



State of Illinois
Illinois Department of Human Rights



ANNUAL
REPORT **2015**

ILLINOIS DEPARTMENT OF
Human Rights

ILLINOIS DEPARTMENT OF
Human Rights

TO: MEMBERS OF THE GENERAL ASSEMBLY AND
ALL FRIENDS OF HUMAN RIGHTS:

I am proud to present the Fiscal Year 2015 Annual Report of the Illinois Department of Human Rights (“DHR”) and to have the opportunity to continue to serve as Director of this exceptional agency. On behalf of DHR’s hard-working staff members and the numerous individuals who come to our Agency for help, thank you for your continued support and interest.

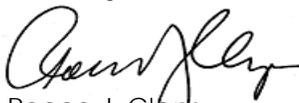
The information contained in this report reflects DHR’s work and related data for the period between July 1, 2014 and June 30, 2015. I hope that you will find this material helpful and that it gives you a thorough overview of our day-to-day efforts to fulfill our mission and vision—to secure for all individuals within the State of Illinois freedom from unlawful discrimination.

Overall, while FY2015 continued to be a highly demanding year—demands created by our responsibility to serve the public effectively while holding the line on our operating budget—I believe we accomplished much:

- DHR was a proud partner in passage and implementation of several pieces of legislation, most notably, Public Act 99-0074, which authorizes interagency cooperation in efforts such as referral of equal pay cases with the Department of Labor and PA 99-0314, which expands the Interagency Committee on Employees with Disabilities to include constitutional offices.
- In our quest to ensure fairness in employment, housing, public accommodations, financial credit and to prevent sexual harassment in educational settings, DHR docketed over 3,700 charges of discrimination;
- Our strong partnership continues with the U.S. Equal Employment Opportunity Commission (“EEOC”) and the U.S. Department of Housing and Urban Development (“HUD”). Fulfilling our contractual agreements with both EEOC and HUD allows us to receive much-needed federal funding support, alleviating the pressure on state funds, and also enables our agency to extend our sorely needed outreach and research efforts. Federal contracts made up 17% of our FY2015 budget, allowing financial stability in addressing civil rights violations in a timely manner.
- Our Mediation Unit continues to perform at a high success rate, resolving charges before going through a costlier and more complicated investigative process. The Mediation Unit had its most successful year since the program began, with 317 successful resolutions.
- DHR’s Institute for Training and Development (“Institute”), with its certified trainers who are subject-matter experts, continues to have extremely high approval ratings from participants in our numerous training offerings. The Institute conducted 137 training sessions throughout Illinois, an increase from 115 in FY2014, and initiated a training course for landlords and housing providers as part of its periodic free public training sessions.”

Again, it is my honor to lead the skilled workers of the Illinois Department of Human Rights and our efforts to serve the people of Illinois. I thank you for your continued support.

Sincerely,

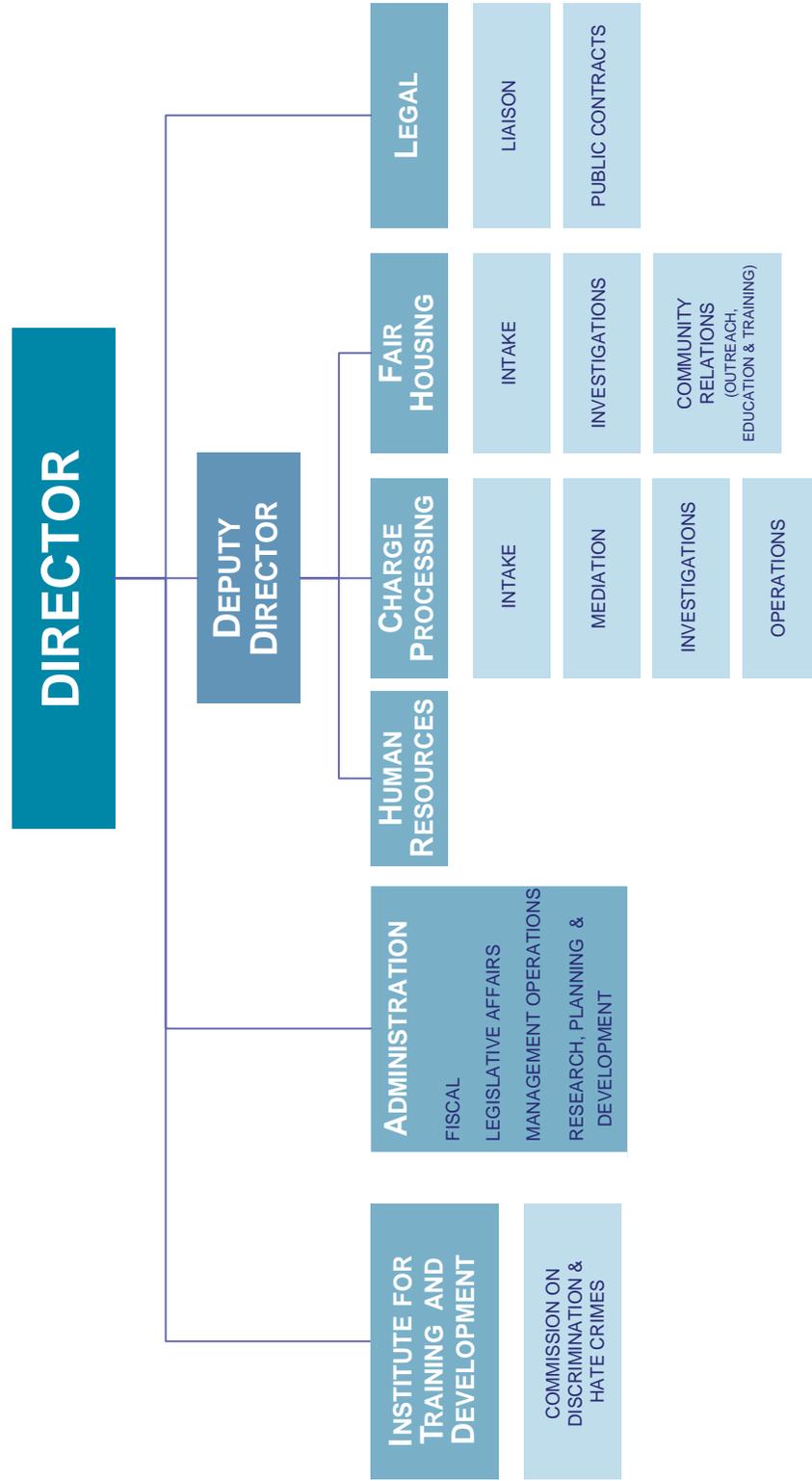


Rocco J. Claps
Director

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IDHR TABLE OF ORGANIZATION 2015



MISSION STATEMENT

- To secure for all individuals within the State of Illinois freedom from unlawful discrimination; and
- To establish and promote equal opportunity and affirmative action as the policy of this state for all its residents.

VISION STATEMENT

We, the employees of the Illinois Department of Human Rights, believe that everyone has an inalienable right to live free from discrimination of any kind, in every aspect of life. We are dedicated to delivering quality service to the people of Illinois with integrity, honesty and respect.

ADMINISTRATION

FISCAL

Funds were appropriated for the Department of Human Rights (“DHR”) in the amount of \$15,925,300 during fiscal year 2015 (“FY15”). General Revenue Funds totaled \$10,537,500, Other State Funds were \$850,000 and Special Projects Funds or federal dollars appropriated were \$4,537,800 in contracts with:

- o The U.S. Equal Employment Opportunity Commission (“EEOC”) to investigate dual-filed employment

discrimination charges (\$1,613,800);

- o The U. S. Department of Housing and Urban Development (“HUD”) to process dual-filed housing discrimination complaints and conduct special projects (\$1,162,461);

Expenditures for FY15 totaled \$12,947,359, of which \$10,537,461 derived from General Revenue Funds, \$2,207,617 derived from Special Projects Funds and \$ 202,281 derived from Other State Funds.

| EXPENDITURE STATEMENT | |
|--|-------------------|
| FISCAL YEAR 2015 | |
| | Expenditures |
| Personal Services | 10,300,513 |
| Retirement (PU) | 0 |
| Retirement | 467,358 |
| Social | 756,775 |
| Group Insurance | 291,053 |
| Contractual Services | 808,455 |
| Travel | 63,420 |
| Commodities | 19,377 |
| Printing | 18,275 |
| Equipment | 0 |
| Telecommunications | 147,477 |
| Operation Automotive Equipment | 1,156 |
| Commission on Discrimination and Hate Crimes | 73,500 |
| Other Purposes | 0 |
| Total | 12,947,359 |

| END OF YEAR HEADCOUNT | | | | | | |
|-----------------------|------------|------------|------------|------------|------------|------------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY15 |
| IDHR Total | 145 | 148 | 140 | 144 | 143 | 137 |

LEGISLATIVE AFFAIRS

The Legislative and Intergovernmental Affairs ("LIA") office's principal responsibility is the research, development, and promotion of the agency's legislation and the establishment of the DHR's positions on legislation presented by the General Assembly and community groups. The LIA office also functions as the liaison between the agency, the General Assembly and its staff, and the Office of the Governor, as well as with other groups and organizations on the application of the Human Rights Act and agency rules and regulations.

The LIA was responsible for the passage and approval of four legislative measures this year, and was critical in the passage of a fifth. They are:

PA 99-0074 (Interagency Coordination)

Amends the Illinois Human Rights Act. Provides that the Department of Human Rights has the power to coordinate with state (in addition to federal and local) agencies in conformity with the Act. Effective July 20, 2015.

PA 99-0152 (Veterans Preference in Employment)

Creates the Veterans Preference in Private Employment Act. Provides that a private employer may adopt and apply a voluntary veterans' preference employment policy if: (1) the veterans' preference employment policy is in writing; (2) the veterans' preference employment policy is publicly posted by the private employer at the place of employment or on any website maintained by the private employer; (3) the private employer's job application informs all applicants of the veterans' preference employment policy and

where the policy may be obtained; and (4) the private employer applies the veterans' preference employment policy uniformly for all employment decisions regarding the hiring or promotion of veterans or the retention of veterans during a reduction in force. Provides that a private employer who maintains a veterans' preference employment policy may require and rely on an applicant's or employee's Department of Defense DD214/DD215 forms or their predecessor or successor forms, an applicant's or employee's NGB-22 discharge form or its predecessor or successor forms (if a member of the National Guard), and a U.S. Department of Veterans Affairs award letter (if the applicant or employee is claiming a service-connected disability) to establish eligibility for such policy. Defines terms. Amends the Illinois Human Rights Act. Provides that nothing contained in the Act shall prohibit an employer, employment agency or labor organization from giving preferential treatment to veterans and their relatives pursuant to a private employer's voluntary veterans' preference employment policy authorized by the Veterans Preference in Private Employment Act. Effective January 1, 2016.

PA 99-0165, (Armed Forces Employment Programs)

Amends the Illinois Human Rights Act. Provides that nothing in the Act prohibits an employer, employment agency, or labor organization from participating in a bona fide recruiting incentive program, sponsored by a branch of the United States Armed Forces, a reserve component of the United States Armed Forces, or any National Guard or Naval Militia, where participation in the program is limited by the sponsoring branch based upon the service member's discharge status. Effective July 28, 2015.

PA 99-0196 (Prevent Discrimination in Housing) Amends the Illinois Human Rights Act. Provides that it is a civil rights violation for an owner or any other person engaging in a real estate transaction, or for a real estate broker or salesman, because of unlawful discrimination or familial status, to make, print, circulate, post, mail, publish or cause to be made, printed, circulated, posted, mailed, or published any notice, statement, advertisement or sign, or use a form of application for a real estate transaction, or make a record or inquiry in connection with a prospective real estate transaction, that indicates any preference, limitation, or discrimination based on unlawful discrimination or unlawful discrimination based on familial status, or an intention to make any such preference, limitation, or discrimination (rather than to print, circulate, post, mail, publish or cause to be so published a written or oral statement, advertisement or sign, or to use a form of application for a real estate transaction, or to make a record or inquiry in connection with a prospective real estate transaction, which expresses any limitation founded upon, or indicates, directly or indirectly, an intent to engage in unlawful discrimination).
Effective July 30, 2015.

