



State of Illinois
Illinois Department of Human Rights

2018

Annual Report

ILLINOIS DEPARTMENT OF
 **Human Rights**



Director's Message

Since 1979, the Illinois Department of Human Rights ("DHR") has been charged with enforcing the Illinois Human Rights Act, one of the nation's most comprehensive civil rights laws. This year our State and Nation experienced unprecedented public awareness and dialogue concerning the prevalence of sexual harassment at all levels of our society.

DHR responded to the crisis by:

- increasing its training programs on sexual harassment for Illinois units of government and the public sector at large;
- implementing legislation creating the Illinois Sexual Harassment Hotline and website (now known as the Illinois Sexual Harassment and Discrimination Helpline and website);
- participating in the development and release of an online annual training for all state employees on sexual harassment;
- commissioning the development of public service announcements; and
- investigating charges of sexual harassment.

The information contained in this report reflects DHR's work for the period between July 1, 2017 and June 30, 2018. I trust you will find this material helpful and that it gives you an overview of our day-to-day efforts to fulfill our mission 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. Significant agency accomplishments in fiscal year ("FY") 2018 include:

Collaboration with the Illinois Human Rights Commission ("HRC"). Urged on by two executive orders (EO 2017-02 and 2018-08), DHR and HRC senior leadership teams collaborated throughout FY2018 to explore interagency collaborative opportunities that would support reduction of the backlog of cases pending at the HRC. Together, we laid an infrastructure for enhanced collaboration that will support the development of action planning in FY2019.

Mediation Program. In FY2018, the DHR Mediation Unit held 165 mediation conferences and obtained a total known monetary recovery of \$1.2 million for complainants alleging unlawful discrimination. DHR plans on expanding its mediation program in FY2019.

Information Technology & Data Management. DHR's operations and technology group revamped, redesigned and launched a new agency website with a modern look and improved functionality. Customers are now better able to navigate DHR's information-rich web resources. To improve efficiency in receiving, investigating and reporting on the status of charges of discrimination, DHR began a search for a new state-of-the-art case management system. User requirements were completed, and DHR plans on procuring and implementing a new system in FY2019.

Outreach and Public Education. Recognizing the importance of strengthening DHR's support of local units of government and fostering greater awareness at the local level of the numerous protections afforded by the Illinois Human Rights Act, DHR launched the Fairness and Equality Campaign aimed at engaging 200 local units of government in reaffirming Illinois' rich history of valuing diversity, inclusion and non-discrimination.

It is my distinct honor and privilege to have worked with the professional men and women who tirelessly strive to live the agency's vision of realizing a discrimination-free Illinois. Their dedication is inspiring, and their efforts are described within the pages of this report. In accordance with 20 ILCS 5/5-650, I am pleased to present the DHR Fiscal Year 2018 Annual Report to the Governor and General Assembly.

Janice M. Glenn,

A handwritten signature in blue ink that reads "Janice Glenn".

Director*

*Tenure: Jul. 2016 to Jan. 2019

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Introduction

Mission/Vision/Core Values

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.

CORE VALUES

Under the direction of Director Janice Glenn, IDHR has intensified its focus around four core values:

NEUTRALITY

Driven by evidence.

We are fair and impartial in our interactions and in the investigation of discrimination allegations.

COMMUNICATION

Two-way communication promotes trust.

We communicate honestly, frequently and in a timely manner to ensure internal and external stakeholders have the information they need when they need it.

EFFICIENCY

Encouraging innovation to promote efficiency.

We maximize IDHR's and our stakeholders' time and resources in new, innovative and effective ways to ensure greater levels of success in implementing the agency's mission.

HIGH MORALE

Valuing one another.

We work together to build a culture of engagement in a workplace where we all contribute to our fullest potential.

Agency Overview and History

Statutory Structure

The [Illinois Human Rights Act \[775 ILCS 5\]](#) directs the activities of the Illinois Department of Human Rights and the Illinois Human Rights Commission. The Director of the Illinois Department of Human Rights (“DHR”) reports to the Governor and sits on the Human Services Cabinet.

History of DHR’s Creation

The Illinois Human Rights Act was introduced by the administration in 1979 to consolidate existing laws and administrative processes addressing civil rights in Illinois. The emergence of the new agency may be attributed to two events occurring during 1978. The first was the formation of a Cost Control Task Force that was charged with examining the structure of all state agencies to see how a more effective and efficient state government could be created. The second was the national convention of Operation PUSH, convened in the wake of the U.S. Supreme Court’s Bakke decision, where civil rights advocates called for a strengthening of civil rights laws in all the states.

One issue was the existence of eleven Illinois statutes covering various aspects of discrimination. State laws prohibited employment discrimination, prohibited age discrimination, required equal opportunity for persons with disabilities, required affirmative action in state government, required fairness in lending, prohibited discrimination in credit card issuance, prohibited real estate brokers from discriminating, prohibited blockbusting, and prohibited discrimination against families with children in real estate transactions. The various prohibitions were enforceable through a variety of administrative, civil and criminal mechanisms, although in some instances, no enforcement mechanism had been established. The limited type of discrimination covered by criminal statutes were generally not enforced. Some remedies depended on the filing of a lawsuit and were thus not realistically available to the many complainants unable to afford an attorney. The major administrative agency handling discrimination, the Fair Employment Practices Commission (“FEPC”), was limited to employment matters and was laboring under a severe backlog of charges it was unable to

process. The Illinois Commission on Human Relations (“COHR”) and Illinois Department of Equal Employment Opportunity (“DEEO”) had no enforcement authority. A person experiencing discrimination was thus left with the frustrating task of sorting out which, if any, governmental unit would cover the type of injury sustained. The only action available to a victim of housing discrimination, for example, was to request the state’s attorney to file a criminal complaint or to hire an attorney, and these avenues were only available if the complainant was disabled. If not, the only remedy was potential revocation of the broker’s real estate license.

Businesses, labor organizations, government agencies, and real estate interests were also frustrated by the lack of legal and administrative clarity. Defending against unfounded charges of discrimination and taking steps to comply with the various laws and administrative rules was difficult and costly. Both the Governor’s Task Force and the various members of the civil rights community saw the need for consolidating the laws and administrative mechanisms pertaining to civil rights in Illinois. Governor Thompson introduced Senate Bill 1377, the Illinois Human Rights Act, in 1979. After many proposed amendments and much controversy and opposition, the bill passed the Senate with 54 out of 59 senators voting in favor. The House then passed it as well.

Governor Thompson signed the bill, creating Public Act 81-1216, on December 6, 1979 at the Chicago Historical Society on the desk at which President Abraham Lincoln had signed the Emancipation Proclamation in 1863. The Governor then appointed a 95-member implementation task force headed by James Compton of the Chicago Urban League, with other members coming from bar associations, the U.S. Department of Housing and Urban Development, the Civil Rights Commission, the League of Women Voters, the NAACP, Operation PUSH, Senators Harold Washington and Dawn Clark Netsch, and Representatives Barbara Flynn-Currie, Jim Reilly and Jim Taylor. The task force made plans to consolidate the personnel, rules, records and activities of the three agencies without disrupting ongoing operations. They also proposed and obtained legislative

approval for several clarifications and modifications to the new law. They also needed to develop the four-million-dollar budget for the new agency and get it approved. Most importantly, this group had the task of screening candidates for the positions of director of the Department of Human Rights and Commissioners for the Illinois Human Rights Commission and making recommendations to the Governor.

On June 19, 1980, the Governor named Joyce E. Tucker as the first director of the Illinois Department of Human Rights. She was the first African-American female to become a permanent head of a state cabinet department.

Illinois Department of Human Rights

1979 – The Illinois Human Rights Act merged the Fair Employment Practices Commission, the Illinois Department of Equal Employment Opportunity, and the Commission on Human Relations. The Act prohibited discrimination in employment, housing, financial credit and public accommodations because of race, color, sex, religion, ancestry, national origin, age, physical or mental disability, unfavorable military discharge, and marital status, as well as retaliation for opposing discrimination. The Act created the Illinois Department of Human Rights to receive, investigate and conciliate charges of unlawful discrimination, and to undertake affirmative action and public education activities. Also created was the Illinois Human Rights Commission, a body with the function of hearing and adjudicating cases brought before it by the Department. The purpose behind creating the Commission was the separation of the enforcement and judicial functions. The Act also repealed and replaced the state laws that were administered by the predecessor agencies as well as some other Illinois statutes addressing civil rights issues. Age and marital status were new protections added with the Human Rights Act.

1980 – The new department began operations on July 1, 1980.

Some highlights from DHR's early years:

- Exercising its initiatory authority, the Department initiated a charge in 1980 challenging the mandatory retirement policy of the Chicago City Colleges, the first case testing the age provision

of the Illinois Human Rights Act. The Human Rights Commission upheld DHR's position and this decision was upheld by the Illinois Supreme Court in the Fall of 1981 [See Bd. of Trustees of Cmty. Coll. Dist. No. 508 v. Human Rights Comm'n, 88 Ill. 2d 22, 429 N.E.2d 1207 (1981)].

- During Fiscal Year 1990, more than 100 new staff members were hired and trained to fill new positions and vacancies. This action came on the heels of administration and legislative efforts that resulted in more than one million dollars being added to the operations budget of DHR.
- During Fiscal Year 1991, the harsh realities of state agency layoffs prompted CMS to establish a new procedure whereby DHR staff trained Affirmative Action officers to analyze layoff plans for possible adverse impact prior to any layoff.
- During FY1993, a supplemental appropriation was passed (SB 312) to address cases held over for investigation from the FEPC, prior to the creation of IDHR.
- Effective July 1, 1993, bidders for public contracts were required to have written policies concerning sexual harassment, and state agencies were required to establish, maintain and carry out continuing programs concerning sexual harassment (PA 87-1257).
- In 1994, DHR began a pilot mediation program as an alternative to an investigation of the charge.
- During FY1997, DHR developed a web page to link to the State of Illinois' website.

History of Discrimination Protection Under HRA

The following table lists some of the major legislative changes affecting the Illinois Human Rights Act during its nearly 40-year history, 1980 through 2018. The Human Rights Act, which was effective July 1, 1980, initially covered race, color, sex, religion, ancestry, national origin, age (40-70), physical or mental disability, unfavorable military discharge, marital status, retaliation for having filed or assisted in an investigation of discrimination; and children under age 14 in the rental of real estate (SB 1377, Public Act 81-1216).

Table 1: Changes to Illinois Human Rights Act

CHANGES TO ILLINOIS HUMAN RIGHTS ACT		
Effective Date	Public Act	Description of Legislative Changes to Illinois Human Rights Act
1984-1985	*	Adds basis: Aiding, abetting, compelling or coercing
09/11/1989	86-0910*	Adds basis: Familial status (families with children under age 18); Other changes to mirror federal Fair Housing Act
09/17/1991	87-0579*	Adds basis: Citizenship status (employment)
07/01/1992	87-0847*	Adds basis: Arrest record (employment)
08/04/1993	88-0178*	Adds basis: Military status
01/01/1996	89-0370*	Request for Review moved from HRC to DHR; other procedural changes
07/08/2005	94-0146	Credibility removed from IHRA, Section 7A-102(D)(2)
07/26/2005	94-0326	Notice of Default adjustment to define "good cause"
01/01/2006	94-0078	Adds basis to Article 3 (Housing): Interference/Coercion/Intimidation
01/01/2006	93-1078	Adds basis: Sexual orientation, including gender identity
05/26/2006	94-0803	Adds basis: Veteran Status
06/15/2006	94-0857	EEOC Ref. Charges taken under 7A-102(A-1) & Real Estate 100 days
08/10/2007	95-0042	"Mrs. Murphy" Small Building Exemption Changed to mirror federal Fair Housing Act
08/23/2007	95-0392	Adds basis: Military Personnel & Active Duty
10/10/2007	95-0668	Change from "Handicap" to "Disability" & Public Accommodations Article revised
01/01/2008	95-0025	Adds basis: Pregnant peace officers & firefighters
01/01/2008	95-0243	Request for Review moved back to HRC and Civil Action in circuit court allowed
08/18/2009	96-0574	Mandates institutions of higher education post sexual harassment laws and policies
01/01/2010	96-0548	Allows DHR to charge "for profit" companies tuition for training
01/01/2010	96-0786	Allows DHR to charge a filing fee for processing PC-1 for bidders on state contracts
01/01/2010	96-0447	Adds basis: Order of protection status
01/01/2010	96-0814	Allegation added: Harassment in schools
02/02/2010	96-0876	Request for Review: Time to file changed (30 to 90 days)
07/27/2010	96-1319	"Sexual Harassment in Higher Education" changed to all education levels
08/26/2011	97-0596	Adds basis: Pregnancy; procedural changes for cases jointly covered by EEOC & DHR
08/02/2012	97-0877	Change from "handicap" to "disability" in additional places
01/01/2015	98-1037	Covers "unpaid interns" as "employees" for sexual harassment charges
01/01/2015	98-1050	Adds reasonable accommodation for pregnancy (employment)
01/01/2016	99-0152	Allows preference for veterans in hiring
01/01/2017	99-0548	Increases civil penalties in Article 3 (housing cases)
01/01/2017	99-0758	Covers "domestic workers" as employees
08/11/2017	100-0100	Inserts statutory protections for religious accommodations
09/08/2017	100-0492	Changes to charge response requirement
11/16/2017	100-0554	Establishes sexual harassment hotline and website
06/08/2018	100-0588	Renames hotline to helpline; changes filing time for non-housing charges to 300 days
08/24/2018	100-1066	Changes administrative dismissal and HRC procedures; adds opt-out option after filing
01/01/2019	100-0698	Requires bidders on state contracts to produce sexual harassment policy upon request
01/01/2019	100-0714	Expands order of protection status to include additional protective orders

* Legislative changes affecting the Act were confirmed by reviewing the Public Acts online, which were available for the 90th General Assembly (1997) going forward. Information about legislative changes prior to 1997 was taken from IDHR Annual Reports.

