicago
Human Relations Council	Chicago
St. Hyacinth-IRCA Hearing	Chicago
Chicago Committee on Immigrant Protection	Chicago
Affirmative Action Association	Chicago
Spanish Coalition for Jobs	Chicago
Women Employed-American Federation of State, County, and Municipal Employees	Chicago
Chicago Association of Commerce and Industry	Chicago

MARCH, 1988

IRCA (Copernicus)	Chicago
South Suburban Task Force	Hazel Crest
Save Our City Save Our Neighborhood Coalition	Chicago
Deaf Service Providers for Centers for Independent Living	Urbana
Minority and Female Business Enterprise Council (Matchmaker)	Decatur
Minority and Female Business Enterprise Council (Matchmaker)	Rockford
Northeastern Illinois Planning Commission	Chicago
Vanderpool Grammar School, Youth Motivation	Chicago
Midwest Women's Center	Chicago
Wildcats-Veterans Organization	Oak Lawn
Central States-SER Job Fair	Chicago
DHR-HRC-IRCA Hearings	Chicago
Image of Chicago	Chicago
League of Latin American Citizens 313 (LULAC)	Chicago
Latin Women's Committee, ILEC	Chicago
Chicago Committee on Immigrant Protection-IRCA	Chicago
National SER Jobs for Progress	Chicago
WMAQ-TV	Chicago
Speckman and Anderson Attorney/Client Seminar	Chicago

APRIL, 1988

NAACP	Chicago
University of Illinois at Urbana Champaign Conference	Champaign
Metro Rail Service (3)	Chicago
South Suburban Housing Task Force	Maywood
Chicago Commission on Immigration Protection	Chicago
Save Our City Save Our Neighborhood	Chicago
Minority and Female Business Enterprise Council Matchmaker	Bellville
Minority and Female Business Enterprise Council Matchmaker	Chicago
Chicago Bar Association	Chicago
Loyola University	Chicago
National SER Jobs for Progress	Chicago
Casa Aztlan	Chicago
National Puerto Rican Forum	Chicago
El Valor	Chicago
Little Village Chamber of Commerce	Chicago
Chicago Committee on Immigrant Protection IRCA	Chicago
Fair Housing Day Program	Springfield
South Bend Human Relations Commission Fair Housing	South Bend, Indiana
Northwest Suburban Association of Commerce and Industry	Rolling Meadows
Fair Housing Conference 20th Anniversary of Fair Housing Law	Chicago

MAY, 1988

IBM	Chicago
Chicago Commission on Human Relations	Chicago
Constitutional Rights Foundation	Chicago
Chicago Access Day	Chicago
Governor's Senior Day	Chicago

Illinois Department of Human Rights/Illinois Municipal	
Human Relations Association Conference	Chicago
Illinois Minority Women's Caucus	Chicago
Chicago Foundation for Women	Chicago
University of Illinois Chicago	Chicago
Associated Employers of Illinois	Springfield
Equal Employment Opportunities Commission	Carbondale
Travelers Aid Society	Chicago
Austin High School	Chicago
Save Our City Save Our Neighborhood Council	Chicago
Illinois House Committees	Springfield
EEO/AA Officers Training	Springfield
Hispanic USA	Chicago
El Valor	Chicago
Channel 32 TV	Chicago
Vietnam Veterans Leadership Program	Chicago
Channel 26 TV	Chicago
Chicago Committee on Immigrant Protection IRCA	Chicago
MALDEF (Mexican Lawyers Education Fund)	Chicago
Youth Motivation/Benito Juarez	Chicago
National Puerto Rican Forum	Chicago
SER Central State	Chicago
WSSR, Radio, Sangamon State University	Springfield
Cook County Bar Association Law Day	Chicago

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JUNE, 1988

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Midwest Regional Conference on Minorities with	
Disabilities, President's Committee on the	
Hiring of Persons with Disabilities	Chicago
Illinois State Scholarship Day Commission	Chicago
Illinois Department of Mental Health and	
Development Disabilities	Springfield
Equal Employment Opportunities Commission	Springfield
Save Our City Save Our Neighborhood Coalition	Chicago
Illinois State Toll Highway Authority	Oak Brook
"Ask an Expert About Epilepsy"	Chicago
EEO/AA Officers Training	Chicago
Illinois State Lottery Staff	Springfield and Chicago
Asian American Heritage Month	Chicago
Mexican American Professional Business Women	Chicago
MALDEF-Mexican American Lawyers Education Fund	Chicago
LABA/Latin American Bar Association	Chicago
Illinois Vietnam Veterans-Job Fair	Chicago
American GI Forum	Chicago
IRCA Meeting	Chicago
Latin American Committee on the Media	Chicago
Chicago Committee on Immigrant Protection	Chicago
Federal Women's Program Subcommittee of	
Chicago Executive Board Scholarship Ceremony	Chicago
Affirmative Action Association Annual Meeting	Chicago



# ADMINISTRATION

Prepares and monitors the  
annual budget

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Operates the computerized  
information system

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Processes personnel  
transactions



# ADMINISTRATION

## FINANCIAL REPORT FY '88

Appropriation Item	Appropriation	Expenditures
Personal Services	2959.0	2901.7
Retirement	147.3	147.3
Social Security	211.6	206.5
Group Insurance	40.4	33.6
Contractual Services	125.8	125.8
Travel	74.3	74.2
Commodities	24.8	24.8
Printing	19.9	19.7
Equipment	2.1	2.1
EDP	0	0
Telecommunications	131.8	131.8
Operation Auto. Equip.	0	0
<b>TOTALS</b>	<b>3737.0</b>	<b>3667.5</b>

## DIVISION FUNDING FY '88

Administration	594.9
Charge Processing	2305.8
Compliance	856.3

**TOTAL RESOURCES (in thousands) 3757.0**

## FEDERAL APPROPRIATIONS AND CONTRACTS FY '88

HUD Capacity Building Contract	38.0
EEOC Age Contract	110.8
EEOC New Charge Contract	870.9
Illinois Affirmative Recruitment Grant	20.0