PA 99-0314 (Interagency Committee on Employees with Disabilities) Amends the Personnel Code and the Illinois Human Rights Act. Defines "State agency" and "State employee." Provides the purposes and functions of the Committee. Makes changes concerning the membership of the Interagency Committee on Employees with Disabilities, expanding membership to include the Lieutenant Governor, Secretary of State, Attorney

General, Comptroller, Treasurer, Director of the Council on Developmental Disabilities, and three additional state employees with disabilities to be appointed by the Governor.
Effective August 7, 2015.

MANAGEMENT OPERATIONS

Management Operations is responsible for all general office services for the Department of Human Rights ("DHR"), ensuring that DHR employees are provided the necessary tools to effectively and efficiently perform their respective tasks.

The function of Management Operations includes Information Systems, Telecommunications Services, Operational Planning and Office Management. In addition to serving the DHR's employees, Management Operations' staff assisted approximately 13,333 visitors in the Chicago and Springfield Offices in fiscal year 2015.

MEDIA RELATIONS

The Public Information Officer (PIO) is responsible for managing agency communications and serves as a spokesperson to the media. The PIO primarily responds to media inquiries, ranging from confirmation of charges filed with the agency to responding to general questions about departmental policy, statistics, rules and regulations, and the Human Rights Act.

Upon taking office, Governor Rauner decentralized media relations from the Illinois Office of Communication and Information, returning a PIO to the agency. Following this change, the

PIO has worked to reestablish media connections and to promote the agency's image statewide. This has included publicizing agency activities through press releases (including DHR's first announcement of a discrimination charge outcome), social media, and web presence.

LEGAL DIVISION

Functions

The Legal Division (“Division”) oversees the investigative work of the Illinois Department of Human Rights (“DHR”), manages the Liaison Unit and the Public Contracts Unit, and oversees the DHR’s ethics program. Additionally, the Division represents the DHR in responding to U-Visa Certification requests, enforces the equal employment opportunity and affirmative action programs under the Illinois Human Rights Act (“Act”) and DHR Rules and Regulations, enforces provisions under the Act and DHR Rules and Regulations as to public contractors and eligible bidders, reviews legislation and proposed legislation, and represents the DHR on panels and workshops and other public speaking engagements.

The Division also serves on a number of Governor’s Office committees and working groups, including Governor’s Office Small Agency Discussion Group, Governor’s Office Model Employee Handbook Working Group, and Governor’s Office General Counsel Committee on Technology & Transformation. The Division collaborated with partnering State agencies on regulatory and legislative strategy and litigation management, including the Illinois Human Rights Commission (“Commission”), the Illinois Department of Labor, and the Office of Illinois Attorney General Bureaus of General Law, Civil Rights, and Disability Rights, as well as with advocacy groups including the Illinois State Bar Association, Chicago Area Fair Housing Alliance, Legal Assistance Foundation, National Employment Law Association of Illinois, and Chicago Lawyers’ Committee For Civil Rights Under Law. The Division also responded to and met with college and

law students interested in human rights law.

The Division’s attorneys are assigned to the Fair Housing and Litigation Units. Both of the Division’s units review substantial evidence determinations, conciliate cases, draft and file complaints with the Commission and respond to Requests for Review filed with the Commission. The Fair Housing Unit also litigates fair housing cases before the Commission and responds to Freedom of Information Act (“FOIA”) requests and subpoenas issued by the Commission, Illinois Circuit Court, and Federal District Court.

Substantial Evidence Reviews

| | |
|--------------------|-----|
| Fair Housing Unit: | 110 |
| Litigation Unit: | 196 |
| TOTAL | 306 |

Complaints:

| | |
|--------------------|----|
| Fair Housing Unit: | 35 |
| Litigation Unit: | 50 |
| TOTAL | 85 |

Responses to Requests for Review:

| | |
|--------------------|-----|
| Fair Housing Unit: | 231 |
| Litigation Unit: | 228 |
| TOTAL | 459 |

FAIR HOUSING UNIT

Default Reviews Conducted: 17

Petitions for Default Filed: 9

Rules & Regulations

During FY15, the Fair Housing Unit drafted, filed, sought adoption for, and effectuated four administrative rules and regulations – Workforce Analysis Regions/Requests For Review Regulations (adopted April 6, 2015), FOIA Regulations (adopted June 24, 2015), Equal Pay Act Investigations Regulations and Pregnancy Accommodations Regulations.

| | |
|--|----------|
| FOIA Requests: | 117 |
| Subpoenas: | 12 |
| Settlement Dollars Obtained for Complainants: | \$88,250 |

Speaking Engagements

During FY15, the Fair Housing Unit presented before the Society of Human Resource Management on pregnancy accommodations updates in April 2015.

LITIGATION UNIT

| | |
|------------------------------------|-----|
| Settlements: | 6 |
| Appellate Records Prepared: | 1 |
| File Reviews Conducted: | 298 |

Speaking Engagements

During FY15, the Litigation Unit conducted training for a new DHR Investigator and prepared the DHR’s policy statement and Investigation Manual supplement on pregnancy discrimination. Additionally, the Litigation Unit participated in speaking engagements for the Black Women Lawyers Association National Summit, 2015 United African Organization Summit and Resource Fair, and 2015 Illinois Association of Agencies and Community Organizations for Migrant Advocacy Annual Conference.

LIAISON UNIT

Functions

The State Agency Liaison Unit (“Liaison Unit”) administers and enforces the equal employment opportunity/affirmative action provisions of the Act and its Rules and Regulations and provides technical assistance and training on the disability program.

The Liaison Unit ensures compliance by state executive departments, state

agencies, boards, commissions, and instrumentalities (collectively, “state entities”). All state entities are required to submit affirmative action plans, quarterly reports, and layoff reports to the DHR. The Liaison Unit reviews the reports for conformance with the Act and DHR Rules and Regulations. Additionally, the Liaison Unit monitors each state entity to assure compliance with goals established in the state entity’s affirmative action plan. It provides ongoing technical assistance and training to Equal Employment Opportunity/Affirmative Action (“EEO/AA”) Officers of state entities on the requirements of the Act and DHR Rules and Regulations.

In accord with the disability provisions of the Act, the Liaison Unit provides technical assistance on disability issues to state entities, members of the public, employers, housing providers, and organizations serving people with disabilities. A member of the Liaison Unit serves as DHR’s Americans with Disabilities Act (“ADA”) Coordinator for programs/services and represents the DHR’s Director in the Director’s capacity as co-chair of the Interagency Committee on Employees with Disabilities (“Committee”).

Unit Activities

- Provided individual training sessions for new EEO/AA Officers regarding development of effective affirmative action programs.
- Met with EEO/AA Officers regarding their agencies’ affirmative action performance in meeting the minimum compliance criteria.
- In conjunction with the Department of Central Management Services, met

with select agency EEO/AA Officers to provide information about the titles and counties for which candidates appeared on a successful disability opportunity list and encouraged the agencies to use the list to address disability underutilization.

- Provided to agency EEO/AA Officers job fair announcements and job vacancy notices from State agencies to assist in recruitment efforts.
- Provided to all agency EEO/AA Officers: OSHA's best practices document; EEOC's enforcement guidance on pregnancy discrimination, and a court decision regarding a change of boss as a reasonable accommodation; U.S. Department of Justice mediation publications; a list of EEOC training opportunities in the Chicago area; federal employment law updates; Equal Pay Act updates; DHR fliers on discrimination, Pregnancy and Your Rights poster, and changes to the rules regarding the State regions; and information on filing an affirmative action plan with the State library.
- Provided to all agency EEO/AA Officers and ADA Coordinators: EEOC's ADA telecommunications case; a new ADA Technical Assistance Manual for State and Local Governments, and ADA Update: A Primer for State and Local Governments, both from the U.S. Department of Justice Civil Rights Division ("DOJ"); a Disability Resource Guide; updates on ADA distance learning sessions and legal and legislative developments; a flexibility tool kit to expand job opportunities and accommodations for people with disabilities; job fair information for people with disabilities for professional development of

EEO/AA Officers and recruitment of affirmative action groups; information on accessibility of State leased office space; and information on National Disability Employment Awareness Month and Disability Mentoring Day.

- Coordinated the FY15 online disability survey of state employees through dissemination of survey materials to agencies, monitoring survey participation, and encouraging agency follow-up with employees who failed to participate.
- Participated in the CMS disability hiring initiatives committee.
- Revised the Technical Assistance Guide for Developing Affirmative Action Plans and Quarterly Reports.
- Conducted an analysis of executive state agencies' underutilization for each of the affirmative action groups.
- Responded to 845 technical assistance inquiries of state entities.
- Approved affirmative action plans submitted by 68 agencies. In FY15, 64 agencies (94%) met the DHR's standard for affirmative action performance. There were four agencies (6%) that did not meet the DHR's compliance standard and must establish or continue training with the Department of Central Management Services ("CMS") in accordance with Section 7-105 (H) of the Act. The three agencies that had to establish training: Department of Central Management Services, Housing Development Authority, and Department of Natural Resources. One agency that had to continue

training: Department of Human Services.

- Granted extensions for submitting the FY15 affirmative action plan to: Department of Corrections, Department of Human Rights, Department of Juvenile Justice, State Police, and Department of Veterans' Affairs.
- Approved layoff reports during FY15 for: Department of Transportation and Workers' Compensation Commission.
- Granted extensions for submitting the quarterly report to: Department of Agriculture, Department of Labor and State Police.
- Issued a late notice for failure to submit a quarterly report to: State Police.
- Notified the following agencies that they should have ADA grievance procedures as required by federal law. These agencies were notified that in the Joint Committee on Administrative Rules ("JCAR") annual report it was listed that they do not have this procedure: Department of Healthcare and Family Services, Historic Preservation Agency, and Department of Juvenile Justice.
- In FY15, the Disability Coordinator represented the DHR as co-chair of the State Interagency Committee on Employees with Disabilities ("Committee"). The Committee addresses the concerns of nearly 3,200 people with disabilities who work in state government. The Committee maintains a website, www.state.il.us/iced, which contains information about state programs for employees

with disabilities, Committee activities, and developments in state/federal civil rights laws. The Committee issued a biannual newsletter with articles on Committee activities and disability issues. In FY15, the Committee continued its Internship Program for College Students with Disabilities. During the year, the Committee held an Awards Ceremony to honor individuals and organizations that have contributed to improved access and opportunity for people with disabilities. The award winners were: the Sickle Cell Association of Illinois, in the non-profit category; Autonomy Works, in the business category; Kris Smith as the Dan Dickerson Advocate of the Year; the State Toll Highway Authority, in the state agency category; State Senator Heather Steans, as the Carl Suter Legislator of the Year; and Tommy Saunders as the state employee of the year. State agencies recognized for their participation in the Successful Disability Opportunities Program were: the Departments of Agriculture, Children and Family Services, Corrections, Healthcare and Family Services, Human Services, Natural Resources, Public Health, Revenue, Veterans' Affairs, and State Police. In FY15, the Committee also co-sponsored two webinars on state employment programs for applicants with disabilities.

- In FY15, the Disability Coordinator worked to ensure the DHR's compliance with the Americans with Disabilities Act ("ADA") by arranging for accommodations for persons with disabilities seeking access to DHR services. In addition, the Disability Coordinator advised people with

disabilities, state agency staff, and DHR staff about disability issues throughout the year.

PUBLIC CONTRACTS UNIT

Functions

The Public Contracts Unit (“PCU”) enforces provisions of the Act and the DHR’s Rules and Regulations, which require public contractors and eligible bidders to refrain from unlawful discrimination, undertake affirmative action in employment, and develop a written sexual harassment policy.

The PCU registers entities seeking to establish eligibility status for competitively bidding on state contracts. The PCU provides technical assistance and training on how to develop equal opportunity policies and procedures. Additionally, the PCU reviews entities’ affirmative action plans to ensure compliance with established equal opportunity laws and guidelines. The PCU conducts audits to examine policies, procedures, and efforts expended by the contractor toward meeting its EEO/AA obligations.

In accordance with DHR Rule 44 Ill. Code Section 750.140, the PCU reviews relevant information, reports, facilities, and personnel practices to determine compliance with the Act. In accordance with DHR Rule 44 Ill. Code Section 750.210, persons seeking to establish eligibility status to be awarded a contract by a State agency are required to register with the DHR.