Table 2: Investigations Then and Now

INVESTIGATIONS THEN AND NOW					
Fiscal Year:	1980	1990	2000	2010	2018
Inquiries	20,575	20,985	19,573	13,243	11,161
Charges Docketed	2,432	4,646	3,856	4,621	2,914
Investigations Completed	1,905	3,955	3,621	3,508	3,319

Figure 1: Inquiries, Selected Fiscal Years

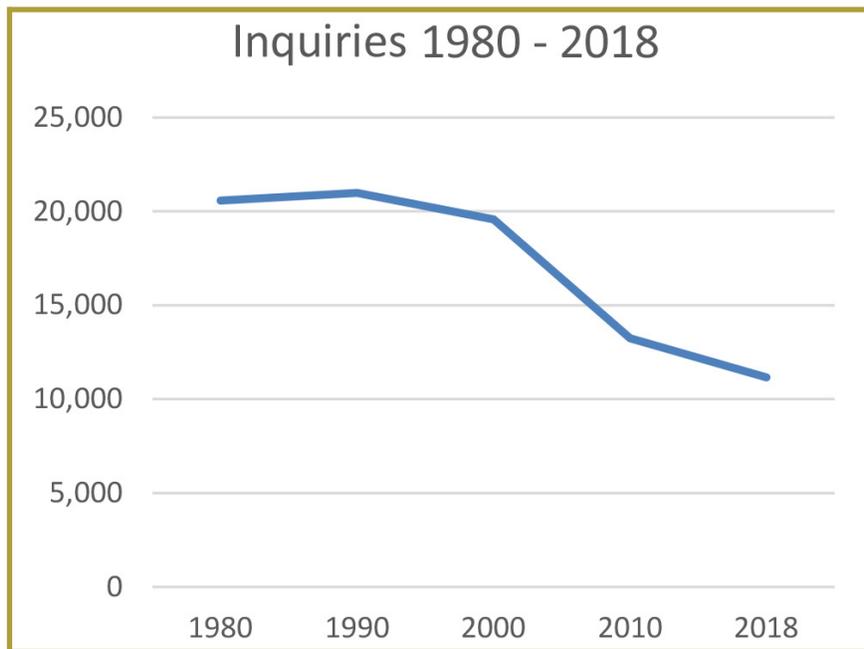
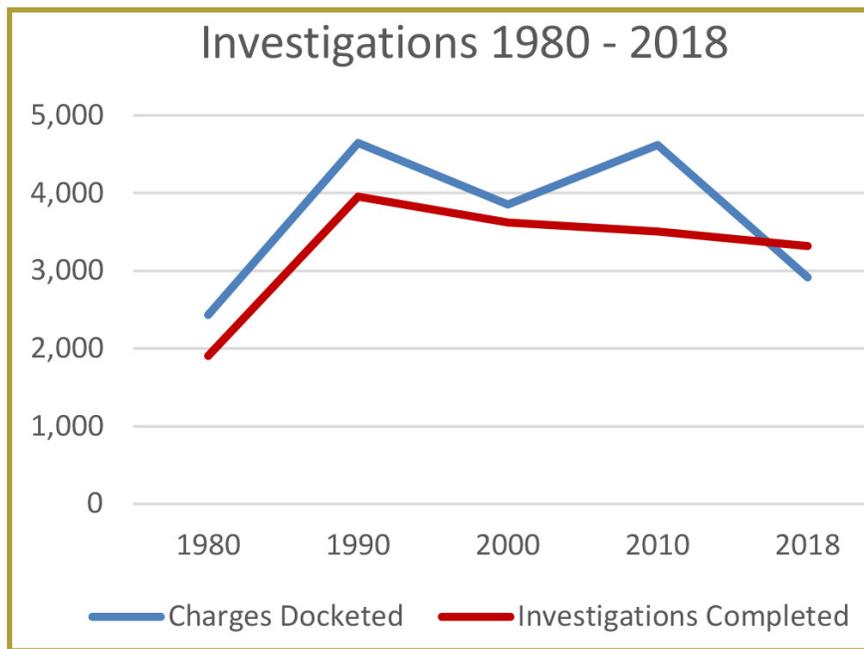


Figure 2: Investigations, Selected Fiscal Years



DHR's Critical Role in Discrimination Prevention and Enforcement

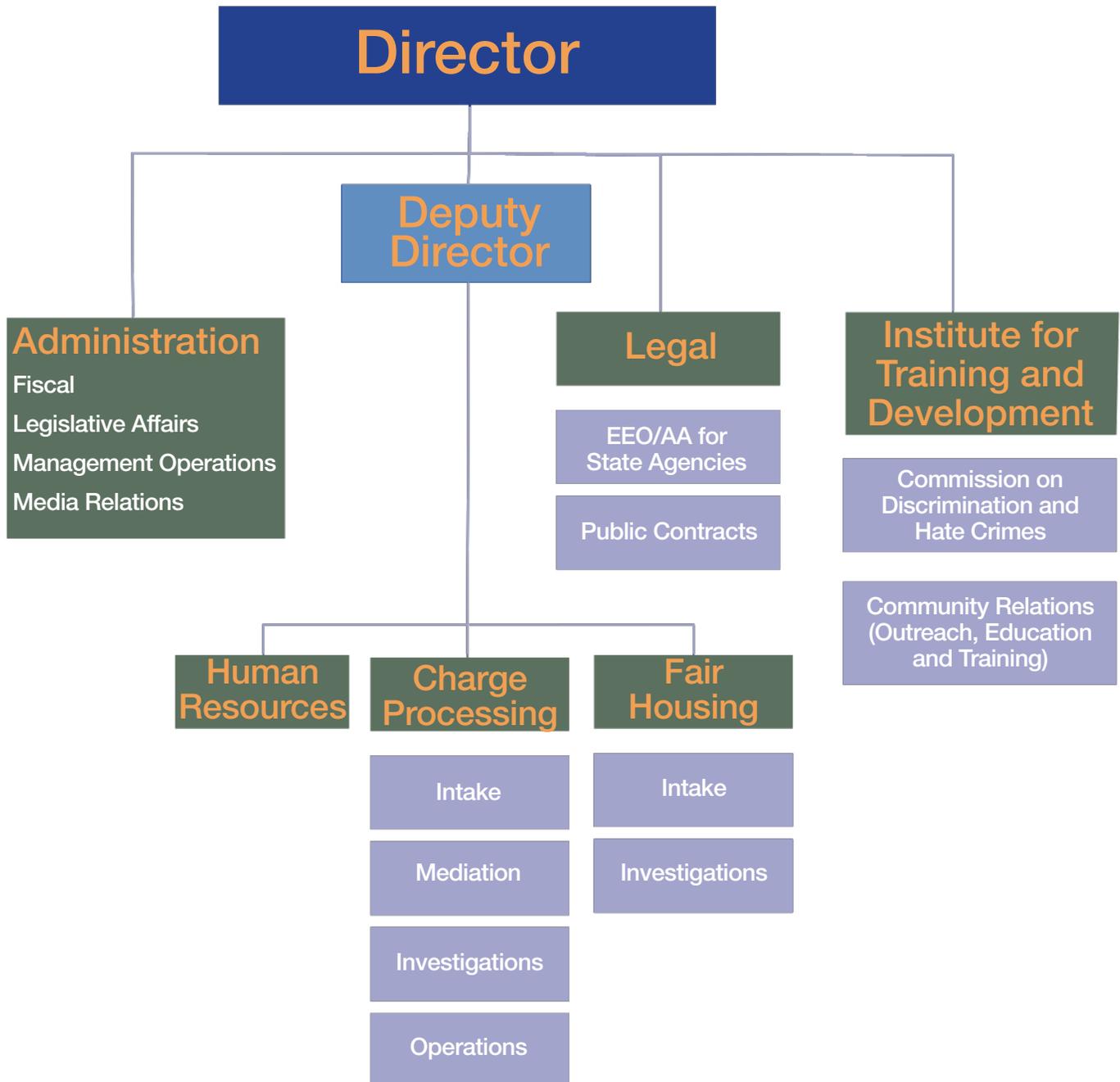
The Illinois Human Rights Act (“Act”) promotes fair treatment for covered groups. The Illinois Department of Human Rights (“DHR”) fulfills the Act’s goals by investigating allegations of discrimination and educating the public. While often perceived as a social service, in fact, DHR is a law enforcement agency. Where traditional law enforcement acts to ensure the safety of physical property and the public, DHR works to ensure equal application of rules, policies, and procedures in the Act’s covered areas of employment, housing, financial credit, public accommodations, and sexual harassment in education.

DHR provides a unique service to Illinois residents, and plays a critical role in preventing discrimination and enforcing anti-discrimination laws in Illinois. DHR:

- 1) **Protects More Groups:** While federal laws cover certain categories, the coverage is not as broad as Illinois law. Categories that are expressly covered under state law but not federal law include: military status, sexual orientation, gender identity, order of protection status, arrest record and reasonable accommodation of pregnancy. Also, the Illinois definition of “disability” may be broader than the federal definition. For local communities within Illinois, the Human Rights Act grants authority for municipalities and counties to establish a department or commission to address discrimination. However, not every community has the resources, expertise or the categories of protection covered by DHR.
- 2) **Assists Economically Disadvantaged Persons:** Indigent persons who believe they have been discriminated against have a State agency where they can raise their allegations of discrimination and can receive a copy of their completed investigation to assist them in securing representation.
- 3) **Partners with the Federal Government:** DHR’s partnerships with the federal anti-discrimination agencies (EEOC and HUD) support DHR’s investigation, training and outreach efforts without duplicating their services. Additionally, DHR is more intimately involved than federal agencies with the public in Illinois and can more quickly respond to changing conditions.
- 4) **Conducts Outreach and Education:** DHR conducts training for government entities and the public and interacts with numerous community organizations to educate the public as to their rights and responsibilities. Indirect training through investigations also serves to educate the public and promotes anti-discrimination activities.

Table of Organization

Figure 3: Table of Organization



Sexual Harassment and Discrimination Helpline and Website

In the Fall of 2017, sexual harassment allegations against public figures in Hollywood, media, politics and other industries began to make headlines and America saw the emergence of the #MeToo movement. Women, strong in unity and no longer silenced, were raising their voices against decades of sexual harassment and abuse in the workplace. The State of Illinois has taken steps to address such forms of sexual harassment and workplace abuses from occurring at both the state and local levels. One such remedy is the Illinois Sexual Harassment and Discrimination Helpline and Website (“Helpline”). The Helpline provides a means through which persons may anonymously report sexual harassment and/or discrimination in both public and private places of employment.

Effective November 16, 2017, P.A. 100-0554 mandated that the Department of Human Rights (“DHR”) develop and implement a Hotline to Report Sexual Harassment. See 775 ILCS 5/2-107. On February 16, 2018, the Hotline went live, providing services that include: assistance in the filing of sexual harassment charges, referral to counseling services, referral to legal services, and information on how to anonymously report sexual harassment. DHR selected the Chicago Lighthouse for the Blind and Visually Impaired (“Chicago Lighthouse”) and trained Chicago Lighthouse staff to operate the Hotline through its Call Center.

Effective June 8, 2018, P.A. 100-0588 amended Section 5/2-107 to expand the Hotline to a “Sexual Harassment and Discrimination Helpline.” The new “Helpline” not only addressed sexual harassment, but sex discrimination and harassment based on sex. The new law also establishes annual reporting requirements. DHR must annually “evaluate” the

Helpline, and report to the legislature:

- 1) the total number of calls received;
- 2) the number of calls reporting sexual discrimination claims;
- 3) the number of calls reporting harassment claims;
- 4) the number of calls reporting sexual harassment claims; and
- 5) the number of calls that were referred to Executive Inspectors General or to the Legislative Inspector General.

Helpline Activities

- DHR, through the Chicago Lighthouse Call Center, established a toll-free telephone number for the Helpline: 877-236-7703.
- The Call Center answers calls Monday through Friday from 8:30 a.m. to 5:00 p.m., and outside those hours, callers can leave a message on the voicemail.
- The Helpline’s website can be reached at www.illinois.gov/sexualharassment. The website includes all referral information that is offered to callers to the Helpline.

Illinois Sexual Harassment & Discrimination Helpline



Training and Outreach

Institute for Training and Development

The Illinois Department of Human Rights' Institute for Training and Development ("Institute") was established in fiscal year ("FY") 1999. In its first full year of operation, FY2000, 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 training modules to public and private organizations and companies throughout Illinois. These training courses are designed to increase respect among diverse cultures in the workplace.

The Institute's courses provide accurate and timely information on 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 personal settings as well as in the workplace.

With the publicity of the #MeToo movement, and a legislative requirement for annual sexual harassment prevention training, requests for sexual harassment prevention and anti-discrimination training have increased drastically. During FY2018, the Institute provided 371 hours of training. The number of persons trained increased to 7,063, up 80% from the 3,906 persons trained in FY2017. The number of sessions held increased 47%, to 191 from 130. Overall customer satisfaction remained high at 95 percent.

To meet the increased demand, the Institute hired a trainer in DHR's Springfield office; this makes it more efficient for DHR to deliver training to customers located in the central and southern regions of the state.

Since the Institute's reorganization in FY2005, the Institute has trained approximately 57,541 people. Beginning on January 1, 2011, the Institute obtained preferred provider status from the HR Certification Institute®. This designation allows the Institute 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. All DHR staff members are encouraged to avail themselves of training opportunities to stay apprised of changes in the law and for professional growth and development. For example, DHR's Legal Division conducts a bi-monthly legal update series, for which the Institute provides technical support.

As of April 2015, DHR provides basic fair housing training for housing providers and landlords through the Institute's public training schedule on a quarterly basis. DHR's monthly Open-to-the-Public training series is publicized on DHR's Facebook page and also on its Eventbrite site (www.IDHRtraining.eventbrite.com).

What to Expect in FY2019

In FY2019, DHR aims to enhance its training functions and capacity as follows:

- Increase the number of Chicago trainers to three for a total of four trainers available to meet organizations' training needs statewide;
- Implement a program of skills development and enhancement for DHR supervisors, managers and other staff;
- Renew preferred provider status with the HR Certification Institute®;
- Obtain status as a Minimum Continuing Legal Education ("MCLE") course provider so that DHR can offer MCLE credits to public and private sector attorneys taking certain training courses; and
- Increase the number of sessions delivered annually from 7,063 to 7,500 and increase the number of sessions delivered in a webinar format.

The following charts offer a graphic summary of Training Institute activity.