Total Federal 1039.7

Total State 2717.3

**COMBINED TOTAL (in thousands) 3757.0**

## BUDGET REVIEW

Resources	FY '84	FY '85	FY '86	FY '87	FY '88
General Revenue Fund	\$2781.1	\$2859.7	\$2866.9	\$2819.7	\$2717.3
Federal	988.4	997.8	1070.5	1028.7	1019.7
Other	45.0	0	20.0	20.0	20.0
Total Federal	1033.4	997.8	1090.5	1048.7	1039.7
<b>TOTAL RESOURCES</b>	<b>\$3814.5</b>	<b>\$3857.5</b>	<b>\$3957.4</b>	<b>\$3868.4</b>	<b>\$3757.0</b>

## APPROPRIATIONS AND EXPENDITURE REVIEW

Appropriations	FY '84	FY '85	FY '86	FY '87	FY '88
State	\$2781.2	\$2859.7	\$2866.9	\$2819.7	2717.3
Federal	988.4	997.8	1070.5	1028.7	1019.7
<b>TOTAL</b>	<b>\$3769.6</b>	<b>\$3857.5</b>	<b>\$3937.4</b>	<b>\$3848.4</b>	<b>\$3737.0</b>
<b>Expenditures</b>					
State	\$2685.4	\$2795.2	\$2660.2	\$2735.0	2715.0
Federal	755.7	806.9	888.3	919.3	952.5
<b>TOTAL</b>	<b>\$3441.1</b>	<b>\$3602.1</b>	<b>\$3548.5</b>	<b>\$3654.3</b>	<b>\$3667.5</b>

**INCOME AND EXPENDITURE STATEMENT FY '88**

Income (in thousands)	General Revenue Funds	Federal
Appropriations	\$2717.3	\$1019.7
Reserve	0.0	0.0
Availability for Expenditure	2717.3	1019.7
Expenditures (in thousands)		
Salaries	2177.1	724.6
Fringe Benefits	259.0	128.3
Contractual Services	105.5	20.3
Rental Real Property	1.6	0.0
Registration and Conference	12.1	2.5
Rental Office Equipment	13.2	.2
Rental Motor Vehicle	4.6	0.0
Repair and Maintenance	24.5	0.0
Statistical and Tabulating	15.4	0.0
Freight, Express and Drayage	.8	.1
Professional and Artistic Service	8.4	2.9
Auditing Management Service	0.0	9.7
Association Dues	1.0	0.0
Postage	17.2	3.0
Subscription and Information Service	4.7	.3
Court Reporting and Filing Service	.4	.1
Contractual Services Miscellaneous	1.6	1.5
Travel Cost	49.0	25.3
Commodities	18.2	6.6
Printing	10.2	9.5
Equipment	2.1	0.0
Telecommunications	93.9	37.9
Total Expenditures	2715.0	952.5
Lapsed Appropriation	2.3	67.2
Plus Reserve	0.0	0.0
Total Lapse	2.3	67.2

**END OF THE YEAR HEADCOUNT**

Division	FY '84	FY '85	FY '86	FY '87	FY '88
Administration	18	19	18	17	16
Charge Processing	86	96	94	83	83
Compliance	18	25	25	25	26
<b>TOTAL</b>	<b>122</b>	<b>140</b>	<b>137</b>	<b>125</b>	<b>125</b>



# CHARGE PROCESSING DIVISION

## Charge Intake

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Charge Investigations in  
employment, housing, financial  
credit, public accommodations  
and sexual harassment of  
students in higher education



# CHARGE PROCESSING

The department accepts charges in all the areas depicted in the graphs and charts which follow.

The number of charges filed increased nearly 9%.

Intake staff docketed 4,953 charges in fiscal year 1988. Employment charges comprised 91.4 percent of the total;

housing 3.1 percent, public accommodations 5.3 percent and financial credit and sexual harassment in higher education less than one percent.

Charges alleging race as the basis of discrimination comprised 26.4 percent of all charges filed, followed by handicap 14.1 percent, age 12.1 percent and sex 12 percent.

## CHARGES DOCKETED BY JURISDICTION

Fiscal Years 1984-1988

Jurisdiction	1984		1985		Charges Filed 1986		1987		1988	
		%		%		%		%		%
Employment	3,207	(91)	3,518	(91)	4,309	(94)	4,230	(93)	4,527	(91)
Housing	268	(8)	204	(5)	140	(3)	178	(4)	156	(3)
Financial Credit	3	(—)	10	(—)	7	(—)	12	(—)	9	(—)
Public Accommodations	63	(2)	116	(3)	132	(3)	134	(3)	260	(5)
Sexual Harassment, Higher Education	<u>N/A</u>		<u>N/A</u>		<u>1</u>	(—)	<u>0</u>	(—)	<u>1</u>	(—)
<b>TOTAL</b>	<b>3,541</b>		<b>3,848</b>		<b>4,589</b>		<b>4,554</b>		<b>4,953</b>	

## DISPOSITION OF COMPLETED INVESTIGATIONS BY DIVISION

Fiscal Year 1988

	Charge Processing Division	Compliance Systemic Unit	Totals
Substantial Evidence Settlements	480	65	545
	787	34	821
<b>Dismissals:</b>			
Lack of Substantial Evidence	823	190	1013
Failure to Proceed by Complainant	581	26	607
Lack of Jurisdiction	197	6	203
Withdrawn by Complainant	<u>435</u>	<u>12</u>	<u>447</u>
<b>TOTAL</b>	<b>3303</b>	<b>333</b>	<b>3636</b>