Major FY2015 PCU Activities

Registered potential public contractors and eligible bidders seeking to establish state bidder status through the DHR’s

Public Contracts Program.

- Received 2,888 Employer Report Forms submitted by potential bidders, public contractors and eligible bidders seeking to establish state eligibility status in order to competitively bid on state contracts.
- Processed 2,632 Employer Report Forms received from initial registrants applying for a DHR number and eligible bidders renewing their existing eligibility status.
- Responded to 1,511 inquiries from government and non-government contracting entities, eligible bidders reinstating their eligibility status, potential bidders applying for a new DHR number, and other interested parties. Additionally, addressed EEO/AA questions relating to requirements for sexual harassment policies, contractor’s EEO/AA obligations, audit questions, PCU registration process, procedures for monitoring a workforce, as well as filled numerous requests for how to obtain an Employer Report Form (“PC-1”).
- Sent notifications to 3,299 public contractors and eligible bidders reminding them that their DHR Public Contracts Number was about to expire or had expired.
- Granted one (1) registration waiver request from the Department of Central Management Services (“CMS”) and zero (0) exemptions for companies located wholly outside the United States, in the interest of the State of Illinois.
- Updated the on-line registration process to accommodate those vendors seeking to acquire a public contracts number.

- o Issued five (5) non-compliance letters to contractors who were awarded construction contracts with the Capital Development Board (“CBD”), in that these contractors were substantially non-compliant with the projections on their PC-2 bid proposals for the utilization of minority/female tradespersons on their construction projects.
- o Number of registered bidders as of June 30, 2015: 13,181

2013, 2014 and 2015 Desk Audits

PCU developed, coordinated and implemented the DHR’s Desk Audit Procedure. Desk audits allow the examination of employer’s procedures, rules, forms, policies, practices, and efforts expended by employers regarding their commitment and obligation to refrain from unlawful discriminatory practices.

Audit selection is a systematic process by which entities are randomly selected statewide. The information referenced below is as of November 13, 2015.

Calendar Year 2013 Audit:

Total entities selected for audit: 186
Total entities notified of selection: 186

Audit Results:

| | |
|------------------------------------|-----|
| Compliant | 89 |
| Revoked | 32 |
| Ineligible | 10 |
| No Longer in Existence | 10 |
| Relinquished PC-1 Number | 9 |
| Completed: | 150 |
| Non-Compliant/ Pending Completion: | 36 |
| TOTAL | 186 |

Calendar Year 2014 Audit:

Total entities selected for audit: 190
Total entities notified of selection: 191

Audit Results:

| | |
|--------------------------|-----|
| Compliant | 0 |
| Revoked | 21 |
| Ineligible | 2 |
| No Longer in Existence | 5 |
| Relinquished PC-1 Number | 12 |
| Completed: | 40 |
| Pending Completion: | 151 |
| TOTAL | 191 |

Calendar Year 2015 Audit:

| | |
|---------------------------------------|-----|
| Total entities selected for audit: | 210 |
| Total entities notified of selection: | 210 |
| Audit Results: | |
| Pending Completion: | 210 |
| TOTAL | 210 |

CHARGE PROCESSING DIVISION

The Human Rights Act (“Act”) prohibits discrimination in Illinois with respect to employment, financial credit, public accommodations and real estate transactions. Within those areas, the Act protects the bases of race, color, religion, sex (including sexual harassment), national origin, ancestry, military status, age (40 and over), order of protection status, marital status, sexual orientation (which includes gender-related identity), pregnancy, unfavorable military discharge and physical and mental disability. The Act also prohibits sexual harassment in education; discrimination because of language, citizenship status and arrest record in employment; and discrimination based on familial status in real estate transactions. The Act further prohibits retaliation against a person who filed a charge of unlawful discrimination, opposed discrimination, or participated in an investigation or other proceeding under the Act.

A prospective complainant may file a charge of discrimination with the Department of Human Rights (“DHR”) within 180 days (one year for real estate transactions) of the occurrence of an alleged civil rights violation.¹ Since January 1, 1996, when Public Act 89-370 (also known as House Bill 741) became effective, the DHR has 365 days from the date a perfected charge of discrimination is filed to investigate and determine whether or not substantial evidence of discrimination exists. The parties to a charge may mutually agree to extend the time for investigation.

Since 1994, parties to a charge have had the opportunity to participate in voluntary mediation of their charges in Chicago before they are assigned for investigation. DHR mediators schedule mediation

conferences and meet with the parties to facilitate communication towards a possible resolution of the charge. DHR investigators investigate and attempt to amicably resolve those charges over which the DHR has jurisdiction.

For charges filed after February 2, 2010, where the DHR’s investigation finds substantial evidence of discrimination, Complainant has the option of:

1. requesting within 30 days the DHR’s Legal Division to file a complaint on Complainant’s behalf with the Human Rights Commission (“Commission”), a separate adjudicatory agency,
2. filing a complaint with the Commission within 90 days, or
3. commencing within 90 days a civil action in a state circuit court of appropriate venue.

Alternatively, if the DHR dismisses the charge (for lack of substantial evidence, lack of jurisdiction, or failure to proceed), the Complainant has 90 days to either:

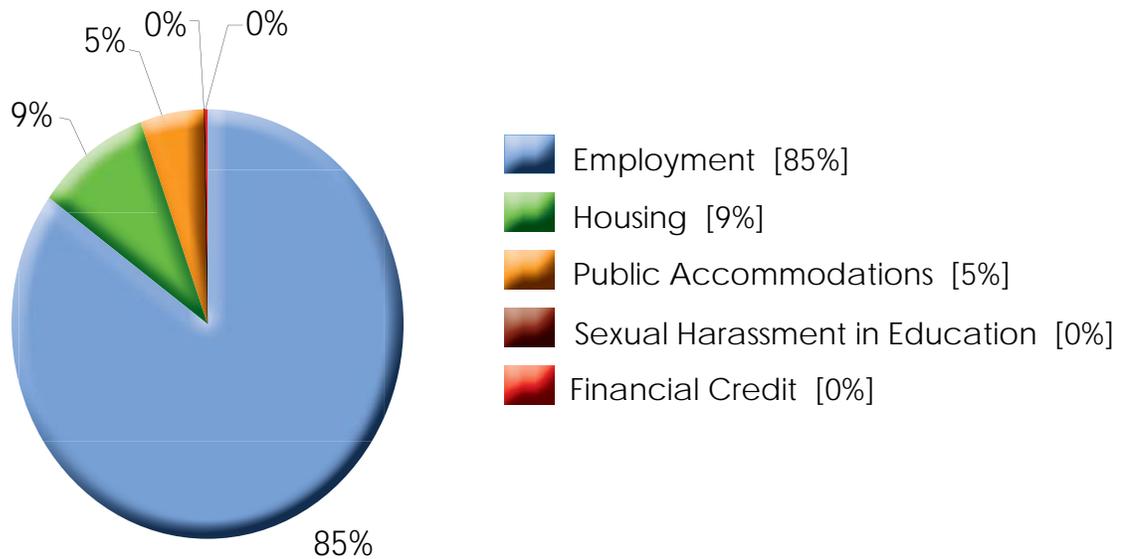
1. file a Request for Review (appeal) of that dismissal with the Commission, or
2. commence a civil action in a state circuit court of appropriate venue.

The following pages offer a graphic summary of the activities of the Charge Processing Division during FY15.

¹ See *Fair Housing Division* pages for procedures relating to cases involving real estate transactions.

| CHARGES DOCKETED BY JURISDICTION | |
|----------------------------------|---------------------|
| FISCAL YEAR 2015 | |
| Employment | 3163 |
| Housing | 353 |
| Public Accommodations | 197 |
| Sexual Harassment in Education | 6 |
| Financial Credit | 1 |
| <i>TOTAL</i> | <i>3,720</i> |

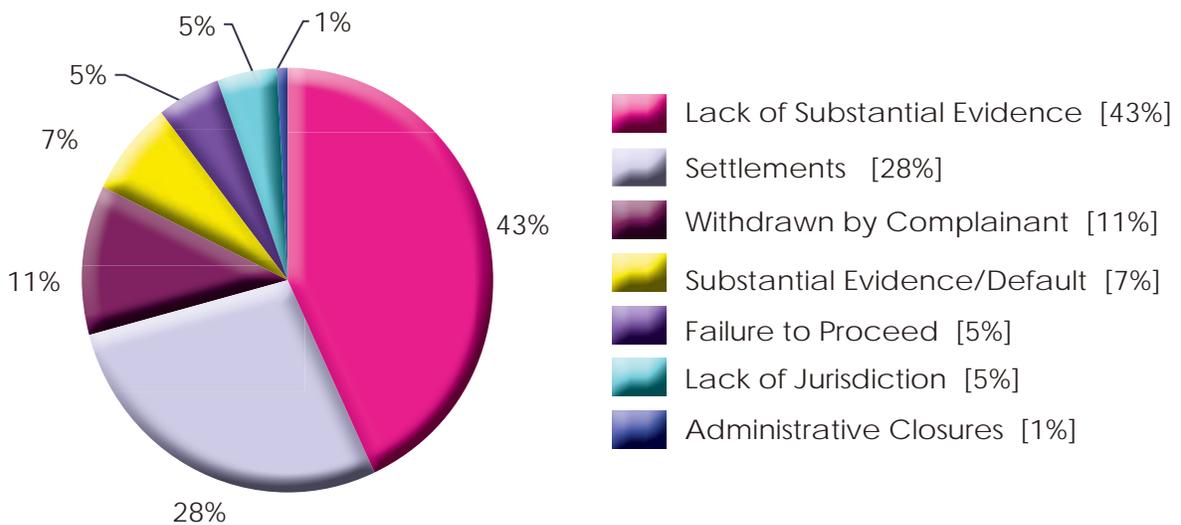
CHARGES DOCKETED BY JURISDICTION
FISCAL YEAR 2015



| DISPOSITION OF COMPLETED INVESTIGATIONS* | |
|---|---------------------|
| FISCAL YEAR 2015 | |
| Inquiries Received | 10,763 |
| Charges Filed | 3,367 |
| Completed Investigations | 3,325 |
| COMPLETED INVESTIGATIONS | |
| Lack of Substantial Evidence | 1,434 |
| Settlements | 930 |
| Withdrawn by Complainant | 379 |
| Substantial Evidence/Default | 239 |
| Failure to Proceed | 167 |
| Lack of Jurisdiction | 153 |
| Administrative Closures | 23 |
| <u>Completed Investigations</u> | <u>3,325</u> |

*Non-Housing Cases Only (see housing section for info on housing cases).

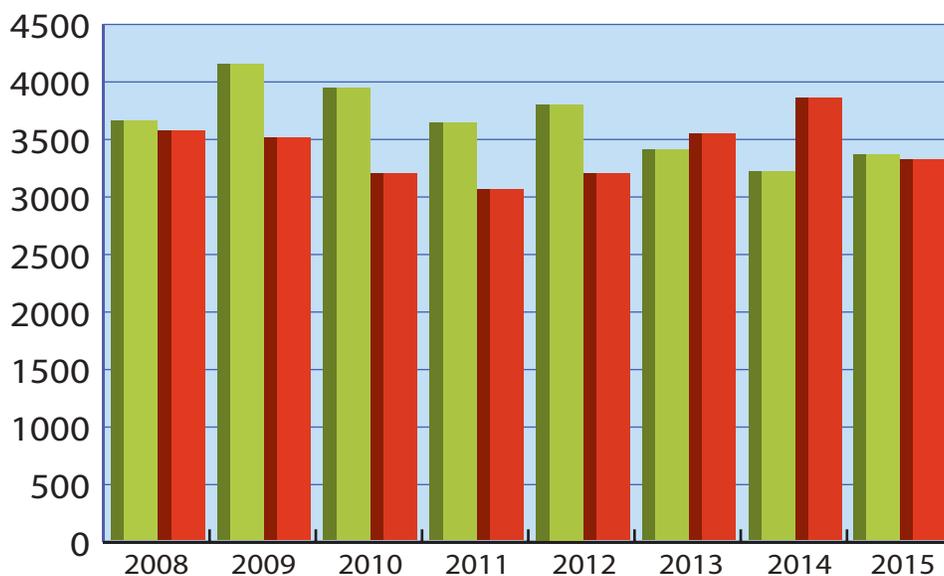
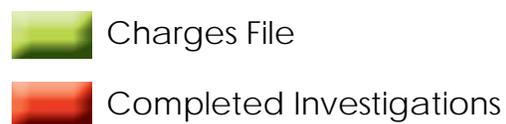
DISPOSITION OF COMPLETED INVESTIGATIONS
FISCAL YEAR 2015
(Excluding Housing)



| CHARGES FILED AND COMPLETED INVESTIGATIONS | | | | | | | | |
|---|------|------|------|------|------|------|------|------|
| Fiscal Year 2015 (Excluding Housing Cases) | | | | | | | | |
| | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
| Charges Filed | 3640 | 4136 | 3927 | 3628 | 3784 | 3390 | 3200 | 3367 |
| Completed Investigations | 3552 | 3498 | 3182 | 3043 | 3186 | 3529 | 3792 | 3325 |

Charges filed total includes employment, public accommodation, financial credit, and harassment in education.