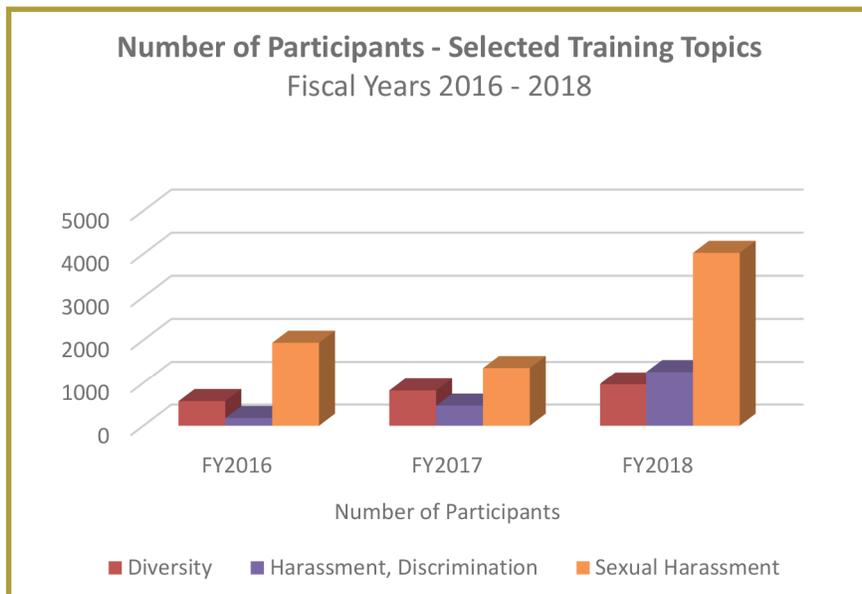
Table 3: Partial List of Agencies and Companies Trained

PARTIAL LIST OF AGENCIES AND COMPANIES TRAINED	
FISCAL YEAR 2018	
Agency or Company Name	Type of Training
American Society of Home Inspectors	Preventing Harassment and Discrimination in the Workplace Diversity Awareness: It's About Respect The Cultural Detective: Communicating Effectively Across Cultures Sexual Harassment Prevention: It's Up to You
Central Management Services	It Can Happen Here: Sexual Harassment in the Workplace
Chicago Housing Authority	Out and Equal: Building Bridges with LGBTQIA+ Employees Sexual Harassment Prevention: It's Up to You
City of Washington	Sexual Harassment Prevention: It's Up to You It Can Happen Here: Sexual Harassment in the Workplace
Cook County Bureau of Human Resources	An EQ Driven Workplace
Double P Corporation	Preventing Harassment & Discrimination in the Workplace The Diversity Advantage: Handling Micro-Inequities and Bias
Eastern Illinois University: Illinois Municipal Clerks Conference	Diversity Awareness: It's About Respect Diversity Awareness: Moving Beyond Awareness Diversity Advantage: How to Handle Micro-Inequities and Bias in the Workplace
Friends of the Forest Preserves	Everybody Wins: Resolving Conflict in the Workplace Sexual Harassment Prevention: It's Up to You
General Counsel, House Republicans	Sexual Harassment Prevention: It's Up to You
House Speaker's & House Clerk's Office Staff and House Democratic Members District Office Staff	Sexual Harassment Prevention: It's Up to You
Illinois Auditor General	Sexual Harassment Prevention: It's Up to You
Illinois Capital Development Board	Civility & Bullying: Promoting a Positive Work Environment
Illinois Commerce Commission	Diversity: Bridging the Generational Gap
Illinois Criminal Justice Information Authority	Civility in the Workplace
Illinois House Republicans and Staff	Sex, Power and the Workplace
Illinois House Democrats and Staff	Sex, Power and the Workplace
Office of the Comptroller	It's More Than Sex: Harassment in the Workplace It Can Happen Here: Sexual Harassment in the Workplace
Office of the Governor	It Can Happen Here: Sexual Harassment in the Workplace Sexual Harassment Prevention: It's Up to You
Office of the Illinois Attorney General Lisa Madigan	Civility: A Framework for a Harassment-Free Work Environment
Sarah's Inn	It Can Happen Here: Sexual Harassment in the Workplace
SoHo House Chicago	It's More Than Sex: Harassment in the Workplace
South West Agency for Risk Management (South Suburban Municipalities)	Sexual Harassment Prevention: What Every Manager Should Know Sexual Harassment Prevention: It's Up to You
Spanish Coalition for Housing	Civility in the Workplace Sexual Harassment Prevention: Is It or Isn't It?
Village of Glen Ellyn	Sexual Harassment Prevention: It's Up to You
Village of Lemont	It's More Than Sex: Harassment in the Workplace
Will County Center for Community Concerns	Finding Common Ground in a Diverse Workplace - WEBINAR

Table 4: Training Courses Conducted by Topic, Fiscal Year 2016 - 2018

TRAINING COURSES CONDUCTED BY TOPIC						
Fiscal Year:	Number of Sessions Conducted			Number of Participants		
	2016	2017	2018	2016	2017	2018
Sexual Harassment	53	35	100	1,938	1,349	4,023
Harassment/Discrimination	11	16	28	180	467	1,255
Diversity	19	29	25	571	821	965
Civility	22	16	12	617	583	293
LGBTQ+	3	8	7	71	163	139
Unconscious Bias			2			118
Conflict	11	6	3	182	136	70
Legal Updates			1			66
Bullying	8	9	2	162	253	40
Cultural Competence	1	1	3	29	15	37
Fair Housing	2	1	3			30
Social Media	1		2	21		12
Disability	6	2	2	218	15	9
Retaliation	1	1	1	23	22	6
Employment Law		1			18	
Generations	3	3		70	30	
Interpersonal Skills		1			20	
Legal Interviewing	2	1		48	14	
Total	143	130	191	4,130	3,906	7,063

Figure 4: Number of Participants – Selected Training Topics, Fiscal Years 2016 - 2018



Community Relations and Outreach Activities

Summary

Connecting with various constituencies in Illinois to increase the public's knowledge about the protections offered under the Illinois Human Rights Act ("Act") is a critical mission of the Community Relations arm of the Illinois Department of Human Rights ("DHR").

As the primary external contact for DHR, the community relations office identifies and networks with key organizations across the State of Illinois in order to implement community outreach programs that increase awareness about DHR's functions and how the public can reach the agency when needed. To that end, the community relations office works with community partners to implement community outreach programs; coordinates speaking engagement requests; conducts presentations about DHR; coordinates and participates in speaking engagement requests and organizes educational events and forums to increase awareness about topics related to the Act.

In addition, the community relations office creates and plans programs in support of DHR's employees, assists in the development of the agency's educational materials and online marketing and social media content, and provides support for internal strategies as needed.

During fiscal year 2018, DHR staff participated in over 147 outreach events and distributed nearly 13,000 pieces of educational materials to over 12,000 people across the state.

Below is a partial list of activities for fiscal year 2018.

Quarter 1: July – September 2017

- Participated in the Illinois Association of Hispanic State Employees Resource Fair
- Participated in the Annual Peace Day Celebration in Chicago hosted by the Build the Peace Committee
- Presented on Sexual Harassment Prevention for Chicago Community and Worker's Rights
- Conducted Basic Fair Housing Training for Landlords and Property Managers
- Participated in the 27th ADA Celebration hosted by the Illinois Department of Human Services
- Chaired the Bimonthly State of Illinois Interagency Committee for Employees with Disabilities

- Participated in the Chicago Early Learning Conference for Parents Expo
- Participated in the Ecuador Celebration hosted by the Consulate General of Ecuador in Chicago
- Participated in the Illinois State Fair Under the Governor's Tent
- Participated in the 10th Annual Latin American Labor Rights Week at various Consular Offices
- Participated in the Annual John Marshall Law School Fair Housing Training
- Participated in and provided training at the Annual Illinois Association of Minorities in Government Conference

Quarter 2: October – December 2017

- Attended the City of Chicago's Hispanic Heritage Month Event
- In partnership with the Consulate General of the Philippines in Chicago and the Filipino American Community in Illinois, co-sponsored the State of Illinois Filipino American Heritage Month Celebration
- Co-sponsored the 2nd Annual Illinois Lieutenant Governor Hispanic Heritage Month Breakfast
- Participated in the Illinois Professionals Network hosted by Illinois Central Management Services
- Provided Pregnancy Discrimination Training for Attorneys of the Jackson County Bar Association
- Participated in and provided training at the Annual Illinois Association of Hispanic State Employees
- Attended the City of Chicago Hate Crimes Summit
- Participated in the City of Chicago Business Affairs and Consumer Protection Small Business Expo
- Coordinated the Interagency Committee on Employees with Disabilities Webinar on the Successful Disabilities Program
- Participated in the Annual John Marshall Law School Career Night
- Provided Fair Housing Training As It Relates to Persons with Disabilities for the Southern Illinois Independent Living Centers

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- Sponsored DHR's Annual Human Rights Day Celebration
- Provided Fair Housing Training for Progress Center for Independent Living
- Coordinated Agency-Wide Legal Training for DHR Staff Members
- Participated in the Bridgescape Roseland Resource Fair
- Attended the HOPE Fair Housing Conference in Geneva
- Spoke at The Black Women's Expo at McCormick Place in Chicago
- Attended the Illinois Housing Task Force Meeting hosted by the Illinois Housing Development Authority
- Provided Fair Housing Training for Social Service Agency Gift of Voice in Edwardsville
- Coordinated DHR's Annual Fair Housing Month Celebration in partnership with Illinois REALTORS®, John Marshall Law School, Access Living and Illinois 200

Quarter 3: January – March 2018

- Attended the 32nd Annual City of Chicago Interfaith Breakfast Celebrating Rev. Dr. Martin Luther King, Jr.
- Held various outreach planning meetings with groups interested in partnering in the new year
- Coordinated DHR's Annual Black History Month Celebration
- Attended the Chicago Area Fair Housing Alliance Membership Meeting
- Attended the Illinois Diversity Council Meeting
- Participated in the 2018 Illinois Governor's Conference on Affordable Housing hosted by the Illinois Housing Development Authority and the Illinois Housing Council
- Attended Congressman Quigley's Annual LGBTQ Breakfast
- Provided Fair Housing Training for the Chinese American Service League
- Participated in and Presented at the Women's Empowerment Summit hosted by the Quad County Urban League
- Participated in and Presented at the Annual Financial Credit Awareness Month Event hosted by the Consulate General of Mexico in Chicago
- Participated in the Holy Cross Church Community Resource and Wellness Fair
- Coordinated DHR's Annual Women's History Month Celebration
- Coordinated DHR's Fairness and Equality Fair Housing Month Celebration in East St. Louis
- Participated in the Fair Housing Summit hosted by the Chicago Area Fair Housing Alliance
- Attended the John Marshall Legal Career Event
- Coordinated DHR's sponsorship, along with the Illinois Bicentennial, of the State of Illinois Asian American Pacific Islander Heritage Month Celebration
- Participated in the Family Dollar Community Day and Resource Fair in Prospect Heights
- Participated in the Annual On the Table Conversation
- Participated in the Annual Chicago African Summit and Community Resource Fair Hosted by the United African Organization
- Participated in the Annual Fiesta del Sol Community Fair Under the Housing Pavilion Hosted by the Resurrection Project
- Attended the 2018 National Fair Housing Alliance Conference in Washington DC
- Attended the LGBTQ Pride Month Panel Discussion hosted by Wintrust Chicago
- Attended the CMS Disabled Hiring Initiative Committee Meeting
- Participated in the South Chicago Community Resource Day hosted by the City of Chicago
- Participated in the City of Chicago Rents Right Expo
- Attended the 2018 EEOC-FEPA National Annual Training in San Antonio

Quarter 4: April – June 2018

- Attended the 7th Annual Equal Pay Day Celebration in Chicago

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DHR Director Janice Glenn and DHR Trainer Ebonie Davis are panelists at the Illinois Diversity Council Women's Conference



At the James R. Thompson Center, Chicago, for the Filipino American Heritage Month Celebration, October 2017



DHR is proud to join Governor Bruce Rauner and the Consulate General of the Republic of the Philippines to celebrate Filipino American History Month



DHR Sponsors Agency-Wide Legal Training for Staff



August 2017 at the Annual Illinois State Fair, Under the Governor's Tent

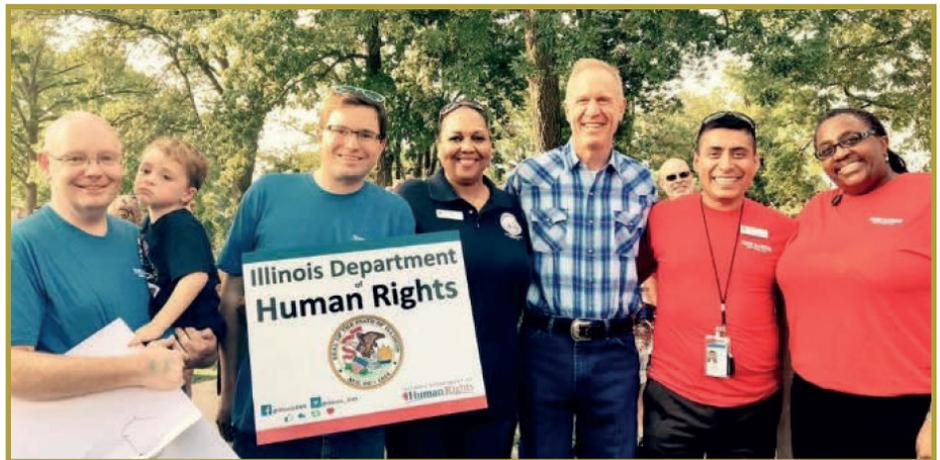


DHR Participates in the 2017 Annual Peace Day Celebration in Chicago

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More fun images from the August 2017 Annual Illinois State Fair, under the Governor's Tent



DHR Leaders with Governor Rauner at Illinois State Fair, August 2017

Illinois Deputy Governor Leslie Geissler Munger and DHR Director Janice Glenn Support #FairnessAndEquality, August 2017

Fairness and Equality Campaign

In celebration of the State of Illinois' 200th birthday, the Illinois Department of Human Rights ("DHR") launched a Fairness and Equality Campaign. The Campaign aims to engage 200 municipalities throughout the State to celebrate and reaffirm Illinois' rich history of valuing diversity, inclusion, and non-discrimination. By joining the Campaign, local government leaders have the opportunity to publicly proclaim fairness and equality for all people who live, work, study, play or worship in their communities.

Local municipalities, counties, townships, public universities and colleges were encouraged to take the pledge and partner with DHR's Fairness and Equality Campaign by issuing a proclamation or engaging in a community event that celebrates and builds upon the core values of diversity and

inclusion. To date, nearly 70 local units of government and schools throughout the state have participated.

DHR also traveled throughout the state hosting culturally-themed events that brought together people from various sectors - including business, education, government, non-profit and social services - in celebration of their life-long commitment to Fairness and Equality.

Identified below are the themes and locations of the agency's regional events held in FY2018 in which there were over 400 attendees. With such growing enthusiasm and commitment, DHR is continuing the Fairness and Equality Campaign into 2019, with additional events planned for August, October and December 2018.