## EMPLOYMENT CHARGES DOCKETED

I. Number	12 Months FY '86		12 Months FY '87		12 Months FY '88	
Average #/month	359		352		377	
Average #/week	83		81		87	
Average #/day	17.3		17		18.1	
II. Types	#	%	#	%	#	%
Race	1049	24.3	1156	27.3	1112	24.6
Color	7	.2	2	.0	5	.0
National Origin/Ancestry	243	5.6	249	5.9	261	5.8
Sex	624	14.5	528	12.5	566	12.5
Retaliation	210	4.9	212	5.0	204	4.5
Physical Handicap	493	11.4	452	10.7	518	11.4
Mental Handicap	52	1.2	67	1.6	53	1.2
Military Discharge	1	.0	1	.0	3	.0
Age	495	11.5	420	9.9	588	13.0
Marital Status	34	.8	19	.4	23	.5
Arrest/Conviction Record	22	.5	11	.3	9	.2
Coercion/Interference	0	.0	1	.0	0	.0
Religion	48	1.1	33	.8	21	.5
Other	53	1.3	24	.6	9	.2
Multiple	978	22.7	1055	24.9	1155	25.5
<b>TOTAL</b>	<b>4309</b>		<b>4230</b>		<b>4527</b>	

### BASES ON WHICH CHARGES WERE FILED IN FY '88

#### For Housing, Financial Credit and Public Accommodations

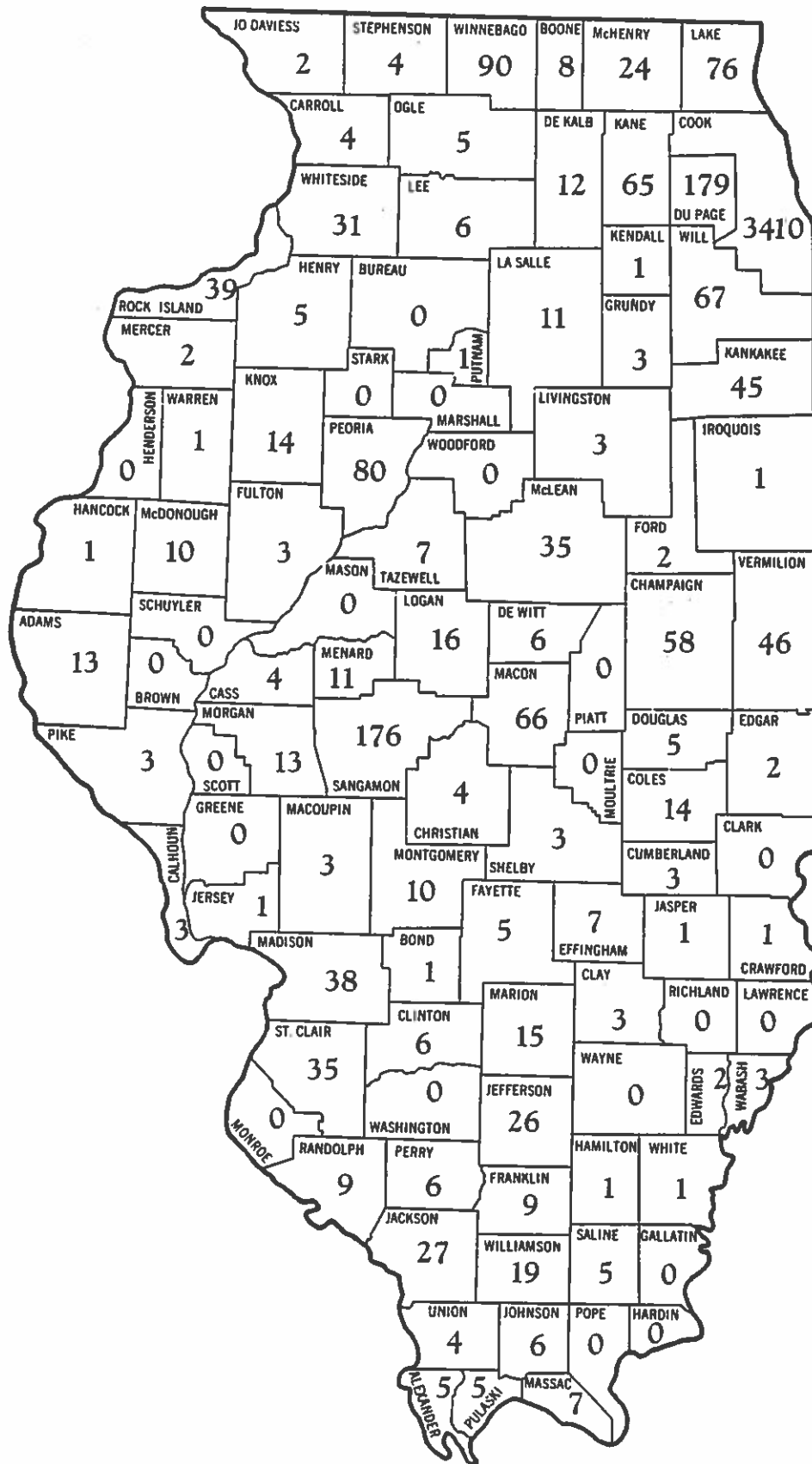
	Housing	Financial Credit	Public Accommo- dations
Race	70	3	121
Color	—	—	—
Religion	4	—	18
Sex	11	4	10
National Origin	9	—	3
Ancestry	—	—	—
Age	8	2	—
Marital Status	6	—	2
Physical Handicap	24	—	91
Mental Handicap	—	—	13
Exclusion of Children	18	—	—
Retaliation	—	—	2
<b>TOTAL</b>	<b>156</b>	<b>9</b>	<b>260</b>

### EMPLOYMENT DISCRIMINATION

#### Issues alleged as an Act of Discrimination \* Fiscal Year 1988

Issue	Number
Hiring	395
Discharge	2521
Layoff	226
Recall	156
Wages	348
Promotion	284
Demotion	171
Seniority	1
Job Class	2
Training/Apprentice	6
Exclusion	2
Union Representation	37
Segregated Locals	5
Referrals	3
Qualification/Testing	2
Benefits	81
Segregated Facility	5
Intimidation/Referrals	4
Tenure	2
Terms and Conditions	731
Other	945
<b>TOTAL</b>	<b>5932</b>

\* Includes multiple issue charges.