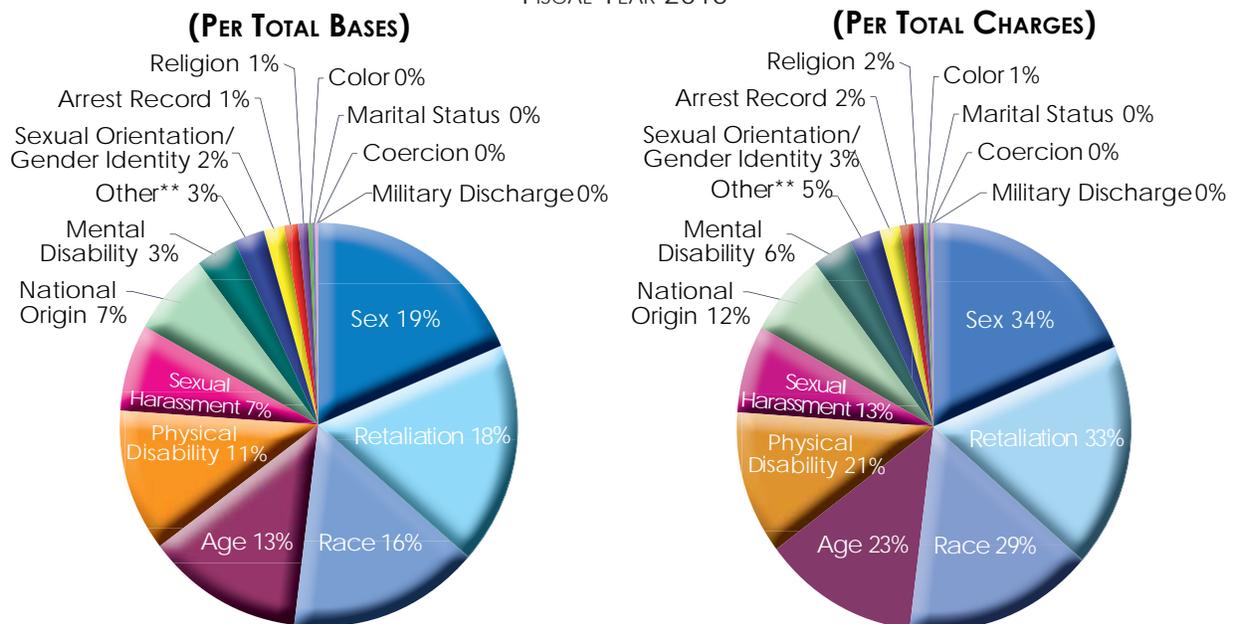
CHARGES FILED AND COMPLETED INVESTIGATIONS
FISCAL YEAR 2015



| EMPLOYMENT CHARGES BY BASIS | |
|-----------------------------|--------------|
| FISCAL YEAR 2015 | |
| BASIS OF DISCRIMINATION | |
| Sex | 1,078 |
| Retaliation | 1,032 |
| Race | 902 |
| Age | 731 |
| Physical Disability* | 660 |
| Sexual Harassment | 405 |
| National Origin | 385 |
| Mental Disability* | 187 |
| Other** | 156 |
| Sexual Orientation | 94 |
| Arrest Record | 56 |
| Religion | 48 |
| Color | 16 |
| Marital Status | 13 |
| Military Discharge | 11 |
| Coercion | 8 |
| Total Charges Filed | 3,163 |
| Total Bases | 5,782 |

EMPLOYMENT CHARGES BY BASIS

FISCAL YEAR 2015



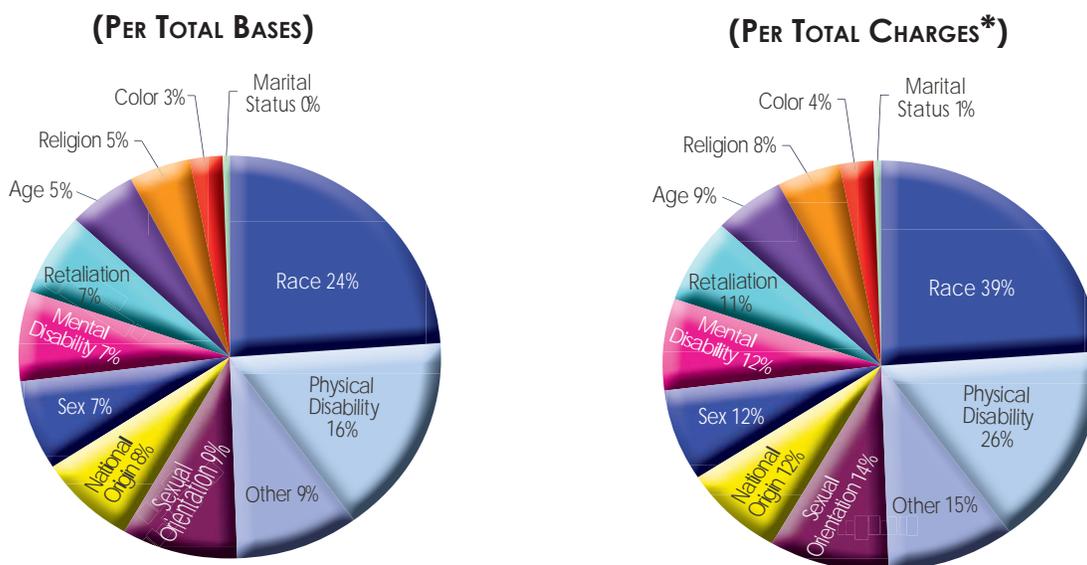
Note: Percent to Total Charges Filed is based on total number of charges filed (3,163) and is greater than 100% because charges are often filed on more than one basis.

* Combined, physical and mental disability charges total 847, or 27% of total charges and 15% of total bases.

**Includes non-jurisdictional bases, such as personality conflict.

| PUBLIC ACCOMMODATIONS CHARGES BY BASIS | |
|--|-------------------|
| FISCAL YEAR 2015 | |
| Race | 76 |
| Physical Disability | 51 |
| Other | 30 |
| Sexual Orientation | 28 |
| National Origin | 24 |
| Sex | 23 |
| Mental Disability | 23 |
| Retaliation | 21 |
| Age | 17 |
| Religion | 15 |
| Color | 8 |
| Marital Status | 1 |
| <i>Total Bases</i> | <i>317</i> |
| <i>Total Charges Filed</i> | <i>197</i> |

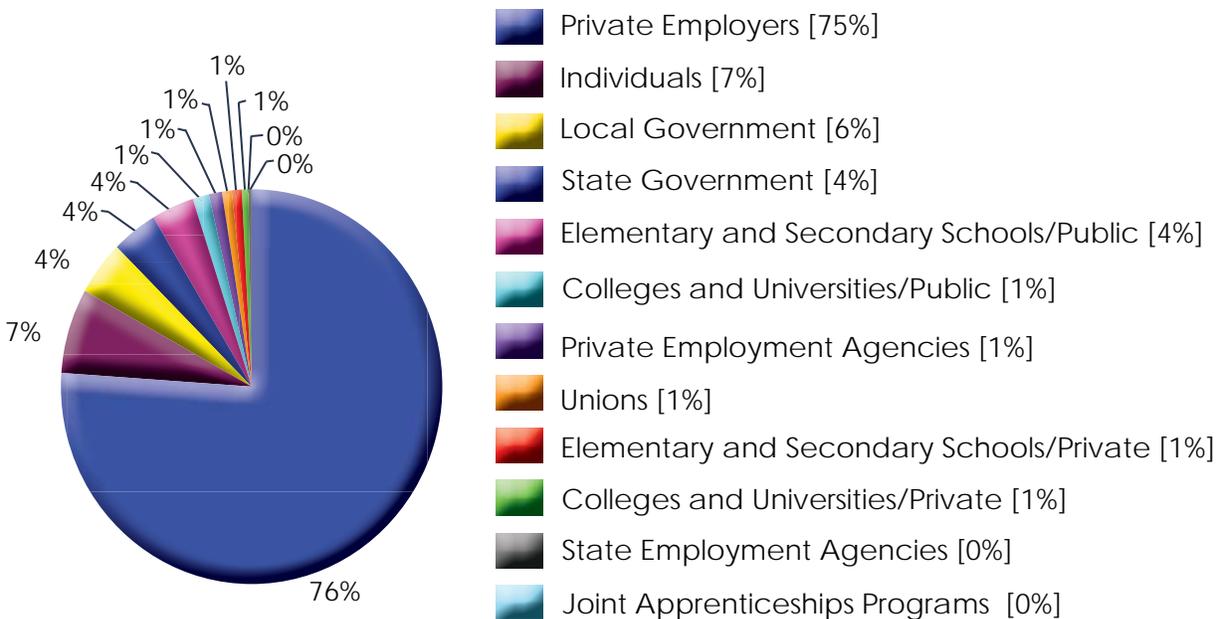
PUBLIC ACCOMMODATIONS CHARGES BY BASIS
FISCAL YEAR 2015



*Percent of total charges filed is greater than 100% because charges can be filed on more than one basis.

| EMPLOYMENT CHARGES BY RESPONDENT TYPE | |
|--|---------------------|
| FISCAL YEAR 2015 | |
| Private Employers | 2,364 |
| Individuals | 209 |
| Local Government | 188 |
| State Government | 135 |
| Elementary and Secondary Schools/Public | 112 |
| Colleges and Universities/Public | 43 |
| Private Employment Agencies | 36 |
| Unions | 32 |
| Elementary and Secondary Schools/Private | 20 |
| Colleges and Universities/Private | 19 |
| State Employment Agencies | 5 |
| Joint Apprenticeships Programs | 0 |
| <i>Total Charges Filed</i> | <i>3,163</i> |