Table 5: Illinois 200 Fairness and Equality Campaign Regional Events Held in FY2018 and Planned for FY2019

ILLINOIS 200 FAIRNESS AND EQUALITY CAMPAIGN REGIONAL EVENTS HELD IN FY2018 AND PLANNED FOR FY2019		
Month	Theme	Location
February 2018	Black History Month	Springfield
March 2018	Women History Month	Peoria
April 2018	Fair Housing Month	East St. Louis
June 2018	Immigrant Heritage Month	Rock Island
August 2018*	Back to School-Youth Empowerment	Rockford
October 2018*	Hispanic Heritage Month	Carbondale
December 2018*	Human Rights Day	Chicago

* Planned for FY2019



Kathryn Harris portraying Harriet Tubman, with members of the Springfield and Central Illinois African American History Museum and DHR staff members at the Fairness and Equality Campaign event in Springfield, February 2018



Teresa Haley, President, Illinois NAACP Chapter, 2nd from right, the keynote speaker for the event, poses with DHR Director Janice Glenn, 2nd from left; Deputy Director Alex Bautista; and Rachel Joy, City of Champaign, far right; at the Fairness and Equality Campaign celebration of Black History Month and the Illinois Bicentennial in Springfield, February 2018

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A Celebration of Trailblazing Women at Par-A-Dice Hotel in East Peoria, March 2018



Governor Rauner (center) with Director Glenn (far right) and Deputy Director Bautista, at the Fairness and Equality Campaign Event in East Peoria, March 2018



Honorees, including Jackie Joyner-Kersey (center), at the event celebrating the 50th Anniversary of the Federal Fair Housing Act, East St. Louis, April 2018. [Photo courtesy of: Troy Anthony Photography]



Mayor Jackson-Hicks, East St. Louis, with Director Glenn, April 2018 [Photo courtesy of: Troy Anthony Photography]



Musical and Dance Performance by Seraphique at the Immigrant Heritage Month Celebration Honorees in Rock Island, June 2018



Immigrant Heritage Month Celebration Honorees in Rock Island with Director Glenn, June 2018



In Rock Island at the Martin Luther King Community Center for DHR's Immigrant Heritage Month Celebration, June 2018

Investigations

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 must file a charge of discrimination with the Department of Human Rights (“DHR”) within the time period proscribed by the Act. On June 8, 2018, Public Act 100-0558 changed the time to file a non-housing charge from 180 days to 300 calendar days for occurrences on or after that date. A prospective complainant has one year to file a charge of discrimination for real estate transactions from the date of the occurrence of an alleged civil rights violation.¹

Fair Housing

The Illinois Department of Human Rights (“DHR”) receives and investigates charges of discrimination involving real estate transactions (residential and commercial) on the bases of race, color, religion, sex (including sexual harassment), national origin, familial status (children under 18), pregnancy, 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. DHR also investigates charges of discrimination involving retaliation, and intimidation, interference or coercion in connection to 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 Human Rights Act requires that charges involving real estate transactions be completed within 100 days of filing (unless it is impracticable to do so). 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 DHR.

DHR’S HUD Partnership as a FHAP Agency

DHR is a proud partner agency with the U.S. Department of Housing and Urban Development (“HUD”) in HUD’s Fair Housing Assistance Program (“FHAP”). Under the Fair Housing Assistance Program, HUD can enter into cooperative agreements with state or local governmental agencies, under which HUD refers housing discrimination charges to the FHAP agency for investigation. In order for a state or local governmental agency to be qualified to participate in the Fair Housing Assistance Program, HUD must certify that the agency’s fair housing laws are substantially equivalent to the federal Fair Housing Act. “Substantial equivalency” means that the agency is essentially similar to HUD in regard to the substantive rights protected by the agency, the procedures followed by the agency, the remedies available to the agency, and the availability of judicial review of the agency’s actions.

DHR was admitted into HUD’s Fair Housing Assistance Program on an interim basis in 2002 and was fully certified as a FHAP agency in 2006. DHR’s certification was first

¹ See Fair Housing Investigations pages for procedures and information relating to cases involving real estate transactions.

renewed in 2012. DHR is proud to announce that on March 5, 2018, HUD recertified DHR as a substantially equivalent FHAP partner for another five years.

In order to ensure that DHR can maintain its eligibility as a FHAP agency, DHR must continue to meet HUD's case investigation performance goals and standards. DHR must also ensure that Illinois' fair housing laws remain substantially equivalent with the federal fair housing laws.

DHR therefore reviews pending legislation to evaluate the impact the legislation may have on the substantial equivalency of Illinois' fair housing laws. DHR also recommends legislation that may be beneficial to maintaining the substantial equivalency of Illinois' fair housing laws. One such example is DHR's initiative to introduce HB5165 (Tort Immunity) to amend the Local Governmental and Governmental Employees Tort Immunity Act (745 ILCS 10/2-101) so that cases brought under the Illinois Human Rights Act would be excluded from local governmental immunity. Similarly, the Fair Housing Division will recommend changes to DHR's administrative rules and regulations that may be necessary to maintain the substantial equivalency of Illinois' law.

DHR also monitors and, if necessary, intervenes, in litigation that may impact the interpretation of the Illinois Human Rights Act or DHR's ability to enforce Illinois' fair housing laws in a manner that is substantially equivalent to the federal fair housing laws.



DHR senior staff at the National Fair Housing Alliance Conference in June 2018, posing with workshop presenter Robert Schwemm (center).

Fair Housing Special Project

Reasonable Accommodations and Modifications Guidebook: DHR successfully applied and was approved for a HUD-funded Partnership Project during FY2016 to create a Housing Provider's Guidebook for Reasonable Accommodations and Modifications. In FY2018, DHR and its partner, Access Living, Inc., completed Reasonable Accommodations and Modifications: A Guide for Housing Providers.

This Guidebook:

- Explains the applicable federal and state laws regarding a housing provider's duty to accommodate and grant modifications;
- Addresses complex accommodation issues, such as assistance animals, parking, early termination of lease or transfer requests to different units, smoke free and allergy/chemical free environments, and access to supportive health care workers;
- Addresses complex modification issues, such as modifications to the exterior of the unit, imposing conditions on the modification, and requiring deposits or the restoration of the unit;
- Addresses unique issues for certain housing providers, such as condominium and cooperative associations, public housing providers, and municipalities;
- Sets forth best practices for responding to requests for accommodations or modifications; and
- Explains the legal ramifications to a housing provider for failing to accommodate or allow a modification.

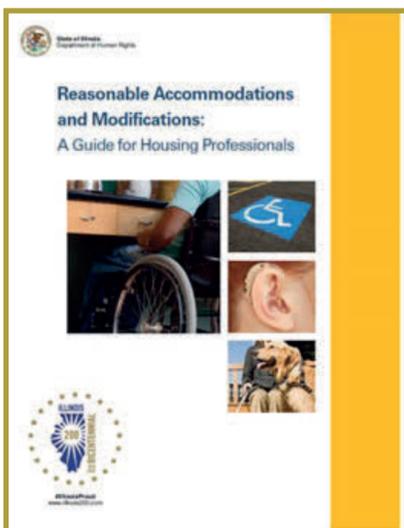
To introduce the new Guidebook, DHR and its project partners co-presented an educational program for housing providers and advocates on April 20, 2018. The program was co-sponsored by the Illinois REALTORS® and the John Marshall Law School with participation by the Illinois Attorney General's Office. Reasonable Accommodations and Modifications: A Guide for Housing Providers can be downloaded free of charge from DHR's website at <https://www2.illinois.gov/dhr/Publications/Pages/RA-RMGuidebook.aspx>.



Lon Meltesen, DHR Fair Housing Division Manager, presents information from the new guidebook. (Photo courtesy of: Matt Difanis, President, Illinois REALTORS®)



DHR Director Janice Glenn (center) and Deputy Director Alex Bautista pose with Matt Difanis, President, Illinois REALTORS® (right) at the event introducing the new guidebook, April 2018. (Photo courtesy of: Matt Difanis, President, Illinois REALTORS®)



Cover, Reasonable Accommodations and Modifications: A Guide for Housing Professionals.

Fair Housing Affiliations

In order to further coordinate fair housing activities, DHR maintains close working relationships with 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 submits information to the Illinois Housing Development Authority (“IHDA”) to assist IHDA in reporting to HUD on housing activities in the State of Illinois.
4. DHR works with the Illinois Municipal Human Relations Association (“IMHRA”) to coordinate educational events for the benefit of municipal/state officials and staff.

Letters of Collaboration and Support

During FY2018, DHR provided letters of support to the following organizations to support their applications for grants under HUD’s Fair Housing Initiatives Program: Equal Housing Opportunity Council of Metropolitan St. Louis, John Marshall Law School Fair Housing Legal Support Center and Prairie State Legal Services. The support DHR offered to provide included specific in-kind resources, such as DHR’s participation in fair housing training seminars or the distribution of DHR’s fair housing materials.

Fair Housing Case Investigations

It is the goal of the Fair Housing Division to complete its investigations in a timely and thorough manner. During FY2018, DHR completed 303 fair housing investigations. HUD’s goal for FHAP agencies in FY2018 is to complete at least 50% of its investigations within 100 days. DHR met and exceeded this goal. In FY2018, DHR completed 53.14% of its investigations (161 out of 303) within 100 days. Further,

the average length of time for the Fair Housing Division to complete an investigation in FY2018 was 143 days.

Mediation Pilot Project

In FY2018, the Fair Housing Division initiated a Mediation Pilot Project to expand DHR's Mediation Program to a limited number of Fair Housing cases. In FY2018, the Fair Housing Division sent four cases to mediation. Of those four cases, three (75%) resulted in a successful resolution of the charge of discrimination.

What to Expect in FY2019

The Fair Housing Division looks forward to another productive year in FY2019. Some of the goals set for FY2019 include:

- Completing 55% of its housing investigations within 100 days;
- Translating the Reasonable Accommodations and Modifications: A Guide for Housing Providers into Spanish and other languages;
- Expanding the Mediation Pilot Project by increasing the number of housing cases offered the option to participate in the Mediation Program;
- Renewing DHR's efforts to amend the Local Governmental and Governmental Employees Tort Immunity Act; and
- Initiating a new partnership project should HUD make funding available.

The following pages offer a graphic summary of DHR's investigations of cases alleging discrimination in real estate transactions (housing).

Table 6: Housing Inquiries, Charges Filed and Completed Investigations

HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS						
Fiscal Year:	2013	2014	2015	2016	2017	2018
Inquiries	972	1,205	1,099	878	1,034	880
Charges Filed	369	389	353	289	282	313
Completed Investigations	352	350	372	282	309	302

Figure 5: Housing Inquiries, Charges Filed and Completed Investigations by Fiscal Year

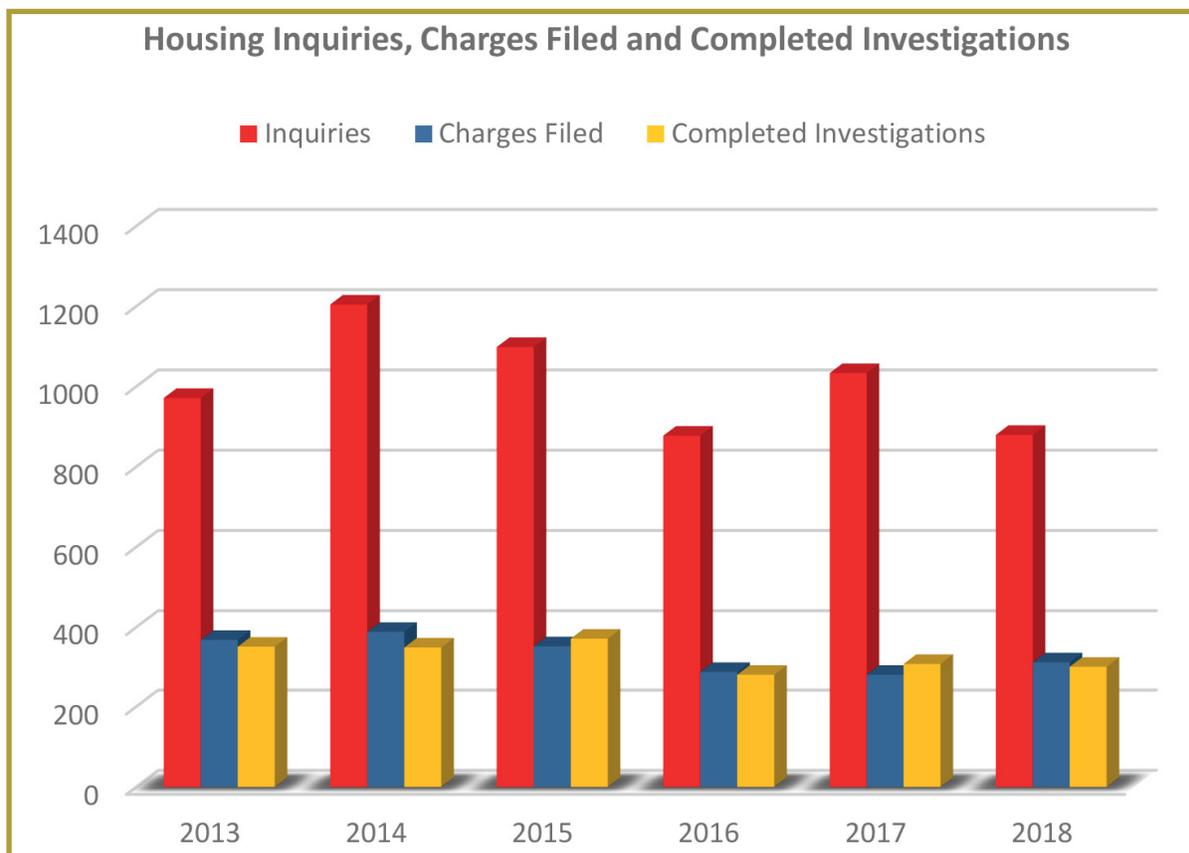


Table 7: Disposition of Completed Housing Investigations

DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS				
	Fiscal Year:	2016	2017	2018
Inquiries Received		878	1,034	880
Charges Filed		289	282	313
Completed Investigations		282	309	302
Completed Investigations:				
Lack of Substantial Investigation		147	186	144
Settlement		77	60	74
Failure to Proceed		31	35	44
Substantial Evidence/Default		13	20	23
Withdrawn by Complainant		10	3	12
Administrative Closure		1	1	3
Lack of Jurisdiction		3	4	2
	Total			302

Figure 6: Disposition of Completed Housing Investigations

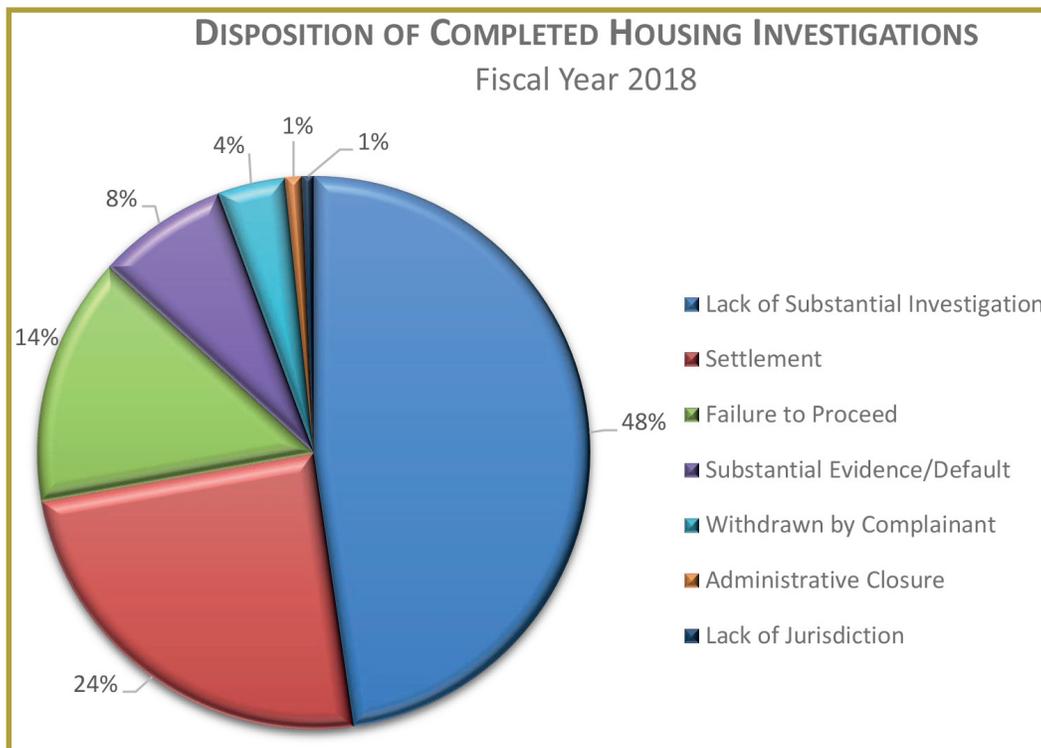


Table 8: Housing Performance Metrics

Housing Performance Metrics			
Fiscal Year:	2016	2017	2018
Average Investigation Length (filing to Fair Housing Division closure, in days)	162	173	143
Investigations Completed in < 100 Days (number)	87	126	161
Investigations Completed in < 100 Days (percent)	30.5%	40.9%	53.3%

Table 9: Housing Charges by Basis

HOUSING CHARGES BY BASIS	
FISCAL YEAR 2018	
<i>Basis of Discrimination</i>	
Race	101
Mental Disability*	81
Physical Disability*	63
Familial Status	32
National Origin/Ancstry	20
Retaliation	17
Sex	15
Sexual Harassment	9
Religion	8
Sexual Orientation	7
Marital Status	3
Age	2
Military Status	1
Order of Protection Status	1
Gender Identity	1
<u>Total Bases</u>	<u>361</u>
<u>Total Charges**</u>	<u>313</u>

* Physical and mental disability cases combined total 144 (52% of total charges filed).