## DISPOSITION OF COMPLETED INVESTIGATIONS

### Fiscal Years 1983 — 1988

	1983	1984	1985	1986	1987	1988
Inquiries Received	18,171	18,897	19,823	18,045	15,111	17,797
Charges Filed	3,380	3,541	3,848	4,589	4,554	4,953
Completed Investigations	2,255*	3,732*	3,674	3,484	3,547	3,636

	1983		1984		1985		1986		1987		1988	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Substantial Evidence	220	(10.1)	345	(10.1)	485	(13.2)	452	(13.0)	579	(16.3)	545	(15.0)
Settlements	468	(21.5)	817	(23.9)	740	(20.1)	633	(18.2)	716	(20.3)	821	(22.6)
Withdrawn by Complainant	351	(16.1)	456	(13.3)	435	(11.8)	413	(11.9)	420	(11.8)	447	(12.3)
Dismissals												
Lack of Substantial Evidence	810	(37.2)	1083	(31.6)	1204	(32.8)	1193	(34.2)	1028	(29.0)	1013	(27.8)
Lack of Jurisdiction	64	(2.9)	134	(3.9)	222	(6.0)	164	(4.7)	157	(4.4)	203	(5.6)
Complainant's Failure to Proceed	263	(12.0)	588	(17.2)	588	(16.0)	629	(18.1)	647	(18.2)	607	(16.7)

\* Systemic unit investigations not reflected until 1985

## FY '88 EMPLOYMENT CHARGES

### Respondent: By Type

	Springfield Office	Chicago Office	Chicago & Springfield Offices Combined
Private Employers	466	3,465	3,931
State Government	74	60	134
Local Government	32	222	254
Colleges and Universities/Public	17	22	39
Colleges and Universities/Private	4	30	34
Elementary and Secondary Schools/Public	19	28	47
Elementary and Secondary Schools/Private	—	9	9
Unions	6	50	56
Joint Apprenticeship Programs	—	3	3
Private Employment Agencies	—	7	7
State Employment Agencies	6	7	13
<b>TOTALS</b>	<b>624</b>	<b>3,903</b>	<b>4,527</b>

# LEGAL DIVISION

Files complaints of  
civil rights violation with the  
Human Rights Commission

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Responds to requests for review

---

Conciliates cases after  
finding for complainant and  
files terms of settlement  
with the Commission

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Issues notices of dismissal  
and closes cases

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Reviews  
substantial evidence findings

---

Analyzes legislative bills

---

Makes presentations at  
seminars & training workshops

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Responds to public inquiries  
for analysis of the  
Human Rights Act

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Consults weekly with  
investigation groups

# LEGAL DIVISION

The staff attorneys review investigation reports recommending findings of substantial evidence of discrimination, attempt to conciliate cases for full relief, and file complaints of civil rights violation with the Human Rights Commission. Staff attorneys also draft responses to complainant's request for review of dismissals.

In addition to typing complaints, responses to requests for review and terms of settlement, legal clericals send out notices of dismissal to all parties in cases where findings of lack of substantial evidence, lack of jurisdiction or failure to proceed are made. The clericals also send out notices of substantial evidence and close out all cases where final proceedings have been completed.

Despite severe staff shortages, which at one point resulted in there being only one staff attorney on board, the division had a significant production record this past fiscal year as indicated to the right:

## FY '88 — LEGAL PRODUCTION

Complaints of Civil Rights Violation	412
Responses to Requests for Review	420
Terms of Settlement from Conciliation	26
Substantial Evidence Reviews	324
Notices of Dismissal	2217
Cases closed	1870

	FY'84	FY'85	FY'86	FY'87	FY'88
Complaints Filed	259	259	242	509	412
Response to Request for Review	431	335	470	413	420
Settlements in Conciliations	30	53	58	48	26

## AMENDMENTS TO THE ACT

Several recent amendments have been made to the Illinois Human Rights Act. Here are brief explanations of those changes.

**P.A. 85-825:** Requires Respondents to file verified responses to charges. It requires the department to hold a fact finding conference after 210 days have passed if it has not reached a decision. Allows complainant to seek temporary restraining orders with director's certification. (Amends Section 7-102 and 7-104)

**P.A. 85-0748:** Deletes the 70 year cap in the age definition. Now any person 40 and over is protected from age discrimination. (Amends Sections 1-103 and 2-104)

**P.A. 85-536:** Protects persons between the ages of 18 and 40 from discrimination in apprentice programs. (Amends Sections 1-103, 2-102 and 2-104)

**P.A. 85-851:** Provides the department will consider the respondent's attempts to provide full relief when deciding whether to administratively dismiss a case. (Amends Sections 7-103 and 8-105 and adds Section 8-106.1)

**P.A. 85-139:** Provides the department and the Illinois Human Rights Commission will receive and collect information about discrimination relating to the Immigration Reform and Control Act. (Adds Section 8-113)

**P.A. 85-626:** Makes it possible to amend complaints at the commission level to include retaliation if they are reasonably related to the charge. (Amends Section 8-106)

**P.A. 85-641:** Allows an aggrieved party to file a complaint for enforcement of a commission order directly with the court. (Amends Section 8-111)

**P.A. 85-571:** A three-member commission panel or the chairperson can extend a deadline for filing matters before the commission. (Amends Section 8-111)

**P.A. 85-0676:** Allows that complainant and respondent can obtain a judicial review of the final order of the commission by filing a petition for review in the Appellate Court within 35 days after the entry of the commission order. (Amends Section 8-102, 8-107 and 8-111)

**P.A. 85-949:** Allows that police and fire fighters who reach the age of retirement in effect under laws applicable on March 31, 1983 dealing with bona fide retirement plans can be mandatorily retired if they reach that age before December 31, 1993. (Amends Section 2-104)

**P.A. 85-0904:** Allows the State Police to collect and disseminate information on racial, religious and national origin related to criminal offenses. (Amends Section 55a of "The Civil Administrative Code of Illinois")

**P.A. 85-1229:** Makes it a civil rights violation for public contractors to fail to comply with the act and requires them to refrain from unlawful discrimination. It also requires adherence to affirmative action/equal employment opportunity and agency regulations.