EMPLOYMENT CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2015



| EMPLOYMENT DISCRIMINATION | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|
| ISSUES ALLEGED AS ACTS OF DISCRIMINATION* | | | | | |
| FISCAL YEARS 2011 - 2015 | | | | | |
| ISSUE | 2011 | 2012 | 2013 | 2014 | 2015 |
| DISCHARGE | 1698 | 1907 | 1635 | 1535 | 1549 |
| HARASSMENT | 568 | 580 | 516 | 563 | 687 |
| TERMS AND CONDITIONS | 279 | 319 | 289 | 302 | 400 |
| SUSPENSION | 219 | 216 | 251 | 220 | 206 |
| WRITTEN REPRIMAND | 209 | 202 | 195 | 146 | 203 |
| FAILURE TO ACCOMMODATE | 96 | 120 | 150 | 173 | 160 |
| HIRING | 150 | 160 | 151 | 135 | 149 |
| PROMOTION | 98 | 110 | 103 | 110 | 109 |
| WAGES | 42 | 48 | 46 | 56 | 75 |
| OTHER | 77 | 133 | 96 | 81 | 67 |
| UNEQUAL JOB ASSIGNMENTS | 24 | 63 | 73 | 70 | 66 |
| DEMOTION | 65 | 57 | 61 | 62 | 50 |
| ORAL REPRIMAND | 34 | 38 | 31 | 34 | 42 |
| LAYOFF | 85 | 72 | 72 | 59 | 41 |
| REDUCTION IN HOURS | 47 | 46 | 50 | 40 | 41 |
| TRANSFER | 14 | 22 | 36 | 22 | 34 |
| TRAINING/APPRENTICESHIP | 13 | 11 | 18 | 27 | 34 |
| CONSTRUCTIVE DISCHARGE | 25 | 31 | 34 | 25 | 30 |
| TENURE | 12 | 17 | 18 | 15 | 26 |
| RACIAL HARASSMENT | 25 | 32 | 50 | 18 | 25 |
| UNION REPRESENTATION | 27 | 33 | 38 | 32 | 25 |
| BENEFITS | 16 | 5 | 11 | 11 | 25 |
| PERFORMANCE EVALUATION | 34 | 34 | 38 | 28 | 22 |
| UNEQUAL PAY | 39 | 39 | 46 | 23 | 21 |
| FAILURE TO RETURN/MEDICAL LEAVE | 23 | 23 | 19 | 18 | 18 |
| OVERTIME | 5 | 7 | 7 | 11 | 11 |
| PROBATION | 10 | 13 | 8 | 20 | 10 |
| FORCED RESIGNATION | 8 | 7 | 5 | 6 | 8 |
| FORCED MEDICAL LEAVE | 10 | 5 | 6 | 11 | 8 |
| POSITION ELIMINATION | 17 | 7 | 9 | 8 | 7 |
| FAILURE TO REASSIGN | 3 | 4 | 6 | 10 | 7 |
| RECALL | 11 | 6 | 12 | 4 | 6 |
| EMPLOYMENT REFERENCE | 4 | 6 | 6 | 2 | 6 |
| INTIMIDATION/REPRISAL | 1 | 8 | 4 | 0 | 5 |
| SEVERANCE PAY | 5 | 3 | 3 | 5 | 4 |
| VACATION | 2 | 0 | 2 | 3 | 4 |
| REFERRAL | 7 | 10 | 6 | 4 | 2 |
| FORCED RETIREMENT | 6 | 0 | 4 | 3 | 2 |
| JOB CLASSIFICATION | 1 | 1 | 3 | 1 | 2 |
| AIDING AND ABETTING | 1 | 0 | 2 | 2 | 1 |
| DRUG TESTING | 2 | 0 | 0 | 0 | 1 |
| EXCLUSION | 2 | 2 | 4 | 4 | 1 |
| SENIORITY | 0 | 0 | 1 | 0 | 0 |
| QUALIFICATION/TESTING | 0 | 0 | 1 | 0 | 0 |
| ADVERTISING | 0 | 0 | 1 | 0 | 0 |
| TOTALS | 4014 | 4397 | 4117 | 3899 | 4190 |

*Includes charges alleging more than one issue as acts of discrimination.

TYPE OF DISCRIMINATION BY COUNTY

FISCAL YEAR 2015

| COUNTY | HOUSING | FINANCIAL CREDIT | PUBLIC ACCOMMODATIONS | SEXUAL HARASSMENT IN EDUCATION | EMPLOYMENT | TOTAL |
|------------|---------|------------------|-----------------------|--------------------------------|------------|-------|
| ADAMS | | | | | 11 | 11 |
| ALEXANDER | | | | | 4 | 4 |
| BOND | 2 | | | | | 2 |
| BOONE | 2 | | | | 13 | 15 |
| BROWN | | | | | 2 | 2 |
| BUREAU | | | | | 7 | 7 |
| CALHOUN | | | | | | 0 |
| CARROLL | | | | | 1 | 1 |
| CASS | | | | | 5 | 5 |
| CHAMPAIGN | 2 | | 1 | | 66 | 69 |
| CHRISTIAN | 3 | | 1 | | 3 | 7 |
| CLAY | | | | | 3 | 3 |
| CLARK | | | | | | 0 |
| CLINTON | | | | | 1 | 1 |
| COLES | | | | | 8 | 8 |
| COOK | 223 | 1 | 133 | 6 | 1731 | 2094 |
| CRAWFORD | | | | | 2 | 2 |
| DEKALB | 3 | | | | 10 | 13 |
| CUMBERLAND | | | | | | 0 |
| DEWITT | | | | | 3 | 3 |
| DOUGLAS | 1 | | | | | 1 |
| DUPAGE | 20 | | 6 | | 245 | 271 |
| EDGAR | | | | | 1 | 1 |
| EDWARDS | | | | | | 0 |
| EFFINGHAM | | | | | 1 | 1 |
| FAYETTE | | | | | 1 | 1 |
| FORD | | | | | 3 | 3 |
| FRANKLIN | | | | | 3 | 3 |
| FULTON | | | | | 2 | 2 |
| GALLATIN | | | | | | 0 |
| GREENE | | | | | 1 | 1 |
| GRUNDY | 1 | | | | 10 | 11 |
| HAMILTON | | | | | 3 | 3 |
| HANCOCK | | | | | 2 | 2 |
| HENDERSON | | | | | 2 | 2 |
| HARDIN | | | | | | 0 |
| HENRY | | | 1 | | 3 | 4 |
| IROQUOIS | | | | | | 0 |
| JACKSON | | | 2 | | 9 | 11 |
| JASPER | | | | | | 0 |
| JEFFERSON | | | 1 | | 18 | 19 |
| JERSEY | 1 | | | | 2 | 3 |
| JO DAVIESS | 1 | | | | 2 | 3 |
| JOHNSON | | | | | 5 | 5 |
| KANE | 7 | | 3 | | 67 | 77 |
| KANKAKEE | 2 | | 1 | | 36 | 39 |
| KENDALL | 1 | | | | 7 | 8 |
| KNOX | | | | | 2 | 2 |
| LAKE | 24 | | 4 | | 117 | 145 |
| LA SALLE | 3 | | 1 | | 6 | 10 |
| LAWRENCE | | | | | 2 | 2 |

| TYPE OF DISCRIMINATION BY COUNTY | | | | | | |
|----------------------------------|------------|------------------|-----------------------|--------------------------------|-------------|-------------|
| FISCAL YEAR 2015 | | | | | | |
| COUNTY | HOUSING | FINANCIAL CREDIT | PUBLIC ACCOMMODATIONS | SEXUAL HARASSMENT IN EDUCATION | EMPLOYMENT | TOTAL |
| LEE | 1 | | | | 4 | 5 |
| LIVINGSTON | | | | | 4 | 4 |
| LOGAN | | | | | 9 | 9 |
| MCDONOUGH | | | | | 10 | 10 |
| McHENRY | | | 1 | | 33 | 34 |
| McLEAN | 8 | | 4 | | 39 | 51 |
| MACON | | | 2 | | 36 | 38 |
| MACOUPIN | | | | | 6 | 6 |
| MADISON | 7 | | 2 | | 30 | 39 |
| MARION | | | | | 2 | 2 |
| MARSHALL | | | | | 2 | 2 |
| MASON | | | | | 1 | 1 |
| MASSAC | | | | | 5 | 5 |
| MENARD | | | | | 1 | 1 |
| MERCER | | | | | 3 | 3 |
| MONROE | | | | | 1 | 1 |
| MONTGOMERY | 1 | | | | 4 | 5 |
| MORGAN | | | 2 | | 14 | 16 |
| MOULTRIE | | | | | 4 | 4 |
| OGLE | 1 | | | | 4 | 5 |
| PEORIA | 1 | | 4 | | 73 | 78 |
| PERRY | 2 | | | | 9 | 11 |
| PIATT | | | | | 3 | 3 |
| PIKE | 1 | | | | 1 | 2 |
| POPE | | | | | | 0 |
| PULASKI | | | | | | 0 |
| PUTNAM | | | | | 1 | 1 |
| RANDOLPH | | | | | 7 | 7 |
| RICHLAND | | | | | 3 | 3 |
| ROCK ISLAND | 4 | | 3 | | 31 | 38 |
| ST. CLAIR | 4 | | | | 42 | 46 |
| SALINE | | | | | 2 | 2 |
| SANGAMON | 5 | | 15 | | 174 | 194 |
| SCHUYLER | | | | | 1 | 1 |
| SCOTT | | | | | | 0 |
| SHELBY | 2 | | | | 1 | 3 |
| STARK | | | | | | 0 |
| STEPHENSON | 1 | | | | 2 | 3 |
| TAZEWELL | | | | | 23 | 23 |
| UNION | | | | | 7 | 7 |
| VERMILION | 1 | | | | 11 | 12 |
| WABASH | 1 | | | | | 1 |
| WARREN | | | | | 1 | 1 |
| WASHINGTON | | | | | 2 | 2 |
| WAYNE | 1 | | | | 3 | 4 |
| WHITE | | | | | 1 | 1 |
| WHITESIDE | | | | | 5 | 5 |
| WILL | 9 | | 8 | | 82 | 99 |
| WILLIAMSON | 1 | | 1 | | 11 | 13 |
| WINNEBAGO | 6 | | 1 | | 34 | 41 |
| WOODFORD | | | | | 1 | 1 |
| TOTAL CHARGES | 353 | 1 | 197 | 6 | 3163 | 3720 |

MEDIATION PROGRAM

DHR’s Mediation Program offers parties the opportunity to negotiate a settlement of the charges rather than go through a full, time-consuming investigation. This innovative and nationally-recognized program came about as a result of collaboration between the DHR and its stakeholders. Mediation is free of cost to the parties.

Since its inception as a pilot program in July 1994, mediation has afforded the parties to employment discrimination charges the opportunity to settle cases prior to an investigation. The parties meet with a DHR Human Rights Mediator in a confidential, nonconfrontational atmosphere to discuss settlement options. The mediator helps facilitate

communication between the parties as they explore terms of settlement to resolve the charge and eliminate the need for an investigation. Mediation does not affect the investigation if there is no settlement. If the parties fail to reach a resolution, the case is investigated.

The mediators facilitate communication and help ensure that both parties are satisfied with the resolution. Mediation has diverted a significant number of charges from the traditional investigation process, and participants have indicated they are very satisfied with all aspects of mediation.

In FY15, the Mediation Unit held 263 conferences, and obtained a total known monetary recovery for charging parties of \$1,715,612.

| MEDIATION UNIT ACTIVITY | | | |
|---|--------------------|--------------------|--------------------|
| FISCAL YEAR 2015 | | | |
| Mediation Conferences and Resolutions | FY13 | FY14 | FY15 |
| Number of Mediation Conferences Held | 172 | 259 | 263 |
| Number of Conferences with Resolutions | 131 | 247 | 254 |
| Percent of Conferences with Resolutions | 76% | 95% | 97% |
| Number of Additional Cases Resolved | 77 | 37 | 63 |
| Total Number of Cases Resolved Via Mediation | 208 | 284 | 317 |
| Total Number of Cases Completed* | 3,529 | 3,742 | 3,325 |
| Percent of Completed Cases Resolved Via Mediation | 5.9% | 7.5% | 9.5% |
| Known Monetary Amounts (frequently kept confidential) | <u>\$1,453,232</u> | <u>\$1,198,260</u> | <u>\$1,715,612</u> |

*excluding housing cases

FAIR HOUSING DIVISION

FAIR HOUSING

Fair Housing Special Projects - DHR completed two HUD-funded Partnership Opportunities Projects during FY15. Both projects started in March 2014 and were concluded by June 30, 2015.

- 1) **AFFH Training:** DHR and its primary partner **Diversity, Inc.**, along with the **Center for Multicultural Communities**, conducted training sessions on Affirmatively Furthering Fair Housing ("AFFH"), aimed to assist entitlement communities in Illinois to better understand the requirements to affirmatively further fair housing when they receive funds under federal programs including Community Development Block Grants ("CDBG").

The goals of the training sessions were to: 1) Publicize the HUD AFFH requirements; 2) Educate the community on HUD's proposed AFFH regulations; 3) Educate municipal officials, housing industry practitioners, and community members on best practices in moving towards stable, integrated communities; 4) Provide participants with an opportunity to discuss local housing issues and possible solutions; and 5) Publicize DHR and its resources, including educational and enforcement programs. Seven training sessions were held, with 300 attendees total, in Bloomington (August 20, 2014), Chicago (January 28, 2015), East St. Louis (October 16, 2014), Naperville (September 24, 2014), Rockford (July 23, 2014), Schaumburg (December 10, 2014) and Waukegan (November 13, 2014).