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

Housing Charges by Basis
FISCAL YEAR 2018

Figure 7: Housing Charges by Basis Per Total Bases

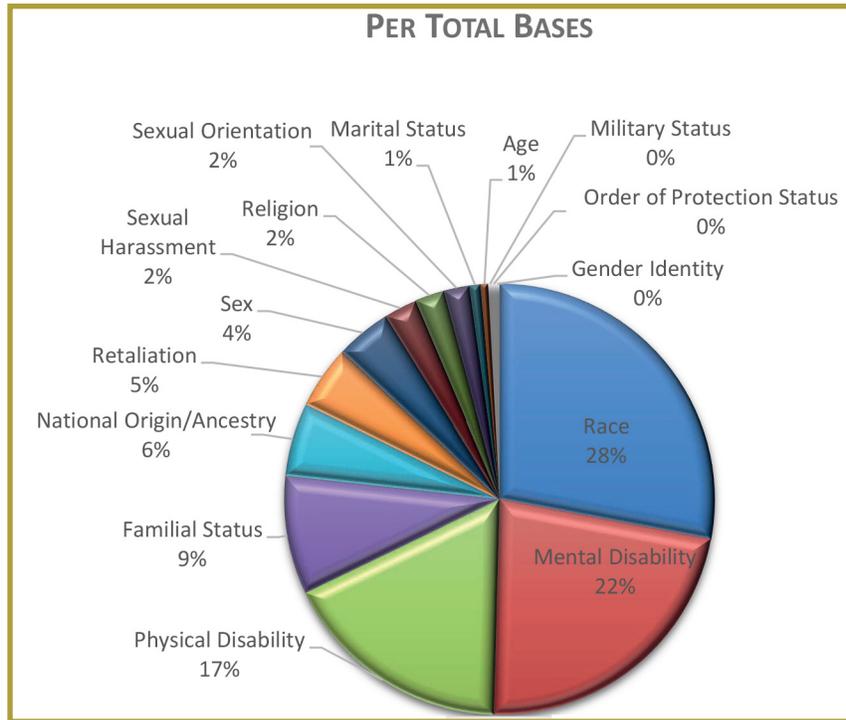


Figure 8: Housing Charges by Basis Per Total Charges

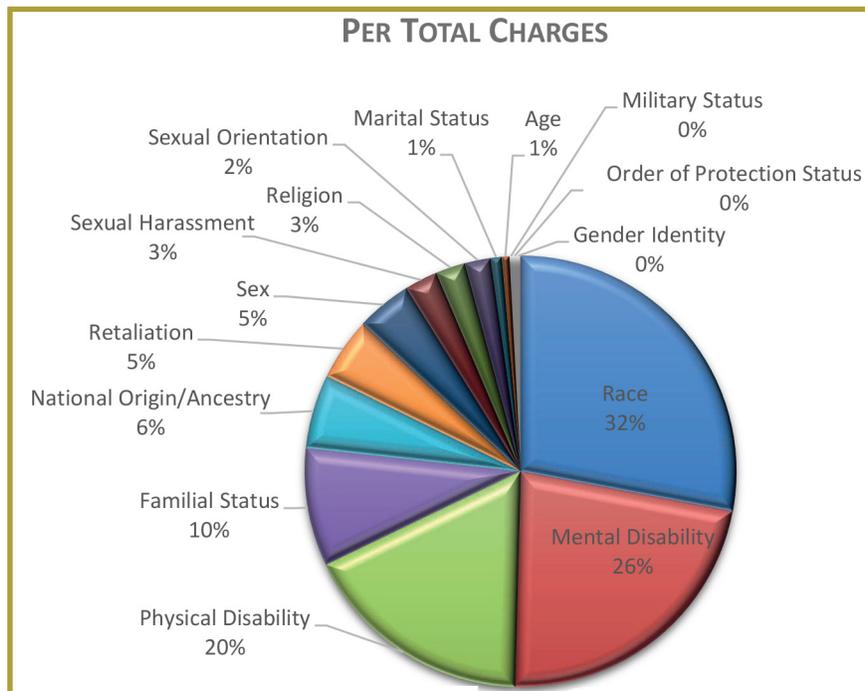
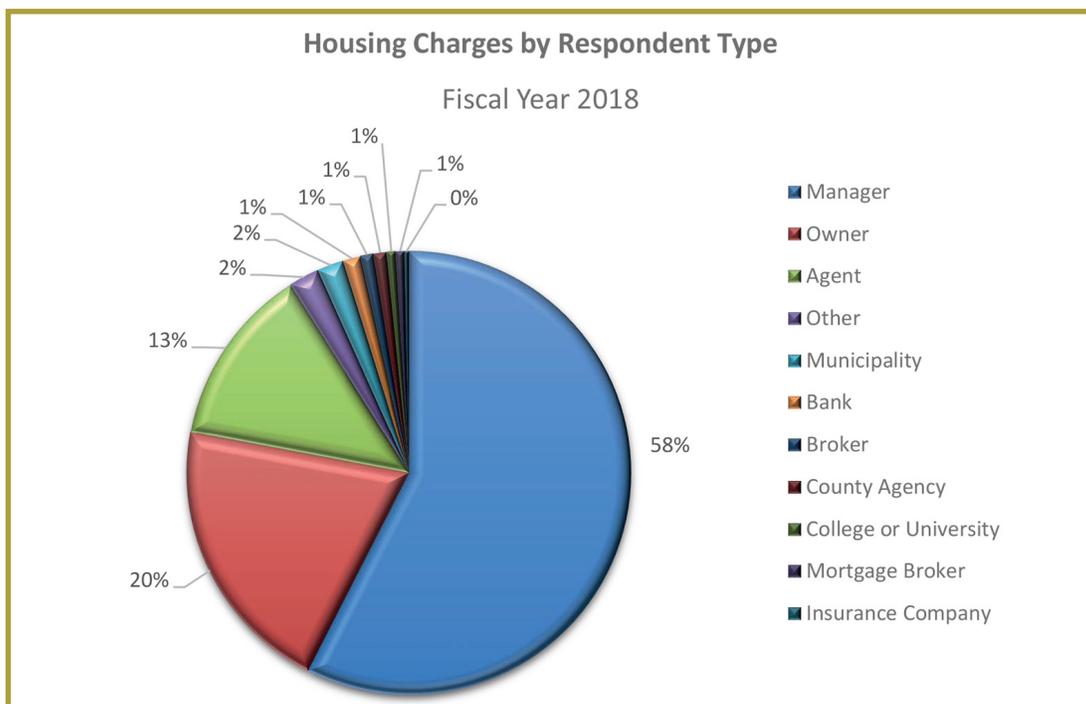


Table 10: Housing Charges by Respondent Type

HOUSING CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2018	
Manager	180
Owner	64
Agent	41
Other	7
Municipality	6
Bank	4
Broker	3
County Agency	3
College or University	2
Mortgage Broker	2
Insurance Company	1
Total	313

Figure 9: Housing Charges by Respondent Type



Mediation

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 DHR and its stakeholders. Mediation is free of cost to the parties.

Since its inception as a pilot program in July 1994, DHR's Mediation Unit has afforded the parties to employment and public accommodations 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.

The Mediation Program has expanded its services in recent years:

- In Fiscal Year 2016, DHR mediators began working with two Chicago area law school mediation clinics to make pro se parties aware of the opportunity to have law

students represent them in mediation conferences at DHR: Loyola University Chicago School of Law, Advanced Mediation Advocacy Project; and Northwestern University Pritzker School of Law, Mediation Advocacy Clinic.

- In Fiscal Year 2017, DHR's Mediation Program began offering the parties an opportunity to mediate where DHR finds substantial evidence of discrimination. For Fiscal Year 2018, DHR mediators resolved three substantial evidence cases and helped the parties avoid a protracted litigation process.
- In Fiscal Year 2018, DHR initiated a pilot project to mediate real estate transactions cases, and mediators resolved three housing cases.

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 FY2018, the Mediation Unit held 165 conferences, and obtained a total known monetary recovery for charging parties of \$1,281,427.

The chart below offers a graphic summary of Mediation Unit activity and accomplishments.

Table 11: Mediation Unit Activity

MEDIATION UNIT ACTIVITY			
Fiscal Year:	2016	2017	2018
Number of Mediation Conferences Held	271	291	165
Number of Conferences with Resolutions	263	263	152
Percent of Conferences with Resolutions	97%	87%	92%
Number of Additional Cases Resolved	8	18	32
Total Number of Cases Resolved Via Mediation	271	270	184
Total Number of Cases Completed*	3,050	3,069	3,017
Percent of Completed Cases Resolved Via Mediation	8.9%	8.8%	6.1%
Known Monetary Amounts (frequently kept confidential)	<u>\$2,392,336</u>	<u>\$1,297,123</u>	<u>\$ 1,281,427</u>
<i>*excluding housing cases</i>			

Employment and Other Non-Housing Cases

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.

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 finds a lack of substantial evidence of discrimination, the charge is dismissed, and the Complainant has 90 days to either:

- File a Request for Review (appeal) of that dismissal with the Commission; or
- Commence a civil action in a state circuit court of appropriate venue.

Voluntary Mediation and Alternative Dispute Resolution

During an investigation, DHR investigators investigate and attempt to amicably resolve those charges over which the DHR has jurisdiction. Since 1994, parties to employment and public accommodations charges have had the opportunity to participate in voluntary mediation of their charges in Chicago. DHR mediators schedule mediation conferences and meet with the parties to facilitate communication towards a possible resolution of the charge. DHR mediators offer the parties the opportunity to mediate before the charge is assigned for investigation, prior to the scheduling of a

fact-finding conference, and where DHR finds substantial evidence of discrimination.²

DHR's EEOC Partnership as a FEPA

DHR partners with the U.S. Equal Employment Opportunity Commission ("EEOC") as a Fair Employment Practices Agency ("FEPA").

EEOC contracts with state and local governmental agencies through work sharing agreements regarding the dual-filing and processing of charges alleging employment discrimination where both agencies would have jurisdiction. In order for a state or local governmental agency to be qualified as a FEPA, EEOC must certify that the agency's laws prohibiting employment discrimination are substantially equivalent to federal laws, in regard to the substantive rights protected by the agency, the procedures followed by the agency, the remedies available to the agency, and the availability of judicial review of the agency's actions.

FEPA contracts undergo periodic performance reviews by EEOC and must be renewed every three years, with the two intervening years as extensions. DHR began contracting with EEOC as a FEPA partner in 1974 (as the Fair Employment Practices Commission). DHR's most recent three-year certification was in 2017, and the next review is scheduled for Fiscal Year 2020.

DHR's partnership with EEOC is comprised of three different provisions:

1. Intake services: DHR receives, processes and serves charges on EEOC's behalf where only EEOC has jurisdiction.
2. Case processing: DHR undertakes and completes a thorough investigation of charges that are filed initially with DHR and for which EEOC also has jurisdiction. DHR also investigates charges that EEOC received initially and defers to DHR.
3. Engagement project: DHR and EEOC jointly identify and implement cooperative projects to address incidents of discrimination or to jointly conduct a large investigation. In Fiscal Year 2018, the two agencies cooperated to investigate a case involving an allegation of unequal pay based on sex.

² See Mediation Program pages for procedures and information relating to DHR's Mediation Unit.

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In order to ensure that DHR can maintain its eligibility as a FEPA agency, DHR must ensure that Illinois' laws prohibiting employment discrimination remain substantially equivalent with the federal equal employment laws to maintain eligibility to participate in the FEPA contract.

DHR therefore reviews pending legislation to evaluate the impact the legislation may have on the substantial equivalency of Illinois' employment anti-discrimination laws. DHR also recommends legislation that may be beneficial to maintaining the substantial equivalency of Illinois' employment anti-discrimination laws.

One such example is DHR's initiative to eliminate the statutory requirement for respondents to file a verified response upon receipt of a charge of discrimination, and instead, give DHR discretion to require a response when needed. This bill passed and became effective on September 8, 2017 as Public Act 100-0492.

Similarly, the Charge Processing Division will recommend changes to DHR's administrative rules and regulations which are necessary to maintain the substantial equivalency of Illinois' law.

DHR also monitors and, if necessary, intervenes, in litigation that may impact the interpretation of the Illinois Human Rights Act or DHR's ability to enforce Illinois' laws in a manner that is substantially equivalent to the federal laws.

What to Expect in FY2019

The Charge Processing Division has set the following goals for FY2019:

- Reducing the time frame for case completions:
 - ❖ Average Investigation Length (assignment to completion), from 120 to 115 days.
 - ❖ Average Processing Time (perfection to determination), from 321 days to 300 days.
- Improving efficiencies in the processing of charges through reduced duplication of government efforts by amending the Human Rights Act to more efficiently process charges where the party initially filed the allegations with a local or federal agency; and

- Continuing cooperative investigations through an engagement project with the U.S. Equal Employment Opportunity Commission, should EEOC make funding available.