# COMPLIANCE DIVISION

Equal employment opportunity  
and affirmative action compliance  
of executive State agencies and  
Illinois public contractors

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Equal employment opportunity  
and affirmative action training

---

Systemic investigation  
of discriminatory patterns  
and practices

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Affirmative Recruitment

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Handicap Program Coordination



# COMPLIANCE DIVISION

**T**he Compliance Division of the Illinois Department of Human Rights, with four units and two special programs, provides a broad range of services.

Through its **Liaison Unit** the division provides consultation to all governmental agencies in the broad aspects of equal employment opportunity and affirmative action. Major emphasis is placed on providing technical assistance in the preparation of and the monitoring of state agency compliance with affirmative action mandates.

The **Public Contracts Unit** monitors and enforces the compliance of persons holding state contracts with the non-discrimination and affirmative action requirements set forth in the Human Rights Act and the Rules and Regulations of the department.

The **Systemic Unit** exercises diligence through investigation of the patterns and practices of employers personnel policies. It also initiates charges against those which engage in activities demonstrating adverse impact on protected class persons.

The **Staff Development Unit** provides intensive in-service training to departmental staff and to public and private agencies, to educational institutions and to community organizations.

The unit administrator also serves as the agency's public information officer.

The **Illinois Affirmative Recruitment Program**, one of two special programs of the Division, is engaged in statewide recruitment to fill vacancies in state government by women, minorities and persons with disabilities.

And, through the activities of the **Handicap Program Coordinator**, the Division provides special consultation and initiative, to public and private sector organizations and to individuals, through programs to assure the rights of persons with disabilities.

All the Division's units and programs are administered in the Chicago office, except the handicap program coordinator, who is located in the Springfield office.

## STATE AGENCY LIAISON UNIT

The Liaison unit monitors the affirmative action programs for executive state agencies, boards, commissions, and instrumentalities as prescribed in Section 2-105(B) and 7-105 of the Illinois Human Rights Act. All covered entities

practice equal employment opportunity and affirmative action in employment. The Rules & Regulations for the Department state the methods by which the Department monitors and assists agencies in meeting these obligations.

The Liaison Unit provides a wide range of ongoing and customized technical assistance to state agencies and other entities to enhance, strengthen and provide their equal employment opportunity/affirmative action compliance obligations, addressing all aspects of employment including but not limited to recruitment, testing, selection, training, promotions, layoffs and terminations.

The following state agencies submitted FY '88 Affirmative Action Plans that were approved; (98.5%)

1. Abandoned Mined Lands Reclamation Council
2. Aging, Illinois Department on
3. Agriculture, Illinois Department of
4. Alcoholism and Substance Abuse
5. Arts Council, Illinois
6. Attorney General
7. Banks and Trusts, Commissioner of
8. Capital Development Board
9. Central Management Services
10. Children and Family Services
11. Civil Service Commission
12. Commerce and Community Affairs
13. Commerce Commission
14. Conservation
15. Corrections
16. Criminal Justice Information Authority
17. Education, State Board of
18. Educational Labor Relations Board
19. Elections, State Board of
20. Emergency Services & Disaster Agency, Illinois
21. Employment Security, Illinois Department of
22. Energy and Natural Resources
23. Environmental Protection Agency, Illinois
24. Financial Institutions
25. Governor's Office
26. Governor's Purchased Care Review Board
27. Guardianship and Advocacy Commission

28. Higher Education, Board of
29. Historic Preservation Agency
30. Human Rights, Illinois Department of
31. Human Rights Commission, Illinois
32. Illinois Development Finance Authority
33. Illinois Health Care Cost Containment Council
34. Illinois Housing Development Authority
35. Illinois Industrial Commission
36. Insurance, Illinois Department of
37. Investment, Illinois State Board of
38. Labor, Illinois Department of
39. Liquor Control Commission
40. Local Governmental Law Enforcement Officers Training Board
41. Local Labor Relations Board
42. Lottery, Department of
43. Medical Center Commission
44. Mental Health and Developmental Disabilities, Department of
45. Military and Naval, Department of
46. Mines & Minerals, Department of
47. Nuclear Safety, Illinois Department of
48. Office of Public Counsel
49. Pollution Control Board
50. Prairie State 2000 Authority
51. Prisoner Review Board
52. Professional Regulation, Illinois Department of (formerly Registration & Education)
53. Property Tax Appeal Board
54. Public Aid, Illinois Department of
55. Public Health, Illinois Department of
56. Racing Board, Illinois
57. Rehabilitation Services, Department of
58. Revenue, Illinois Department of
59. Savings and Loan Commission
60. Scholarship Commission, Illinois State
61. Secretary of State
62. State Employees' Retirement System
63. State Fire Marshall
64. State Police, Illinois Department of
65. State Labor Relations Board
66. Teachers' Retirement System
67. Toll Highway Authority, Illinois
68. Transportation, Illinois Department of
69. Treasurer, Illinois State
70. Veterans Affairs, Department of

The following state agencies submitted Affirmative Action Plans that were not approved on first submittal due to deficiencies. Department staff provided technical assistance to these agencies to bring their respective FY '88 Affirmative Action Plans into compliance (15.7%).

1. Aging, Illinois Department on
2. Attorney General
3. Central Management Services
4. Comptroller's Office, Illinois
5. Emergency Services & Disaster Agency, Illinois
6. Environmental Protection Agency
7. Insurance, Illinois Department of
8. Public Aid, Illinois Department of
9. Secretary of State
10. State Police, Illinois Department of
11. Veterans Affairs, Department of

The following state agencies received a "Notice to Show Cause" for failure to submit their FY '88 Affirmative Action Plans as mandated per section 12.6 (b) and authorized per Section 12.11 of the Department's Rules & Regulations (20%). All agencies subsequently submitted their plans.