Fair housing organizations

participating in the "best practices" panels in the sessions included **Access Living, Chicago Area Fair Housing Alliance, Chicago Lawyers' Committee for Civil Rights Under Law, Equal Housing Opportunity Council of Metropolitan St. Louis, HOPE Fair Housing Center, Oak Park Regional Housing Center, Open Communities, Prairie State Legal Services, and South Suburban Housing Center.**

Also as part of the project, DHR greatly expanded its website page [Fair Housing Resources for Municipalities](#) to include links to numerous resources related to fair housing, municipalities and public housing authorities.

- 2) **LGBT Training:** DHR and its partners **Illinois Safe Schools Alliance, National Center for Lesbian Rights, and Lambda Legal** conducted fair housing education and outreach on unlawful housing discrimination, lesbian, gay, bisexual, and transgender ("LGBT") housing issues, and HUD's new equal access rule prohibiting discrimination against LGBT persons in federally-funded housing. The goals of the training sessions were to: 1) Publicize the HUD Equal Access Rule and HUD's work in the LGBT community; 2) Educate members of the LGBT community on protections available under the rule and educate housing providers and advocates on the new obligations this rule creates; 3) Educate local housing providers and fair housing advocates of the unique fair housing needs of LGBT community members; 4) Publicize IDHR's videos on Fair Housing and LGBT; 5) Educate participants on IDHR's intake and investigation process; and 6) Introduce participants to local LGBT

partners as a resource. The targeted audience included members of the LGBT community, housing providers and professionals, LGBT allies and advocates, homeless shelters, local governments, housing authorities, and other community-based organizations. Seven training sessions were held, with 116 participants, in Carbondale (October 21, 2014), Champaign (October 28, 2014), Chicago (June 23, 2014 and January 21, 2015), Peoria (January 14, 2015), Rockford (November 19, 2014) and Rock Island (December 3, 2014).

The project was extended In March 2015 to conduct an additional training in Chicago for HUD shelter grantees and community organizations on HUD's February 2015 guidance on providing equal access to transgender persons at single-sex homeless shelters. This training was held June 4, 2015 in Chicago and was attended by 75 people. The extension project also provided DHR an opportunity to compile a new web page on [LGBT and Fair Housing](#) listing numerous LGBT-related resources including DHR's fact sheets and videos; HUD's LGBT discrimination studies, Equal Access Rule for Housing in HUD Programs and HUD guidance on equal access for transgender persons in homeless shelters; as well as LGBT resources on various topics such as seniors, schools, employment, and media.

Fair Housing Affiliations - In order to further coordinate fair housing activities, DHR is a member of several organizations:

1) Through its affiliation with the **Chicago**

Area Fair Housing Alliance ("CAFHA"), DHR networks with private fair housing organizations, municipalities, and other organizations to advance fair housing issues in the Chicago area.

- 2) DHR is a member of the **Illinois Housing Task Force on Affordable Housing**, which coordinates strategies to meet the goals and objectives identified to increase affordable housing for Illinois residents.
- 3) DHR networks with non-profit organizations through participation in the housing meetings sponsored by the **Office of Housing Coordination Services at the Illinois Housing Development Authority ("IHDA")**. DHR also submits information to IHDA for annual reports submitted to the US Department of Housing and Urban Development ("HUD") to report on housing activities in the state of Illinois.
- 4) DHR is a member of **Housing Action Illinois ("HAI")**, which facilitates networking with housing organizations statewide, and increases fair housing information disseminated to other members of HAI.
- 5) DHR works with the **Illinois Municipal Human Relations Association ("IMHRA")** to coordinate educational events for the benefit of municipal/state officials and staff.

Housing Charge Investigations

The Illinois Department of Human Rights ("DHR") takes and investigates charges involving real estate transactions (housing) on the bases of race, color, religion, sex (including sexual harassment), pregnancy, national origin, familial status (children under 18), ancestry, age

(40 and over), marital status, physical and mental disability, sexual orientation (including gender-related identity), military status, unfavorable discharge from military service, and order of protection status. The Human Rights Act ("HRA") also prohibits discrimination based on retaliation and intimidation, interference or coercion in connection with a person's enjoyment of any of the protected housing rights.

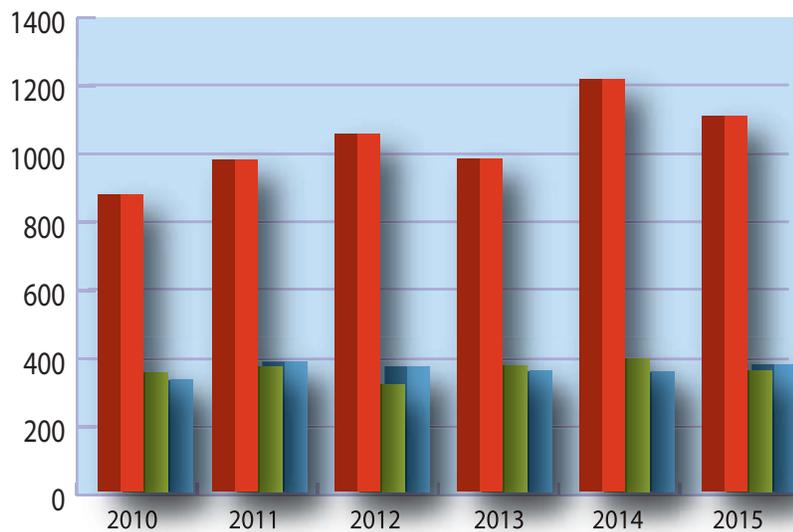
Within one year of an occurrence of an alleged civil rights violation, the Complainant may file a charge of discrimination with the Fair Housing Division. Once a charge is docketed, an investigator conducts an investigation of the charge and discusses the possibility of a voluntary settlement with the parties. In many cases, the investigator conducts an on-site investigation to interview witnesses and obtain pertinent

documentation. The HRA requires that charges involving real estate transactions be completed within 100 days of filing (unless it is impracticable to do so). For charges filed after February 2, 2010, if DHR dismisses the case (based on lack of substantial evidence, lack of jurisdiction, or failure to proceed) the Complainant has 90 days to file a Request for Review (appeal) of that dismissal with the Human Rights Commission. Where the DHR's investigation leads to a substantial evidence finding of discrimination, and conciliation is not successful, the Complainant or Respondent (the party alleged to have discriminated) can elect to have the case heard administratively before the Illinois Human Rights Commission or in circuit court, in which case the Illinois Attorney General's Office represents the Department. The following pages offer a graphic summary of fair housing charge activity.

| HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| <i>Fiscal Year</i> | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
| Inquiries | 868 | 969 | 1046 | 972 | 1205 | 1099 |
| Charges Filed | 347 | 366 | 313 | 369 | 389 | 353 |
| Completed Investigations | 326 | 380 | 366 | 352 | 350 | 372 |

Housing Inquiries, Charge Filed and Completed Investigations

■ Inquiries
 ■ Charges Filed
 ■ Completed Investigations

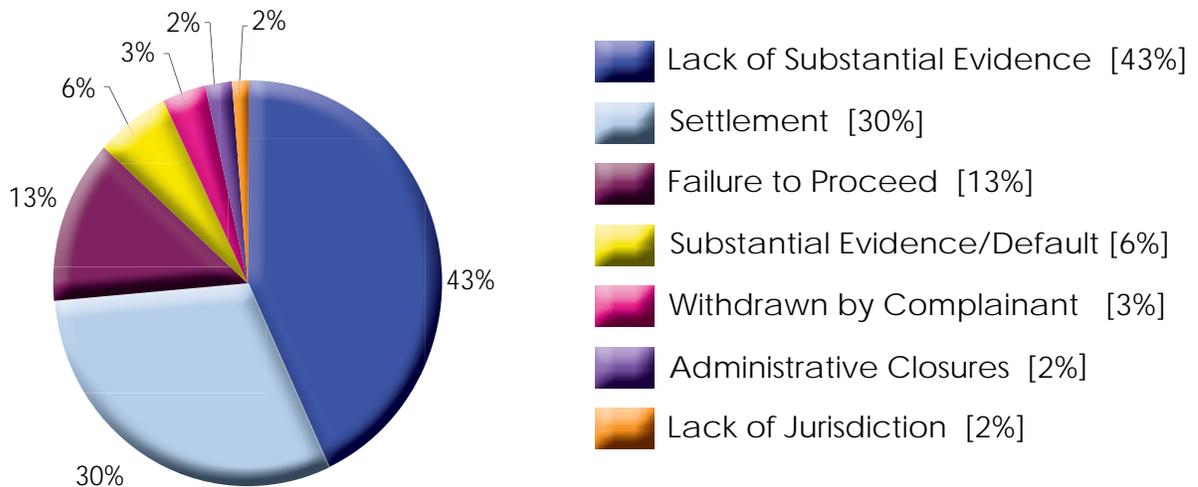


Disposition of Completed Housing Investigations

FISCAL YEAR 2015

| | |
|------------------------------|-------------------|
| Inquiries Received | 1099 |
| Charges Filed | 353 |
| Completed Investigations | 372 |
| Completed Investigations: | |
| Lack of Substantial Evidence | 160 |
| Settlement | 113 |
| Failure to Proceed | 49 |
| Substantial Evidence/Default | 23 |
| Withdrawn by Complainant | 13 |
| Administrative Closures | 8 |
| Lack of Jurisdiction | 6 |
| <i>Total:</i> | <u>372</u> |

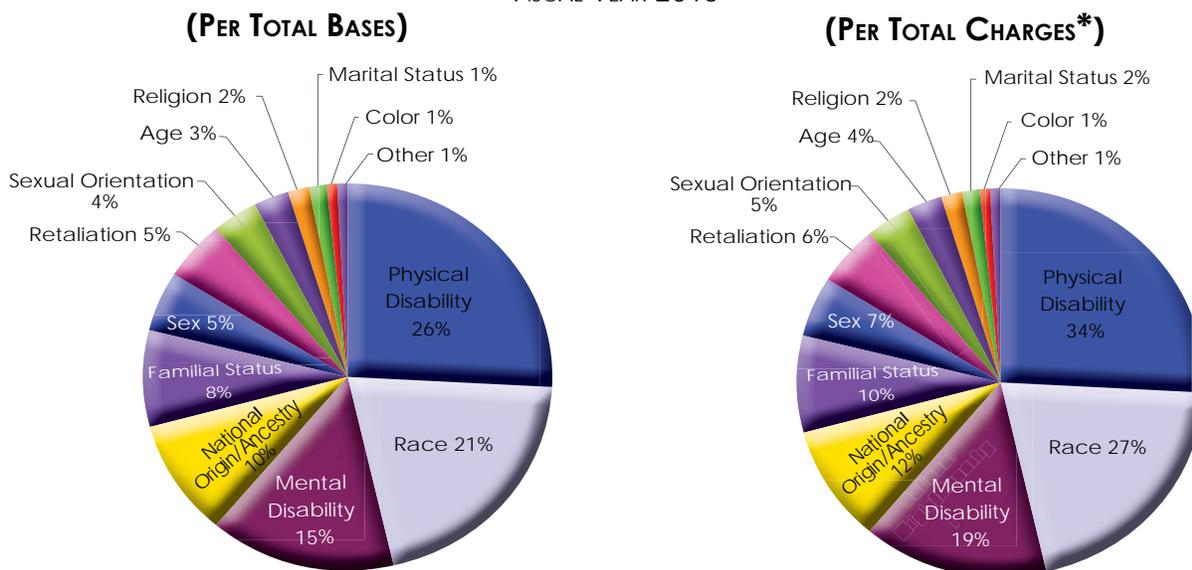
DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS
FISCAL YEAR 2015



| HOUSING CHARGES BY BASIS | |
|-----------------------------------|-------------------|
| FISCAL YEAR 2015 | |
| <i>Basis of Discrimination</i> | |
| Physical Disability | 120 |
| Race | 95 |
| Mental Disability | 68 |
| National Origin/Ancestry | 44 |
| Familial Status | 37 |
| Sex | 24 |
| Retaliation | 22 |
| Sexual Orientation | 17 |
| Age | 13 |
| Religion | 8 |
| Marital Status | 6 |
| Color | 4 |
| Other | 3 |
| <u>Total Bases</u> | <u>461</u> |
| <u>Total Charges Filed</u> | <u>353</u> |