DHR leaders pose with EEOC and FEPA staff members at the EEOC-FEPA National Training Conference, June 2018

The following pages offer a graphic summary of DHR's investigations of cases alleging discrimination in employment, public accommodations, financial credit and sexual harassment in education.

Table 12: Charges Docketed by Jurisdiction

CHARGES DOCKETED BY JURISDICTION			
Fiscal Year:	2016	2017	2018
Employment	2,909	2,748	2,442
Housing	289	282	313
Public Accommodations	214	165	153
Financial Credit	6	3	1
Sexual Harassment in Education	3	3	5
TOTAL	3,421	3,201	2,914

Figure 11: Charges Docketed by Jurisdiction

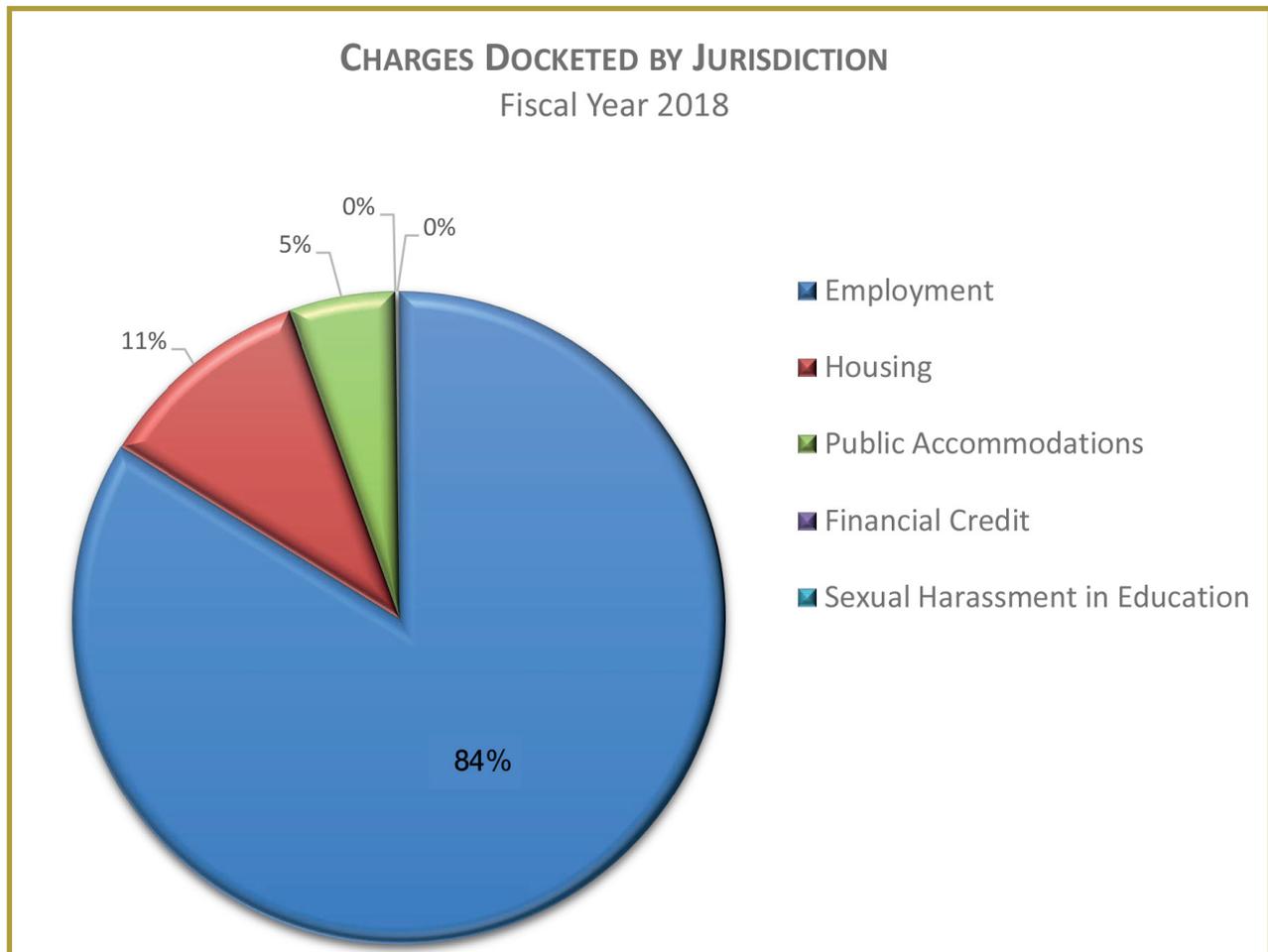


Table 13: Inquiries, Charges Filed and Completed Investigations

INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS (Excluding Housing Cases)							
Fiscal Year:	2013	2014	2015	2016	2017	2018	
Inquiries	10,760	9,644	10,763	10,474	11,516	10,281	
Charges Filed	3,390	3,200	3,367	3,132	2,919	2,601	
Completed Investigations	3,529	3,792	3,325	3,050	3,069	3,017	

Figure 12: Inquiries, Charges Filed and Completed Investigations

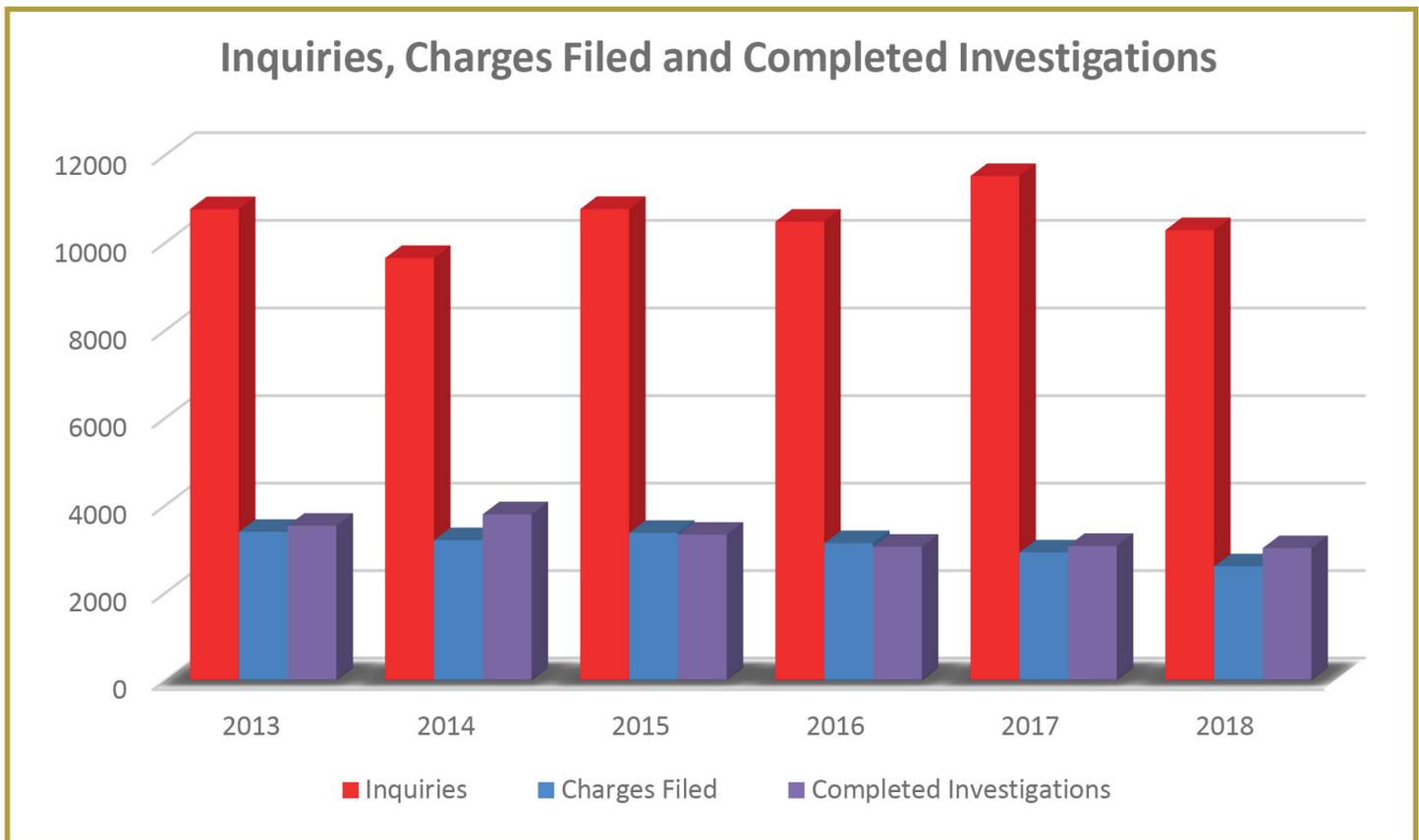
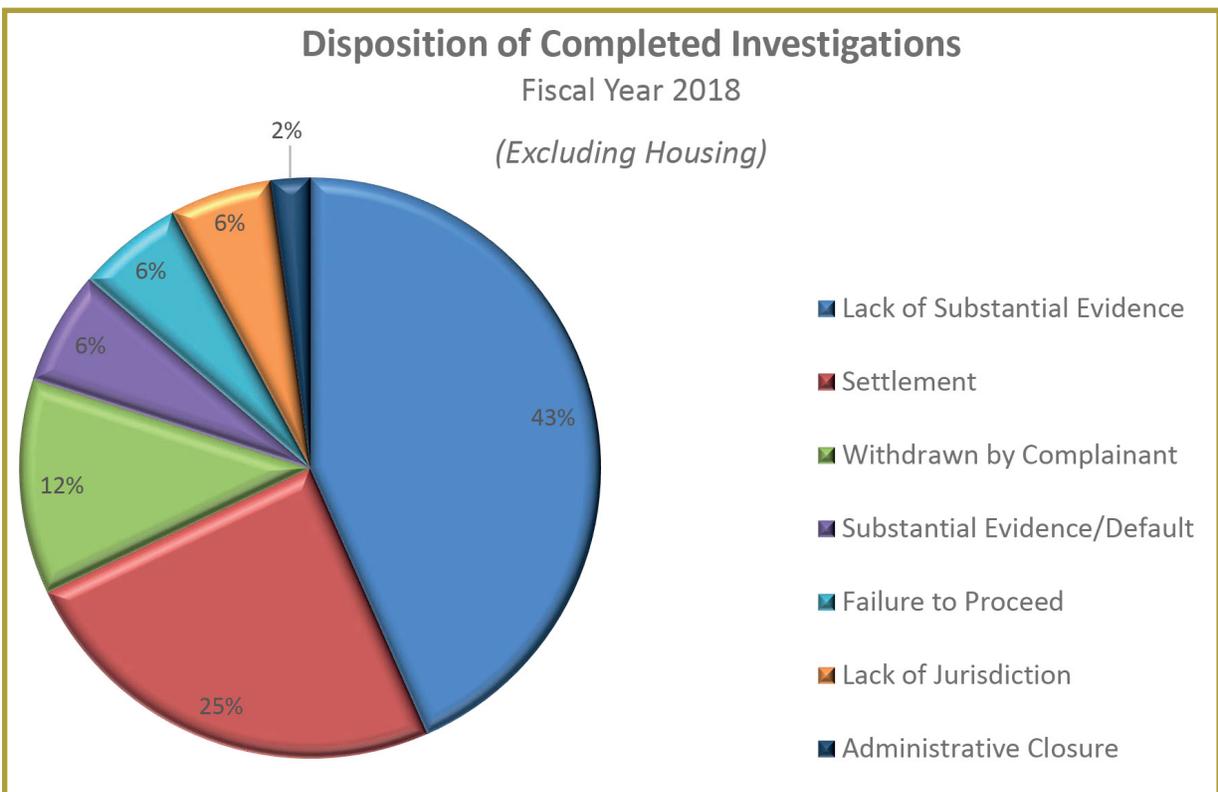


Table 14: Disposition of Completed Investigations

DISPOSITION OF COMPLETED INVESTIGATIONS*			
Fiscal Year:	2016	2017	2018
Inquiries	10,474	11,516	10,281
Charges Filed	3,132	2,919	2,601
Completed Investigations	3,050	3,069	3,017
COMPLETED INVESTIGATIONS			
Lack of Substantial Evidence	1,316	1,376	1,309
Settlement	771	809	741
Withdrawn by Complainant	350	349	362
Substantial Evidence/Default	187	181	191
Failure to Proceed	229	153	177
Lack of Jurisdiction	154	151	171
Administrative Closure	43	50	66
Completed Investigations			3,017

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

Figure 13: Disposition of Completed Investigations



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*Table 15: Performance Metrics – Non-Housing Cases –
Average Processing Time (in days)*

PERFORMANCE METRICS – NON-HOUSING CASES – AVERAGE PROCESSING TIME (IN DAYS)			
Fiscal Year:	2016	2017	2018
Average Investigation Length (assignment to completion):	134	125	120
Average Processing Time (perfection to determination)	280	286	321

Table 16: Employment Charges by Basis

EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2018	
BASIS OF DISCRIMINATION	
Retaliation	889
Race	670
Age	526
Physical Disability*	474
Sexual Harassment	425
Sex	361
National Origin	342
Mental Disability*	141
Pregnancy	98
Sexual Orientation	59
Religion	51
Color	24
Other**	22
Arrest Record	20
Military Status	18
Citizenship	14
Marital Status	10
Gender Identity	7
Immigration Related Status	4
Aiding and Abetting	3
Coercion	2
Order of Protection	1
Total Bases	4,161
Total Charges	2,442

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

*Combined, physical and mental disability charges total 615, or 25% of total charges and 15% of total bases.