1. Aging, Illinois Department on
2. Attorney General
3. Central Management Services
4. Banks & Trusts, Commissioner of
5. Employment Security, Illinois Department of
6. Environmental Protection Agency, Illinois
7. Insurance, Illinois Department of
8. Liquor Control Commission
9. Military and Naval Department
10. Nuclear Safety, Illinois Department of
11. Savings and Loan Commission
12. State Fire Marshall
13. State Police, Illinois Department of
14. Teachers' Retirement System

The following agency's FY '88 Affirmative Action Plan was found to be deficient. With revisions not forthcoming, this Affirmative Action Plan was not approved: (1.4%)

1. Comptroller's Office, Illinois

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## UNIT ACCOMPLISHMENTS

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The Liaison Unit, on several occasions, developed and disseminated EEO/AA information to various members of the Illinois Legislature relative to their specific concerns.

The Liaison Unit provided intensive training for both the Springfield and Chicago based EEO officers on the development of their agency FY '89 Affirmative Action Plans and reports mandated by the Illinois Department of Human Rights throughout the year.

During the year the liaison unit conducted numerous training sessions for state agencies and special interest groups relative to specific needs. Examples include presentations on sexual harassment, recruitment and complaint investigations.

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### PUBLIC CONTRACTS UNIT

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The mission of the Public Contracts Unit (PCU) is to monitor and enforce the compliance of persons holding state contracts with the non-discrimination and affirmative action requirements set forth in the Illinois Human Rights Act and The Rules of the Department of Human Rights. The mission was accomplished by carrying out the following activities:

1. Registration of potential state bidders and the maintenance of registration records.
2. Compliance reviews of contractors for adherence with the Act and the Rules.
3. Technical assistance provided to individual contractors, contracting units, community organizations and units of the Department of Human Rights.
4. Oversight of the EEO/AA monitoring programs operated by other units of state government with regard to public contractors.
5. Assistance to Minority and Female Business Enterprises (MFBECs) as necessary to fulfill the Department's responsibility as a member of the Minority and Female Business Enterprises Council (MFBECC).

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### COMPLIANCE AUDITS OF PUBLIC CONTRACTS

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Compliance audits review the adequacy of the contractor's affirmative action plan and the degree of effort expended by the contractor towards meeting its commitments under the plan.

Sixty six contractors, ranging in size from 10 to 517 employees underwent audits in FY '88. Non-compliance with one or more provisions of the rules was found in 45% of the companies audited.

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### REGISTRATION OF BIDDERS SEEKING COMPETITIVELY-BID CONTRACTS

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- 51,635 vendors registered as of June 30, 1988

- 5,008 PC-1 forms received during FY '88. Of these 4,758 forms were processed
- 6,911 inquiries from vendors and agencies were handled, including registration verifications, EEO/AA information requests and status questions.

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### MINORITY/FEMALE BUSINESS ENTERPRISE COUNCIL ACTIVITY

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- Through the PCU the Department served on the Certification and Compliance Plan Committees.
- 28 Minority/Female Business Enterprise Certification on-site visits were conducted. The denial of certification was recommended in about one-third of the cases.
- 7 matchmaker conferences were attended by staff. These allowed M/FBEs opportunities to seek contracts from state agencies.
- 260 acts of direct assistance to M/FBEs.

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### SYSTEMIC UNIT

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The Systemic Unit investigates and initiates charges in those instances where discriminatory patterns and practices have been identified. The major investigations completed during the Fiscal Year 1988 included the following:

- an employer who allegedly reduced benefits for members of a union of women, primarily based on their sex, sex by association, age, race and marital status.
- accessibility of public transportation for physically disabled riders.
- reduction in workforce policy which had a disparate impact on employees within the protected age category at a major utility company.
- reduction of work force policy which had a disparate impact on employees in the protected age category in the manufacturing and supply industries.

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### SYSTEMIC INVESTIGATION COMPLETIONS TOP 300

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Three hundred thirty-three systemic charges were completed, surpassing all previous production marks. The disposition of the investigations and a comparison with the previous two fiscal years is shown in the following table.

	FY '86	FY '87	FY '88
Substantial Evidence	49	88	65
Dismissals:			
Lack of Substantial Evidence	104	59	190
Lack of Jurisdiction	6	3	6
Failure to Proceed	—	16	26
Withdrawn	20	35	12
Settlements (*)	18	26	34
	197	227	333

(\*) Settlements are comprised of adjusted with terms and adjusted and withdrawn charges.

### MONETARY AWARDS INCREASE DRAMATICALLY

Monetary awards negotiated directly or indirectly by the unit staff during FY '88 totalled almost \$290,000, two-and-a-half times the nearly \$114,000 recorded during FY '87, and a nearly five-fold increase over the approximately \$61,000 awarded during fiscal year 1986.

### STAFF DEVELOPMENT/ PUBLIC INFORMATION

The Staff Development Unit focused major attention on the internal training needs of the Department during fiscal year 1988, while maintaining an active outreach program to other state agencies, public contractors, and the general public.

This year saw the development of training modules and the implementation of major in-service training, covering job skills in communication, human relations and time management. Expanded training was initiated for the support staff, the professional staff and the supervisory personnel. With detailed sessions conducted for all three levels in both Chicago and Springfield, the ground was laid for further training sessions in FY '89. In conjunction with The Charge Processing Division, investigator training was expanded to five weeks, from the three weeks originally scheduled, to accommodate two weeks of "on-the-job-hands-on" training.

Outside training experts were called upon, by the Staff Development Unit, to provide special training in conciliation and mediation, communications skills, settlements and sexual harassment. The unit coordinated these sessions, conducted by the U.S. Office of Education and by the Federal Mediation and Conciliation Service.

Continued concern in the well being of staff was evident through participation in the Employee Assistance Program, and the conducting of a special session on stress.

The unit supervisor provided special in-service training to 176 employees in six other state or city agencies during the year.