HOUSING CHARGES BY BASIS

FISCAL YEAR 2015

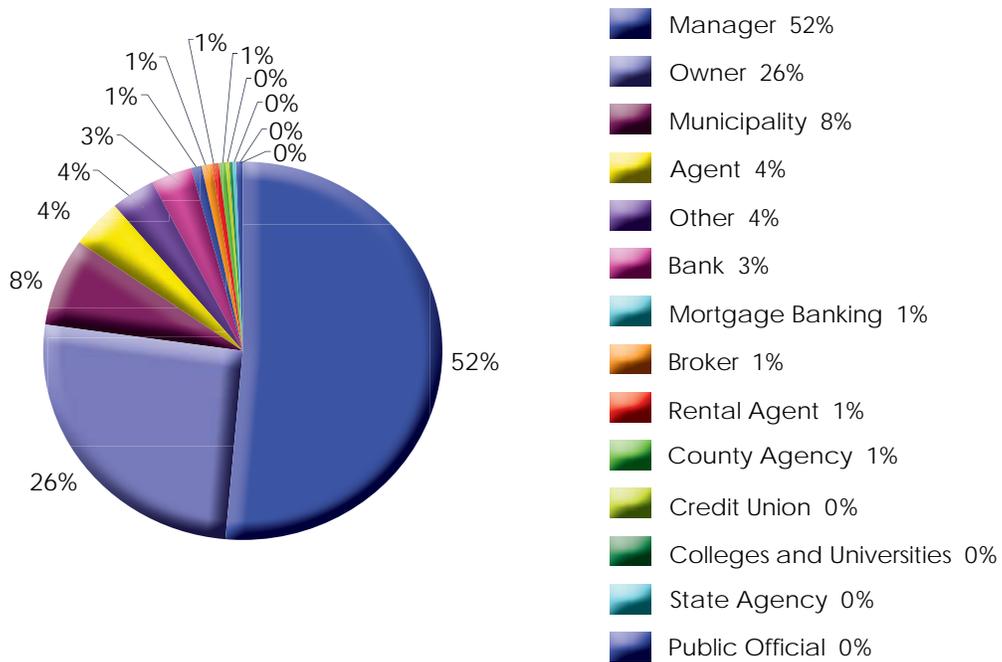


**Number and Percent of total charges filed is greater than 100% because charges can be filed on more than one basis*

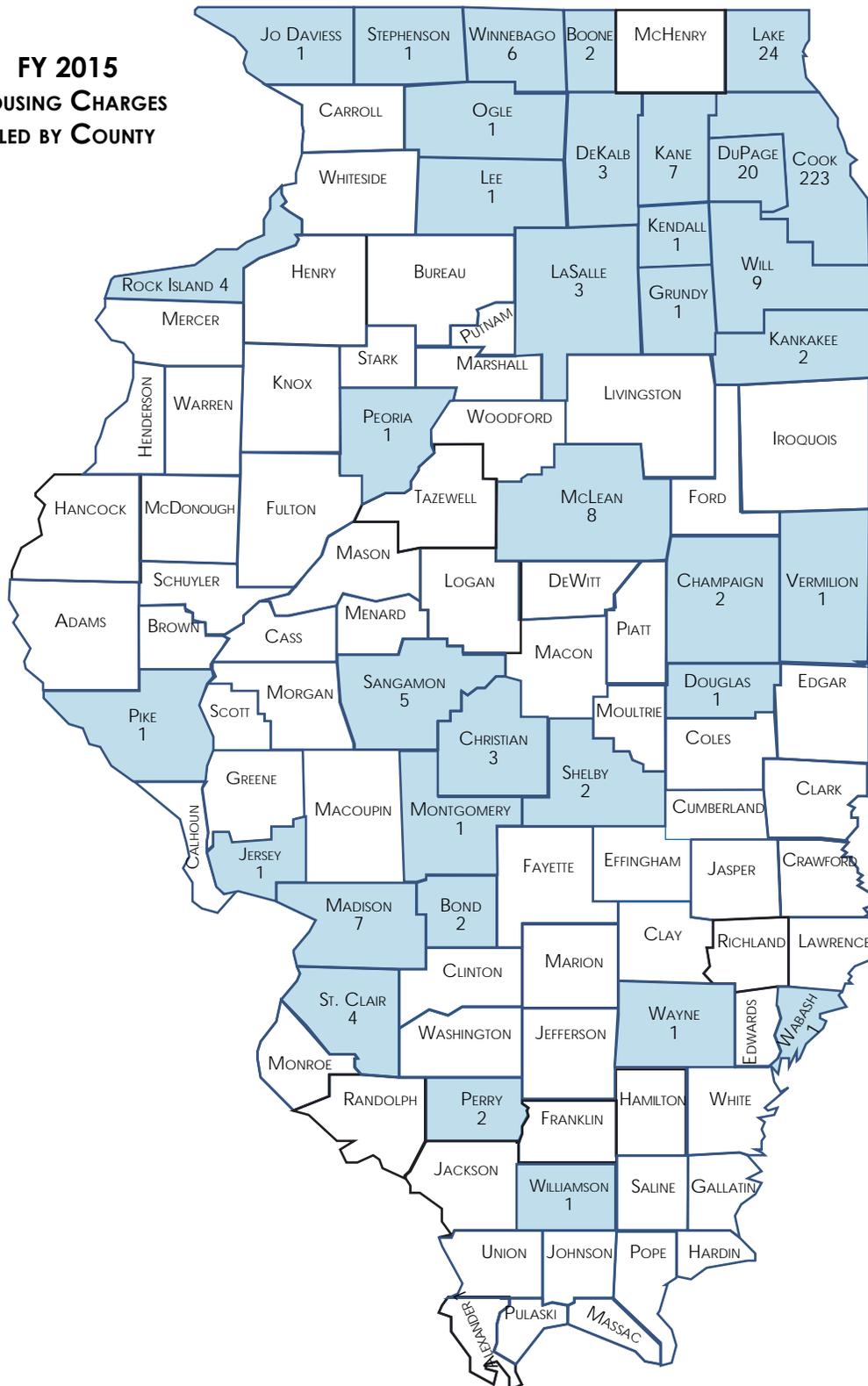
Physical and mental disability cases combined total 188 (53% of total charges filed).

| HOUSING CHARGES BY RESPONDENT TYPE | |
|------------------------------------|--------------------------|
| FISCAL YEAR 2015 | |
| | <i>Number of Charges</i> |
| Manager | 182 |
| Owner | 91 |
| Municipality | 27 |
| Agent | 14 |
| Other | 13 |
| Bank | 12 |
| Mortgage Banking | 3 |
| Broker | 3 |
| Rental Agent | 2 |
| County Agency | 2 |
| Credit Union | 1 |
| Colleges and Universities | 1 |
| State Agency | 1 |
| Public Official | 1 |
| <i>Total</i> | <i>353</i> |

HOUSING CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2015



**FY 2015
HOUSING CHARGES
FILED BY COUNTY**



Note: shaded counties indicate charges filed

INSTITUTE FOR TRAINING AND DEVELOPMENT

The Illinois Department of Human Rights' Institute for Training and Development ("Institute") was established in fiscal year 1999 ("FY99"). In its first full year of operation, FY00, the Institute trained 750 people in the areas of Diversity Awareness, Sexual Harassment Prevention, Americans with Disabilities Act Laws, Conflict Resolution and Interpersonal Communication Skills.

Today, the [Institute](#) offers eleven different training modules to public and private organizations and companies throughout Illinois. These training courses are designed to increase respect among diverse cultures both in the workplace and at home.

The life and self-assessment skills taught by the Institute provide accurate and timely information with respect to federal and state laws regarding fair employment practices; ways to resolve conflict; and requirements for non-discrimination. Much, if not all, that is learned in the courses can be utilized in the workplace as well as in personal settings.

During FY15 the [Institute](#) trained more than 4,000 people in 137 training sessions, which adds up to nearly 415 hours of training provided. Our overall customer satisfaction rating remains high at 98 percent.

Since the Institute's reorganization in FY05, the [Institute](#) has trained more than 42,300 people. Beginning January 1, 2011 the Illinois Department of Human Rights' Institute for Training and Development obtained preferred provider status from the Human Resource Certification Institute. The designation allows the training unit to provide training and issue

human resources certification credit to human resources professionals.

The [Institute](#) continues to provide in-house training for new human rights investigators and other staff on an as-needed basis. Staff members are strongly encouraged to participate in training on an annual basis to stay apprised of changes in the law and for professional growth and development.

As of April 2015, DHR will provide basic fair housing training for housing providers and landlords through the Institute's public training schedule on a quarterly basis.

Courses offered by the Institute include:

- *Americans with Disabilities Act: How to Comply with Federal and State Disability Laws*
- *Conflict Resolution: Take the Win/Win Approach*
- *Diversity Awareness: It's About Respect*
- *Gender Identity and Sexual Orientation in the Workplace: Can't We All Just Get Along?*
- *Harassment in the Workplace: What Every Employee Should Know*
- *Intercultural Communication: How to Overcome Cultural Barriers and Avoid Translation Disasters*
- *Interpersonal Skills: Harnessing the Power of Emotional Intelligence*
- *Legal and Effective Interviewing Techniques*
- *Legal Guidelines for Sexual Harassment Prevention in the Workplace*

**PARTIAL LIST OF
AGENCIES AND COMPANIES TRAINED IN
FISCAL YEAR 2015**

| <i>Company Name</i> | <i>Type of Training</i> |
|--|--|
| Access Living | Conflict Resolution |
| Aunt Martha's | Americans with Disabilities Act: How to Comply with Federal and State Disability Laws |
| Cassiday Schade LLP | Harassment in the Workplace |
| Civcon | Legal Guidelines for Sexual Harassment Prevention |
| Cook County Health & Hospital System | Americans with Disabilities Act (ADA) |
| Cook County Recorder of Deeds | It's More than Sex: Harassment in the Workplace |
| Double P Corporation | Conflict Resolution Sexual Harassment Prevention: Is it or Isn't It? |
| Four Seasons Hotel | Legal Guidelines for Sexual Harassment Prevention in the Workplace |
| Illinois Department of Transportation | Sexual Harassment Prevention: Is It or Isn't It? Diversity Awareness: It's About Respect It's Up To You: Sexual Harassment In The Workplace |
| Illinois Department of Public Health | The Civility Crisis Civility in the Workplace It's More Than Sex: Harassment in the Workplace for Managerial Employees Out and Equal in the Workplace: Building Bridges with LGBT Employees |
| Illinois Secretary Of State | Out and Equal in the Workplace: Building Bridges with LGBTQI Employees It's More Than Sex: Harassment in the Workplace |
| Illinois Emergency Management Agency | Sexual Harassment Prevention: Is it or Isn't It? Americans with Disabilities Act (ADA) |
| Illinois Federation of Teachers | Legal Guidelines for Sexual Harassment Prevention in the Workplace Diversity Awareness: It's About Respect |
| Illinois Medical District Commission | The Civility Crisis |
| Illinois Veterans Home | Diversity Awareness: It's About Respect |
| Illinois Department of Employment Security | Harassment: It's More Than Sex |
| National College Sports Association | Legal Guidelines for Sexual Harassment Prevention in the Workplace |
| Office of the IL Secretary of State | LGBTQI & U Out and Equal in the Workplace: A Management |
| Office of the Senate President | Legal Guidelines for Sexual Harassment Prevention in the Workplace |
| Ritz Carlton Hotel | Legal Guidelines for Sexual Harassment Prevention in the Workplace |
| SoHo House Chicago | It's More Than Sex: Harassment in the Workplace for Managerial Employees |
| United Center | Legal Guidelines for Sexual Harassment Prevention in the Workplace |
| Village of Bloomingdale | The Civility Crisis It's More Than Sex: Harassment In The Workplace |
| Village of Frankfort | Diversity Awareness: It's About Respect Sexual Harassment Prevention: Is It or Isn't It? |
| Village of Glenview | It's More Than Sex: Harassment in the Workplace |
| Village of Niles | Sexual Harassment Prevention: Is it or Isn't It? |
| Village of Romeoville | It's Up To You: Sexual Harassment In The Workplace |

OUTREACH ACTIVITIES

Summary

While DHR is responsible for enforcing the Illinois Human Rights Act (“Act”), it also has an important role in facilitating voluntary compliance through education, training and outreach. The outreach staff is the public relations arm of DHR, which seeks to keep the public informed about changes to the Act, as well as issues pertaining to equal opportunity in housing, employment, public accommodations and more. DHR outreach staff coordinates workshops, training opportunities, educational programs, social media content, and assists other units as needed.