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

Figure 14: Employment Charges by Basis of Discrimination as a Percent of Total Bases

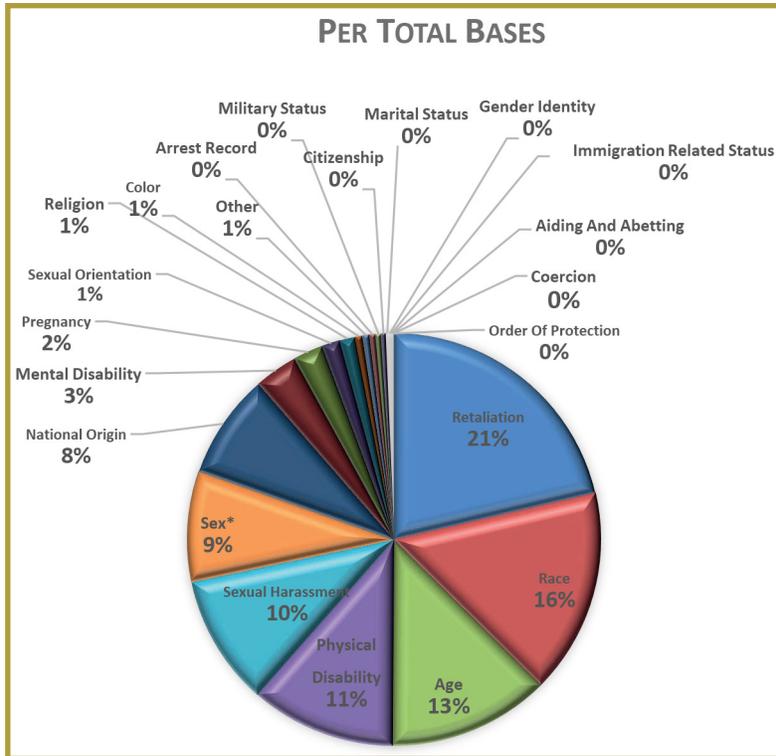


Figure 15: Employment Charges by Basis as a Percent of Total Charges

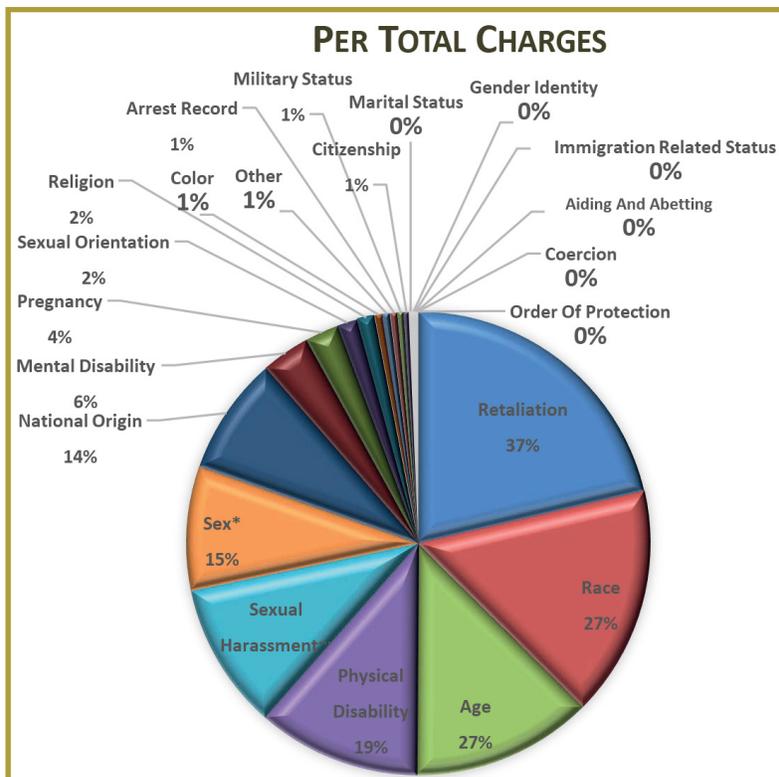


Table 17: Public Accommodations Charges by Basis

PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
FISCAL YEAR 2018	
Race	75
Physical Disability	38
Mental Disability	22
Retaliation	19
Sex	17
National Origin	16
Age	13
Sexual Orientation	13
Color	7
Gender Identity	6
Religion	4
Military Status	3
Pregnancy	3
Marital Status	2
Other	2
<u>Total Bases</u>	<u>240</u>
<u>Total Charges Filed*</u>	<u>153</u>

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

Figure 16: Public Accommodations Charges by Basis Per Total Bases

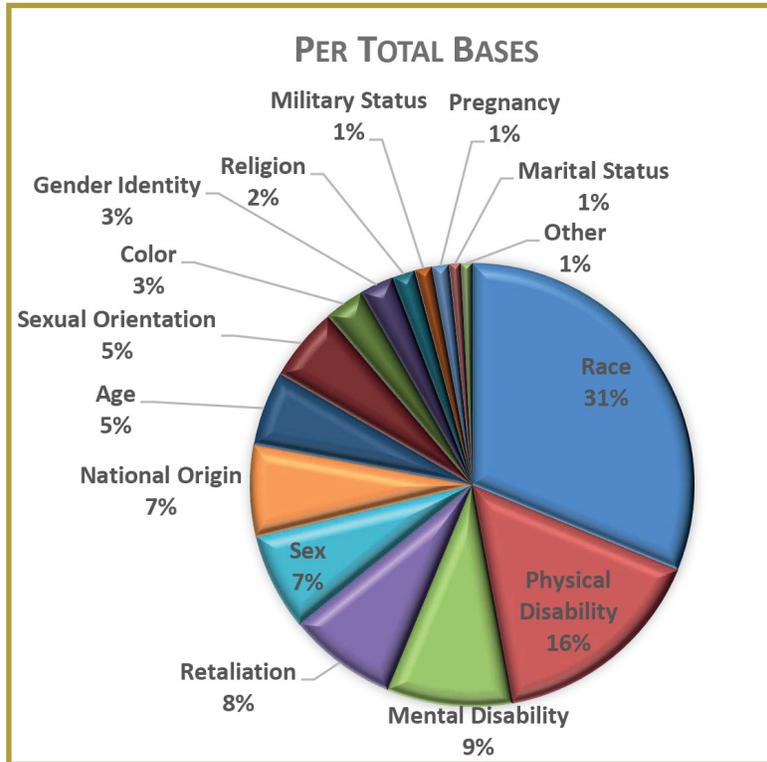


Figure 17: Public Accommodations Charges by Basis Per Total Charges

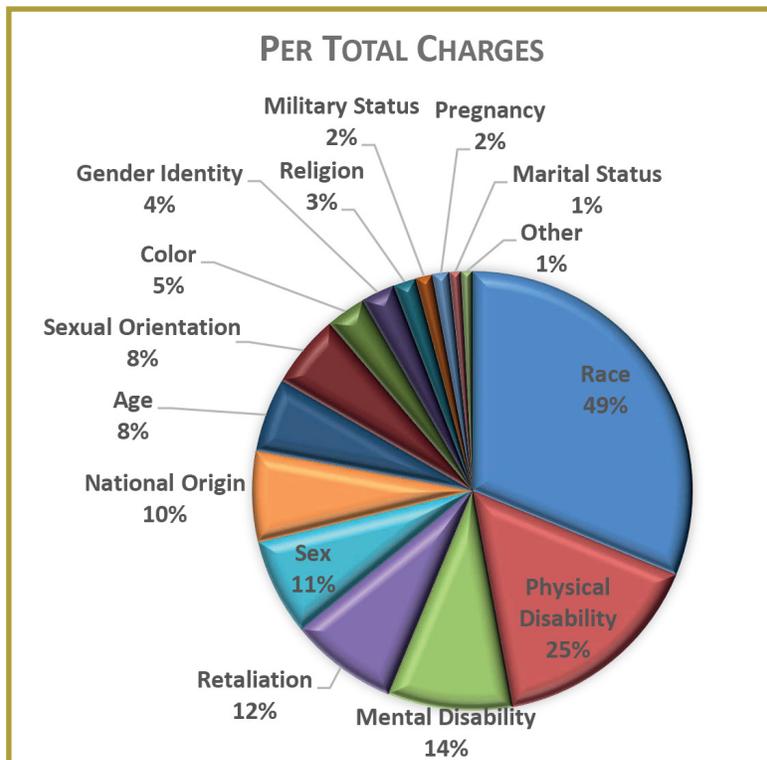
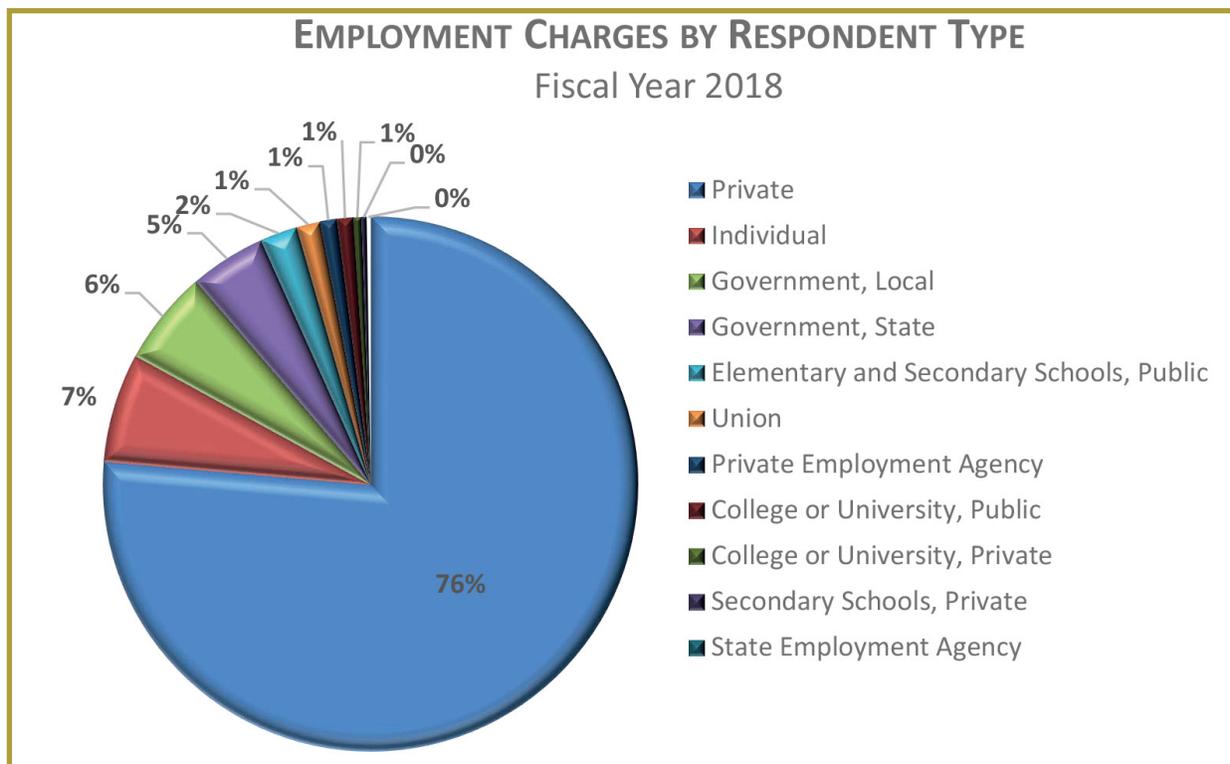


Table 18: Employment Charges by Respondent Type

EMPLOYMENT CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2018	
Private Employers	1,865
Individual	161
Government, Local	140
Government, State	112
Elementary and Secondary Schools, Public	55
Union	35
Private Employment Agency	25
College or University, Public	24
College or University, Private	12
Secondary Schools, Private	7
State Employment Agency	6
Total:	2,442

Figure 18: Employment Charges by Respondent Type



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Table 19: Employment Discrimination Issues Alleged as Acts of Discrimination

EMPLOYMENT DISCRIMINATION					
Issues Alleged as Acts of Discrimination					
Fiscal Years 2014 - 2018					
Issue	2014	2015	2016	2017	2018
Discharge	1,535	1,549	1,425	1,409	1,217
Harassment	563	687	654	668	621
Terms and Conditions	302	400	365	365	320
Failure to Accommodate	173	160	199	248	223
Suspension	220	206	262	232	214
Written Reprimand	146	203	270	198	175
Constructive Discharge	25	30	133	117	117
Other	81	67	114	103	100
Hiring	135	149	139	93	92
Promotion	110	109	91	80	76
Reduction in Hours	40	41	88	88	63
Unequal Job Assignments	70	66	81	66	53
Performance Evaluation	28	22	54	41	45
Transfer	22	34	48	51	45
Oral Reprimand/Disciplinary Actions	34	42	60	49	44
Demotion	62	50	55	39	42
Wages	56	75	57	46	42
Unequal Pay	23	21	31	35	39
Racial Harassment	18	25	36	57	36
Layoff	59	41	54	28	31
Union Representation	32	25	40	33	28
Failure to Return/Medical Leave	18	18	18	27	21
Forced Medical Leave	11	8	17	25	20
Tenure	15	26	32	22	18
Probation	20	10	24	15	15
Training/Apprenticeship	27	34	25	20	15
Overtime	11	11	14	14	14
Forced Resignation	6	8	17	8	11
Benefits	11	25	27	21	9
Employment Reference	2	6	5	3	6
Failure to Reassign	10	7	6	16	6
Position Elimination	8	7	10	12	5
Referral	4	2	6	2	4
Intimidation/Reprisal	0	5	9	4	2
Aiding and Abetting	2	1	13	8	1
Forced Retirement	3	2	6	3	1
Recall	4	6	11	0	1
Severance Pay	5	4	17	2	1
Vacation	3	4	2	3	1
Seniority	0	0	0	1	0
Job Classification	1	2	3	0	0
Drug Testing	0	1	3	0	0
Exclusion	4	1	3	0	0
Qualification/Testing	0	0	3	0	0
Advertising	0	0	3	0	0
Totals	3,899	4,190	4,927	4,252	3,774

Table 20: Type of Discrimination by County

TYPE OF DISCRIMINATION BY COUNTY						
FISCAL YEAR 2018						
COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
ADAMS			3		7	10
BOND	4				1	5
BOONE					4	4
BUREAU			2		3	5
CASS					1	1
CHAMPAIGN	3		3		25	31
CHRISTIAN					1	1
CLARK	1					1
CLAY					5	5
CLINTON					1	1
COLES			1		5	6
COOK	193	1	98	1	1,441	1,734
CRAWFORD					4	4
DEKALB	5				8	13
DEWITT					2	2
DOUGLAS					2	2
DUPAGE	24		13		205	242
EDGAR					2	2
EFFINGHAM	1				4	5
FRANKLIN	1				1	2
FULTON					4	4
GRUNDY					5	5
HAMILTON	1					1
HENRY	1				1	2
IROQUOIS					1	1
JACKSON					5	5
JEFFERSON					5	5
JERSEY					1	1
JO DAVIESS	1					1
JOHNSON	1				1	2
KANE	4		4		44	52
KANKAKEE			2		10	12
KENDALL					6	6
KNOX	1				1	2
LAKE	8		2		83	93
LASALLE	1				15	16
LAWRENCE						0
LEE					4	4

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Table 20: Type of Discrimination by County (continued)

TYPE OF DISCRIMINATION BY COUNTY						
FISCAL YEAR 2018						
COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
LIVINGSTON					2	2
LOGAN					4	4
MACON			2		20	22
MACOUPIN	2					2
MADISON	5		4		30	39
MARION					1	1
MARSHALL	1				3	4
MCDONOUGH	1				3	4
MCHENRY	2				20	22
MCLEAN	7				35	42
MENARD					2	2
MERCER					1	1
MONROE					2	2
MONTGOMERY	1				1	2
MORGAN					2	2
MOULTRIE	1				1	2
OGLE	1				5	6
PEORIA	6		4		46	56
PIATT					1	1
PULASKI					1	1
RANDOLPH					2	2
RICHLAND					4	4
ROCK ISLAND	4		1	4	33	42
SALINE					3	3
SANGAMON	5		4		111	120
SCHUYLER					2	2
SHELBY					1	1
ST CLAIR	5		7		42	54
STEPHENSON	1				1	2
TAZEWELL	4				11	15
UNION					3	3
VERMILLION					9	9
WARREN					1	1
WHITE					1	1
WHITESIDE			1		6	7
WILL	8		2		69	79
WILLIAMSON					6	6
WINNEBAGO	7				41	48
WOODFORD	2				8	10
TOTAL	313	1	153	5	2,442	2,914

Legal Division

Functions

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

Legal Support for Investigations

Attorneys in the Legal Division are assigned to the Fair Housing and Litigation Units. Both units review substantial evidence determinations, conciliate cases, draft and file complaints with the Human Rights Commission (“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 requests, and to subpoenas issued by parties before the Commission, Illinois Circuit Court, and Federal District Court.