The unit also coordinated one or two day orientation sessions for eleven newly hired personnel throughout the fiscal year and was actively engaged in the conduct of training sessions provided by other units of the Compliance Division.

(The reader is directed to the reports submitted by the Liaison Unit, the Illinois Affirmative Recruitment Program and the Handicap Program Coordinator.)

The outreach of the unit was dramatically demonstrated, as a member of the unit staff planned, coordinated and carried out all the details of the annual DHR Conference in concert with the Illinois Municipal Human Relations Association. The Chicago conference brought together a broad base of governmental and community based people, who focused on major discrimination and human relations issues.

The Chicago Regional Conference on the Employment of Minorities with Disabilities, coordinated through the Affirmative Recruitment Program, was attended by more than 600 persons. The Staff Development Unit supervisor served as a member of the committee with emphasis on public information and media liaison.

This major conference is dealt with in greater detail in the Illinois Affirmative Recruitment section of this report.

The catalytic role of the Staff Development Unit is further displayed through the following facts:

News Releases Distributed	20
Media Contacts	136
Information/Literature Requests	210
Technical Assistance Contacts	103
Speaking Engagements/Unit Staff	25
Speaking Engagements (Coordinated by the public information office)	12

A special effort was made to extend our expertise to other community and state agencies as unit staff participated in Chicago Access Day on the Daley Plaza and in the Governor's Senior Day in the State of Illinois Center.

### ILLINOIS AFFIRMATIVE RECRUITMENT PROGRAM

The Compliance Division's Illinois Affirmative Recruitment Program (IARP) continued to provide a valuable link between minorities, women and people with disabilities who are seeking employment, and state agencies working to meet their affirmative action goals.



A major function is to provide state agencies with technical assistance in the development and implementation of their own affirmative action recruitment efforts. IARP services include recruitment training, resource development, planning and program evaluation and direct linkages with recruitment sources.

The IARP distributed a Directory of Recruitment Sources to all state agencies at the beginning of FY '88. This document includes community based employment and training organizations, protected class professional associations and contacts at colleges and universities.

Technical assistance was provided to 30 state agencies through an array of services during the year, including the following:

- Minority recruitment
- Selection procedures
- Recruitment referral sources
- Planning and coordinating career fairs
- Utilization of the spanish speaking option in selections
- Program evaluation process
- Developing agency based recruitment programs
- Re-employment of state employees on lay-offs

#### **Direct Recruitment Services**

##### **Placement by Agency and Position Title**

Summary: State Agencies: 26  
Placements: 181

#### **Agriculture — 1**

Meat and Poultry Inspector (1)

#### **Attorney General — 1**

Assistant Attorney General (1)

#### **Central Management Services — 1**

Specialist (1)

#### **Children and Family Services — 22**

Child Protection Investigator I (3)

Child Welfare Specialist I (6)

Child Welfare Specialist II (10)

Clerk Typist III (3)

#### **Corrections — 17**

Correctional Counselor (1)

Correctional Officer Trainee (5)

Correctional Supervisor (1)

Corrections Dietary Manager (1)

Corrections Resident Counselor (1)

Youth Supervisor Trainee (8)

#### **Employment Security — 1**

Accounting and Fiscal Administration Career Trainee (1)

#### **Energy — 1**

Engineer (1)

#### **Financial Institutions — 2**

Financial Institution Examiner Trainer (2)

#### **Fire Marshal — 1**

Clerk Typist (1)

#### **Governor — 1**

Michael Curry Intern (1)

#### **Governor's Planning Council on Developmental Disabilities — 1**

Data Input Operator I (1)

#### **Human Rights Commission — 1**

Clerk IV (1)

#### **Industrial Commission — 1**

Clerk Typist II (1)

#### **Mental Health — 47**

Clerk Typist II (1)

Mental Health Specialist Trainee (2)

Mental Health Technician Trainee (26)

Nurse (2)

Physician (1)

Psychologist (1)

Support Service Worker II (13)

Social Worker II (1)

#### **Professional Regulation — 2**

Health Services Investigator (2)

#### **Public Aid — 44**

Accounting and Fiscal Administration Career Trainee (2)

Clerical Trainee (15)

Clerk Typist II (1)

Public Aid Case Worker I (5)

Public Aid Case Worker II (14)

Public Aid Case Worker III (4)

Public Aid Eligibility Assistant I (2)

Social Service Program Planner (1)

#### **Public Health — 3**

Chemist (1)

Life Sciences Career Trainee (2)

#### **Rehabilitation Services — 3**

Rehabilitation Case Coordinator (2)

Rehabilitation Counselor (1)

#### **Revenue — 12**

Accounting Fiscal Administration Career Trainee (12)

Scholarship Commission — 1  
 Clerk Typist (1)  
 Secretary of State — 3  
 Administrative Assistant (1)  
 Clerk Typist (1)  
 Supervisor (1)  
 State Board of Education — 1  
 Auditor (1)  
 State Police — 4  
 Fingerprint Technician Trainee (4)

Toll Highway Authority — 7  
 Clerk Typist (4)  
 Toll Collector (3)  
 Transportation — 2  
 Highway Maintainer (2)  
 University of Illinois at Chicago — 1  
 Affirmative Action Officer (1)

## STATISTICAL SUMMARY OF SERVICES SKILLS BANK

Seven hundred and nineteen persons were entered into the Illinois Affirmative Recruitment Skills Bank. They are as follows:

SEX	WHITE	BLACK	HISPANIC	ASIAN	AM. IND.	DISABILITY	TOTAL
Female	28	162	161	26	0	( 7)*	377
Male	<u>17</u>	<u>113</u>	<u>178</u>	<u>33</u>	<u>1</u>	<u>(18)</u>	<u>342</u>
<b>TOTAL</b>	<b>45</b>	<b>275</b>	<b>339</b>	<b>59</b>	<b>1</b>	<b>(25)</b>	<b>719</b>

\* All figures for people with disabilities are recorded in parenthesis and not included in the total, having already been counted by race.