During fiscal year 2015, DHR staff participated in **143** outreach events and distributed over **13,480** pieces of educational materials to over **11,848** people via mail and at numerous events throughout the year. The following are some of the highlights of the year’s outreach and education activities.

Public Education and Outreach Efforts

DHR outreach staff members are dedicated to establishing working relationships with community-based organizations, individuals, businesses, and government representatives who interact with populations adversely affected by discriminatory practices in the workplace, housing market, or public spaces due to their status in a protected class.

Throughout fiscal year 2015, DHR outreach staff members made special efforts to increase awareness about the agency’s Public Contracts Unit, which enforces provisions of the Act and the DHR Administrative Rules that apply to public contractors and eligible bidders requiring them to refrain from unlawful discrimination, undertake affirmative action in employment, and develop a written sexual harassment policy.

The following is a list of partners DHR

collaborated with for its outreach throughout fiscal year 2015.

1st Quarter FY15 (*July - September 2014*):

- Affinity Community Services
- Asian American Business Association
- Chicago Build the Peace Committee
- City of Bloomington
- City of Chicago Department of Family and Support Services
- Congresswoman Tammy Duckworth
- Consulate General of Mexico (Chicago, Elk Grove Village, Kankakee)
- Consulate General of Mexico
- Cook County State’s Attorney Anita Alvarez
- Diversity, Inc.
- Erie Neighborhood House
- General Electric
- Illinois Association of Hispanic State Employees
- Illinois Hispanic Chamber of Commerce
- Illinois Housing Development Authority
- Illinois Latino Family Commission
- Illinois State Senator Napoleon Harris, III
- Illinois State Senator Terry Link
- Illinois State Representative Rita Mayfield
- International Association of Official Human Rights Agencies
- John Marshall Law School Fair Housing Legal Support Center and Clinic
- Little Village Chamber of Commerce
- National Association of Housing Redevelopment Officials
- Open Communities
- Orland Park Police Dept.
- South Suburban Housing Center
- Southern Illinois Jurisdiction Church of God
- Women’s Department
- U.S. Department of Labor

2nd Quarter FY15 (*October - December 2014*):

- American Bar Association
- ARISE Chicago
- City of Chicago Treasurer’s Office
- Diversity, Inc.
- Heartland Alliance
- Housing Action Illinois
- Illinois Chamber of Commerce
- Illinois Safe Schools Alliance
- Illinois Department of Human Services Division of Rehabilitation Services
- Illinois Latino Family Commission
- Illinois Legislative Latino Caucus
- Illinois State Representative Elizabeth Hernandez
- Illinois State Representative Kathleen Willis
- United African Organization

- Wellness Center

3rd Quarter FY15 (*January - March 2015*):

- American Indian Center
- CEDA of Cook County
- Chicago Area Fair Housing Alliance
- Chicago Urban League
- City of Chicago Department of Business Affairs and Consumer Protection
- City of Chicago Mayor's Office
- Diversity, Inc.
- Erie Neighborhood House
- Illinois Department of Central Management Services
- Illinois Department of Children and Family Services
- Illinois Safe Schools Alliance
- Illinois Department of Human Services
- Illinois Diversity Council
- Illinois Legal Aid Online
- Legal Assistance Foundation of Metropolitan Chicago
- Malcolm X City Colleges of Chicago
- South Chicago Community Service Center

4th Quarter FY15 (*April - June 2015*)

- Access Living
- Central Illinois Chapter, Society for Human Resource Management
- Chicago Area Fair Housing Alliance
- Chicago Commission on Human Relations
- Chicago Lawyers' Committee for Civil Rights Under Law
- CONSECRA Housing Providers
- Consulate General of Mexico in Chicago
- Cook County States' Attorney's Office
- Erie Neighborhood House
- Fellowship Chicago Church
- Lambda Legal
- Legal Assistance Foundation of Metropolitan Chicago
- Illinois Department of Central Management Services
- Illinois Department of Human Services
- Illinois Housing Development Authority
- Illinois Latino Family Commission
- Illinois Legal Aid Online
- Illinois Migrant Council
- Illinois Safe Schools Alliance
- Illinois State Senator Toi Hutchinson
- Illinois State Senator Karen McConnaughay
- Illinois State Representative La Shawn Ford
- Metro East Pride of Southwestern Illinois
- National Fair Housing Alliance
- Office of Illinois Attorney General Lisa Madigan
- Sinai Community Institute
- United African Organization
- Village of Chapin
- Village of Naperville
- Walls Memorial Christian Methodist Episcopal Church

Presentations/Speaking Opportunities

DHR staff members conduct a variety of presentations on topics related to the Act, the role of the Department, its investigations procedures, and how to file a charge of discrimination. In fiscal year 2015, DHR staff members facilitated 21 educational sessions, moderated five educational sessions, served as presenters for 43 workshops, and gave two keynote addresses at public events.

Media Engagement

DHR has established an online presence via various social media platforms and conducts radio, television, and web interviews throughout the year in an effort to leverage available media resources to educate the community about protections under the law and ways to access the DHR for assistance. Below is a partial list of media activities in fiscal year 2015.

- Labor Rights Week in partnership with the Consulate General of Mexico in Chicago (August 2014)
 - La Bamba Radio
 - Univision Radio
- Black History Month's "From Slavery to the White House" (February 2015)
 - WUPC-TV
 - The Chicago Citizen
 - Medill News Service
 - WGN News Radio
- Women's History Month "Power Hour With Merri Dee" (March 2015)
 - WUPC-TV
 - National Association of Black Journalists
- Interagency Committee on Employees with Disabilities (May 2015)
 - ABC Channel 20
 - The State-Journal Register
 - WCIA-TV

Annual Celebrations/Educational Events:

September 19, 2014 – Chicago, IL

DHR celebrated the 35th Anniversary of

Peace Day at Daley Plaza with a public event. Chicago pioneered the celebration of Peace Day and serves as a model for cities throughout the world. Four years before the United Nations established the International Day of Peace, Chicago designated an official Peace Day on September 7, 1978. Chicago is the only major city in the world with a 30+ year history of peacebuilding through annual Peace Day events, and it is an official United Nations Peace Messenger city. The Peace School, the founding organization of Peace Day in Chicago, is a U.N. Peace Messenger organization. DHR Director Rocco J. Claps, is an Honorary Co-Chair.

December 10, 2014 – Chicago, IL

DHR celebrated International Human Rights Day by hosting a screening of the film “Mirrors of Privilege: Making Whiteness Visible,” which included a follow-up discussion with two trained facilitators on white privilege. The goal was to have an honest conversation about racial inequity and social justice.

December 11, 2014 – Chicago, IL

DHR Director Rocco J. Claps was awarded the 23rd Annual Motorola Solutions Foundation Excellence in Public Service Award on December 11, 2014 by The Civic Federation and Motorola Solutions Foundation. The award recognizes a non-elected government official who has had an extraordinary impact on the quality of state and local government services in Illinois.

February 11, 2015 – Chicago, IL

DHR celebrated Black/African American History Month with an educational event featuring a presentation of “From Slavery to the White House,” a riveting stage play, written by Crystal “Phoenix” Tyler, which takes audience members on a trip down memory lane through history. This brief stage reading of the play also featured a discussion with writer Crystal “Phoenix” Tyler.

March 12, 2015 – Chicago, IL

DHR celebrated Women’s History Month with Chicago broadcasting legend and beloved media maven Merri Dee. Ms. Dee shared the story of her life and how she became one of the first African-American women to anchor the news in a major market. She also spoke about her memoir, [Life Lessons on Faith, Forgiveness & Grace](#), in which she reveals the pain of losing her mother at a very young age, being the victim of domestic violence, and how the tragic moment of being kidnapped, shot in the head and left to die really inspired her to live her life with even more purpose. Her compelling story was inspiration to over 80 attendees.

April 22, 2015 – Chicago, IL

In honor of National Fair Housing Month, DHR hosted a screening of “[A Matter of Place](#)” and facilitated discussion on the short 2013 fair housing documentary. This documentary presents three stories of people facing housing discrimination in present-day New York City and examines the historical roots of American residential segregation and the systemic and pervasive injustices that persist despite the existence of fair housing laws. As part of the celebration, DHR collaborated with Illinois Governor Bruce Rauner on issuing a Fair Housing Month Proclamation to mark the 47th anniversary of the passage of the U.S. Fair Housing Act and the 36th anniversary of the Act.

May 20, 2015 – Springfield, IL

Governor Bruce Rauner addressed an audience of over 100 individuals assembled for the Awards Ceremony of the Interagency Committee on Employees with Disabilities (“ICED”). The event was held on May 19, 2015 at the Historic Preservation Agency in Springfield. The Governor stressed the importance of independence and opportunity for all people in the State, including people with disabilities. Governor Rauner presented awards to the Sickle Cell Association

of Illinois, the Nonprofit of the Year; Autonomy Works, the Business of the Year; Kris Smith, Department of Human Services, the Dan Dickerson Advocate of the Year; Lisa Williams, Illinois State Toll Highway Authority, the State Agency of the Year; and Tommy Saunders, the State Employee of the Year. In addition, nine agencies that participated in the Successful Disability ("SD") Opportunities Program were honored with certificates presented by Governor Rauner. The ceremony also featured a performance by Illinois School for the Deaf students, a panel discussion on the SD program, a Disability Quote activity, and exhibits from the Illinois Technology Assistance Program and the Illinois State Library Talking Book Program.

June 30, 2015 - Chicago, IL

In honor of Pride Month, and in an effort to gain a better understanding of the transgender ("Trans") community and the issues they face, the DHR hosted a panel discussion with subject matter experts. Speakers shared their personal experiences, as well as their thoughts on the overall challenges faced by the Trans community in Illinois. Speakers included: Crispin Torres, Lambda Legal; Gretchen Hammond, Community Member; Owen McDaniel-Carter, Illinois Safe Schools Alliance; Christina Kahrl, ESPN Sports Center; and Channyn Lynne Parker, Chicago House.

September 18, 2015 - Chicago, IL

The DHR presented an educational event celebrating National Latino/Hispanic Heritage Month through art and culture. The interactive workshop featured a presentation and demonstration on the Mexican Folk Art of "papel picado" by local teaching artist Thelma Uranga. Attendees created their own beautiful designs. Thelma Uranga is co-founder of a community of crafters (knit, crochet and craft in all forms) that meet regularly in the Pilsen, Bridgeport and Little Village neighborhoods.

Staff Training & Conferences Attended

Every year, staff members attend training to keep abreast of any changes in local and federal laws that relate to the work of DHR. Below is a partial list of conferences attended in fiscal year 2015.

- 2014 Illinois National Association of Housing and Redevelopment Officials Annual Conference - Springfield, IL (8/7/14)
- 2014 International Association of Official Human Rights Agencies ("IAOHRA") Annual Conference - San Diego, CA (8/9/14 - 8/11/14)
- EEOC 2014 EXCEL Annual Training - San Diego, CA (8/12/14 - 8/14/14)
- Cook County State's Attorney Anita Alvarez's 6th Annual Unity in the Community Conference - Chicago, IL (9/10/14)
- Metrics of Inequality JMLS 2014 Annual Fair Housing Conference - Chicago, IL (9/12/14 - 9/13/14)
- Illinois Association of Hispanic State Employees ("IAHSE") Conference - Chicago, IL (9/26/14)
- Illinois Latino Family Commission Community Dialogos/Dialogues - Joliet, IL (10/29/14)
- Illinois Latino Legislative Caucus Foundation Annual Conference - Rosemont, IL (11/21/14)
- American Indian Center Annual Conference - Chicago, IL (3/28/15)
- Illinois Governor's Conference on Affordable Housing - Chicago, IL (4/01/15- 4/02/15)
- Illinois Association of Agencies and Community Organizations for Migrant Advocacy ("IAACOMA") Annual Conference (4/07/15)
- 2015 Legislative Advocacy and Human Resources Practice Conference (04/14/15)

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