## JOB PLACEMENTS

The 181 persons placed by the program were recorded as follows:

SEX	WHITE	BLACK	HISPANIC	ASIAN	AM. IND.	DISABILITY	TOTAL
Female	4	24	60	7	0	( 1)*	95
Male	<u>3</u>	<u>20</u>	<u>57</u>	<u>6</u>	<u>0</u>	<u>( 5)</u>	<u>86</u>
<b>TOTAL</b>	<b>7</b>	<b>44</b>	<b>117</b>	<b>13</b>	<b>0</b>	<b>( 6)</b>	<b>181*</b>

\* All figures for people with disabilities are recorded in parenthesis and not included in the total, having already been counted by race.

## SPECIAL PROJECTS

### Hispanic Recruitment Project

The IARP, in conjunction with Centro de Informacion Y Progreso, a subcontractor, conducted a project to recruit Hispanic applicants for targeted position titles resulting in 30 placements.

### Major Career Conferences

IARP played major roles in the management and implementation of the All University Minority College Student, Hispanic Alliance for Career Enhancement, National SER

Jobs for Progress and Illinois Viet Nam Veteran Leadership Program Career Fairs.

### President's Committee On Employment Of People with Disabilities.

The IARP, representing the Department, served as the coordinator for the Chicago Regional Conference on the Employment of Minorities with Disabilities, entitled "Mainstream America: Partnerships and Linkages for Success." Over 600 representatives of corporations, small businesses, unions, government, rehabilitation service providers, community organizations, educators and people with disabilities met to address employment-related issues facing the nearly twelve million persons with disabilities in this country.

### Illinois Committee on Black Concerns in Higher Education (ICBCHE)

The IARP has provided several technical assistance services to the ICBCHE. The IARP particularly has assisted in the development and presentation of the Minority Student Resume Service, which is coordinated by ICBCHE representatives at Illinois colleges and universities.

### Immigration Reform and Control Act (IRCA)

The IARP assisted in the Department's efforts to fulfill the legislative mandate on IRCA. The IARP used its ongoing relationship with community organizations to aid in the implementation of hearings in the Hispanic and Polish neighborhoods. Additionally, the IARP assisted in the community media outreach.

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## HANDICAP PROGRAM

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The Human Rights Act prohibits discrimination against people with disabilities in employment, public accommodation, housing and financial credit. The Handicap Program coordinator informs the public of the handicap provisions of the Act through public education efforts such as speaking engagements and the distribution of materials. The coordinator also serves as a consultant on handicap discrimination, a developing area of the law. Many people are unfamiliar with the Act's requirements in this area. In response to this, the coordinator participated in 19 speaking engagements.

Information and assistance were provided to over 200 people in the state who had inquired about handicap related matters.

Over 1500 brochures and pamphlets on handicapped related subjects were distributed during the year. The joint Department of Human Rights-Barat College brochure on learning disabilities, developed during this fiscal year, was distributed to all 200 community colleges in California. A new pamphlet, *What Employees Need to Know About Cancer*, was issued in FY '88, resulting from a collaborate effort between the Department and the Illinois Division of the American Cancer Society. It informs the reader of the incidence of cancer in the workplace and the requirements of non-discrimination laws for cancer patients in Illinois. The pamphlet was nominated for an honor by the national office of the Cancer Society.

Nearly 1200 handicap rights sheets were distributed during the year. These sheets discuss the rights of people with the following disabilities: AIDS, cancer, diabetes, epilepsy, hearing impairment, heart disorder, kidney disorder, learning disabilities, mental illness, mental retardation, mobility impairment, and visual impairment. A new handicap rights

sheet, *Your Rights to Use a Hearing or Support Dog*, was issued in FY '88. The department also issued a news release on the subject and wrote restaurant associations, hotel/motel associations, realty organizations and the disability rights groups in connection with an educational drive. Departmental staff was interviewed on radio and television programs about the rights of people who use those dogs.

The handicap provisions of the Act were broadened in January, 1988 to cover physical access problems in public accommodations. Examples of such problems would be theaters without wheelchair seating or restaurants without parking spaces for disabled drivers. Before the Act was amended, these types of complaints had been referred to the Office of the Attorney General. Now, complaints about inaccessible locations may be filed with both the Department of Human Rights and the office of the Attorney General. A joint response letter and fact sheet has been developed.

The Department serves on two committees concerned with disability related issues: Illinois Interagency Committee on Handicapped Employees, which is co-chaired by the Director, and the Employability/Insurability committee of the Illinois Division of the American Cancer Society, chaired by the handicap program coordinator. The interagency committee addresses issues involving state employees with disabilities. That group developed a brochure covering hiring procedures for persons with disabilities, minorities and veterans. The brochure discusses issues such as the state policy on providing readers for blind applicants taking examinations. The committee began an alternative employment program for persons on disability leave unable to return to their former jobs but can perform state service through another position.

## TYPES OF DISABILITIES INVOLVED IN FY '88 CASES

Type of Physical Handicap	Number Filed	Percentage of Phys. Disab. Cases
<b>I. Physical Disabilities</b>		
Acquired Immune Deficiency Syndrome	15	1.8%
Back Problems	105	12.2%
Cancer	27	3.2%
Degenerative Disease	20	2.3%
Diabetes	34	4.0%
Epilepsy	25	3.0%
Hearing Impairment	25	3.0%
Heart Disorder	44	5.0%
Kidney Disorder	8	.9%
Mobility Impairment	147	17.0%
Speech Impediment	4	.5%
Substance Abuse	61	7.0%
Visual Impairment	35	4.1%
Other **	<u>307</u>	<u>36.0%</u>
	<b>857</b>	<b>100.0%</b>
<b>II. Mental Disability</b>	<b>126*</b>	
<b>III. Total Disabilities</b>	<b>983</b>	

\* Note: These figures include cases that may be filed under another basis of discrimination as well, such as, race, sex, etc.

\*\* Note: Persons do not always identify the type of physical handicap.