Substantial Evidence Reviews

Housing Cases:	25
Employment and Other Cases:	184
TOTAL	209

Complaints

Housing Cases:	6
Employment and Other Cases:	41
TOTAL	47

Responses to Requests for Review

Housing Cases:	60
Employment and Other Cases:	245
TOTAL	305

Equal Employment and Affirmative Action for State Entities

Functions

DHR administers and enforces the Equal Employment Opportunity and Affirmative Action provisions of the Act and Department Rules and Regulations through the State Agency Liaison Unit (“Liaison Unit”). 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 Department. The Liaison Unit reviews the reports for conformance with the Act and Department Rules and Regulations. Additionally, the Liaison Unit monitors each state entity to ensure compliance with goals established in the state entity’s affirmative action plan. The Liaison Unit 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 Department Rules and Regulations.

Origin, Purpose and Public Policy

Government agencies came under scrutiny with the emergence of the civil rights movement in the 1960s over the underrepresentation of minorities, females and persons with disabilities in their workforces. Advocates of equal employment rights reasoned that governmental agencies should be mandated to take a leading role in affirmative action efforts as a means of setting examples for other employers and to make government truly representative of the people it governed.

The State of Illinois’ response to this issue came in the form of Executive Order 9, promulgated by Governor Daniel Walker in 1973. This order created the State Equal Employment Opportunity Office, which reported to the governor while existing administratively within the Department of Personnel.

The office was charged with collecting data regarding the number of minorities, females and persons with disabilities employed by state government, with developing policies and programs for increasing protected class representation in state agencies, and with monitoring state agency compliance with the governor's order. In 1976, Public Act 79-1441 was signed by Governor Walker, giving statutory authority to the Equal Opportunity Office and expanding coverage to state universities and the offices of the state constitutional officers. It required each state agency to appoint an EEO officer and submit an annual affirmative action plan.

Two years later, Governor James Thompson signed a bill creating the Illinois Department of Equal Employment Opportunity ("DEEO"), elevating the Office to cabinet-level status and making it an independent agency. The DEEO commenced operations on January 1, 1979, and 18 months later, it was merged into the new Illinois Department of Human Rights ("DHR").

Consequences of Not Meeting EEO/AA Goals

State entities that fail to meet their EEO/AA goals are required to establish training programs for preparation and promotion of the category of individuals affected by the failure, in cooperation with the Illinois Department of Central Management Services. Further, DHR is required to report the identity of any State agency that fails to comply with the requirements of the Act and the circumstances surrounding such violation.

In FY2018, there were no agencies recommended to establish or to continue training in accordance with Section 7-105 (H), or that failed to comply with the requirements of the Act in accordance with Section 7-105(E).

Liaison Unit Activities

In order to ensure state entities were meeting the minimum compliance criteria, the Liaison Unit:

- Responded to 725 technical assistance inquiries from state entities;
- Provided individual training sessions for new EEO/AA Officers and the Comptroller's office regarding development of effective affirmative action programs and quarterly reports;

- Met with EEO/AA Officers regarding their agencies' affirmative action performance;
- Provided numerous documents, publications, announcements and information to agency EEO/AA Officers and ADA Coordinators to assist recruitment efforts and give them updated, relevant information;
- Revised documents including the sexual harassment prevention notice, reasonable accommodation forms for applicants and employees, and the Technical Assistance Guide for Development of Affirmative Action Plans and Quarterly Reports for Illinois State Executive Agencies;
- Coordinated the FY2018 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;
- Conducted an analysis of executive State agencies' underutilization for each of the affirmative action groups;
- Approved affirmative action plans submitted by 69 agencies;
- Granted extensions for submitting the FY2018 affirmative action plan to: Abraham Lincoln Presidential Library and Museum, Department of Agriculture, Department of Central Management Services, Commerce Commission, Comptroller's Office, Department of Corrections, Lt. Governor's Office and Workers' Compensation Commission;
- Granted extensions for submitting the quarterly report to: Department of Agriculture, Department of Central Management Services, Commerce Commission, and Workers' Compensation Commission;
- Sent an Affirmative Action Plan late notice to: Comptroller's Office;
- Sent Quarterly Report late notices to: Comptroller's Office and Council on Developmental Disabilities;
- Approved layoff reports for: Department of Commerce and Economic Opportunity, Department of Human Services, and Department of Transportation; and

- Discussed with the following agencies the necessity to implement ADA grievance procedures as required by Federal law: Department of Healthcare and Family Services and Department of Juvenile Justice.

Public Contracts

Functions

The Public Contracts Unit (“PCU”) enforces the provisions of the Act and the DHR Rules and Regulations that 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 Department Rules, 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 Department Rules, 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 DHR.

Origin, Purpose and Public Policy

The Fair Employment Practices Act (“FEPA”), the predecessor law to the Illinois Human Rights Act, was amended in 1973 to require that all parties contracting with state agencies practice affirmative action in employment to eliminate the current effects of discrimination. This legislation was modeled on federal Executive Order 11246, signed by President Lyndon B. Johnson in 1965, continuing a mandate for affirmative action by federal contractors. This legislation in Illinois marked an important addition to the state’s civil rights philosophy because of its focus on changing systemic employer patterns and practices and the requirement that employers actively

recruit and hire members of protected class groups that had previously been excluded from workforce participation.

In 1979, the Illinois Human Rights Act was passed, merging the Fair Employment Practices Commission (“FEPC”) into the new Illinois Department of Human Rights. The public contractor functions that had been handled by the FEPC were taken over by DHR.

Historical Highlights

When it became effective in 1980, the Act included a provision authorizing debarment of a company that commits a civil rights violation while holding a public contract. Debarment could result in a fine, termination of the contract, and/or an order barring the company from participating in public contracts for a period up to three years. While this provision is rarely used, in FY2009, the Human Rights Commission ordered two companies debarred. In response, DHR created a “debarred companies” web page.

A major change to the Act came with Public Act 96-0786, effective January 1, 2010, which allowed DHR to charge a \$75.00 registration fee for processing PC-1 forms for companies wishing to bid on state contracts. The purpose of the filing fee was to provide funds so that DHR could more effectively perform its audit function, ensuring that companies bidding on or being awarded state contracts are following the Act. The Act restricts monies raised under this amendment to fund DHR’s public contracts compliance monitoring program and other Department programs and activities.

Over the six-year period 2010 through 2015, DHR developed and improved its electronic systems for the bidder application and registration process. In FY2010, information for eligible bidders and public contractors was placed on DHR’s website; in FY2013, an online registration process was implemented; and as of FY2015, all services were electronically accessible. This process provided more efficient and effective service to the public.

Unit Activities

The PCU registers potential public contractors and eligible bidders seeking to establish state bidder status through DHR’s Public Contracts Program. The PCU:

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- Received a combination of 1,736 Employer Report Forms submitted by potential bidders, public contractors and eligible bidders seeking to establish state eligibility status to competitively bid on state contracts.
- Processed 679 Employer Report Forms from initial registrants applying for a DHR number.
- Processed 1,059 Employer Report Forms from public contractors and eligible bidders seeking to renew their existing eligibility status.
- Responded to 827 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 renewal notifications to 1,175 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") in the interest of the State of Illinois.

Number of registered bidders as of June 30, 2018: 11,079



DHR participates in the Illinois Procurement Fair and Vendor Learning Event, Springfield, May 2018

2015, 2016 and 2017 Desk Audits

The PCU developed, coordinated and implemented the DHR Desk Audit Procedure. Desk audits allow the examination of employers' 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 August 2018.

Calendar Year 2015 Audit:

Total entities selected for audit:	211
Total entities notified of selection:	211

Audit Results:

Compliant	84
Revoked	20
Ineligible	4
No Longer in Existence	8
Relinquished PC-1 Number	10
Completed:	126
Non-Compliant/Need	
Additional Information	37
Pending Completion:	85
Total	211

Calendar Year 2016 Audit:

Total entities selected for audit:	230
Total entities notified of selection:	230

Audit Results:

Compliant	0
Revoked	31
Ineligible	0
No Longer in Existence	3
Relinquish PC-1 Number	7
Completed	41
Non-Compliant/Need	
Additional Information	0
Pending Completion	189
Total	230

Calendar Year 2017 Audit:

Total entities selected for audit:	253
Total entities notified of selection:	253

Audit Results:

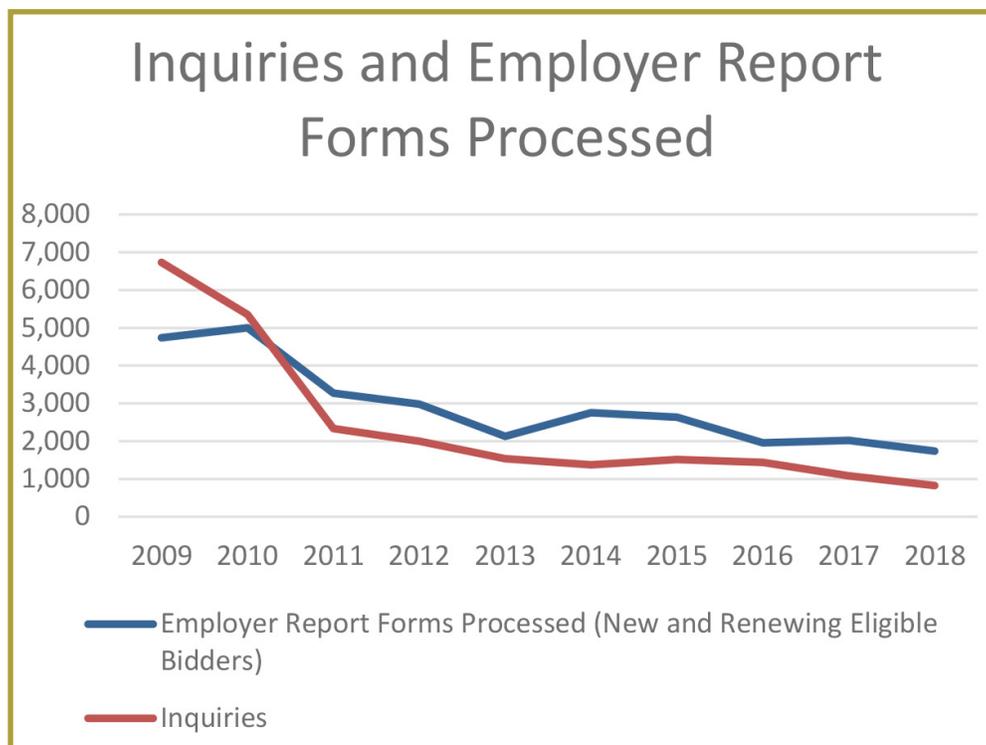
Compliant	0
Revoked	5
Ineligible	2
No Longer in Existence	3
Relinquish PC-1 Number	5
Completed	0
Non-Compliant/Need	
Additional Information	0
Pending Completion	253
Total	253

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Table 21: Public Contracts Registrations - New Eligible Bidders and Renewals, Fiscal Year 2009 – 2018

PUBLIC CONTRACTS REGISTRATIONS - NEW ELIGIBLE BIDDERS AND RENEWAL										
Fiscal Year:	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Employer Report Forms Processed (New and Renewing Eligible Bidders)	4,735	5,000	3,276	2,986	2,125	2,757	2,632	1,955	2,026	1,738
Inquiries	6,731	5,352	2,329	1,997	1,532	1,375	1,511	1,435	1,087	827
Number of registered bidders as of year-end	30,356	20,288	18,000	17,597	16,113	14,448	13,181	12,420	11,594	11,079
Waiver Requests Granted	5	6	11	9	6	2	1		6	1
Exemptions Granted for Companies Located Wholly Outside the United States			2	3						
Non-Compliance Letters Issued for Non-Compliance with PC-2 Bid Proposals							5			

Figure 20: Inquiries and Employer Report Forms Processed by Fiscal Year



Administration

Fiscal

Funds were appropriated for DHR in the amount of \$14,661,500 during FY2018. General Revenue Funds totaled \$9,523,700, Other State Funds were \$600,000 and Special Projects Funds or federal dollars appropriated were \$4,537,800 in contracts with:

- The U.S. Equal Employment Opportunity Commission (“EEOC”) to investigate dual-filed employment discrimination charges (\$1,237,542); and
- The U. S. Department of Housing and Urban Development (“HUD”) to process dual- filed housing

discrimination complaints and conduct special projects (\$825,028);

Expenditures for FY2018 totaled \$10,840,684, of which \$8,638.093 derived from General Revenue Funds, \$2,062,570 derived from Special Projects Funds, and \$140,021 derived from Other State Funds.

During FY2018, DHR entered an agreement with the Department of Central Management Services’ Internal Audit Bureau to institute an internal audit program, which began that same year.

Table 22: Expenditure Statement

EXPENDITURE STATEMENT	
FISCAL YEAR 2018	
	Expenditures
Personal Services	\$8,830,240
Retirement	\$513,582
Social Security	\$644,449
Group Insurance	\$273,278
Contractual Services	\$121,560
Travel	\$53,534
Commodities	\$10,061
Printing	\$13,724
Statistical and Tabulating Services	\$228,322
Telecommunications	\$91,661
Computer Software	\$948
Office Equipment Rental	\$29,750
Repairs and Maintenance	-
Auto	-
Office Supplies	\$7,163
Office Furniture and Equipment	\$13,753
Insurance	\$1,262
Insurance	\$236
Administration and Other Purposes	\$7,161
Total	\$10,840,684

Table 23: End of Year Headcount

END OF YEAR HEADCOUNT						
Fiscal Year:	2013	2014	2015	2016	2017	2018
Total	144	143	137	121	123	125

Legislative Affairs

The Legislative and Intergovernmental Affairs (“LIA”) office’s principle responsibility is the research, development and promotion of the agency’s legislation and the establishment of 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 Illinois Human Rights Act (“Act”) and agency rules and regulations.

As explained in more detail in the Investigations Section of this report, it is critical to DHR’s effective enforcement of the employment and fair housing provisions of the Act, that its law and procedures remain substantially equivalent to that of its federal partners, EEOC and HUD. Thus, one function of the LIA is monitoring legislation for its effect on DHR’s substantial equivalency. When legislation is proposed that may negatively affect DHR’s substantial equivalency, the LIA coordinates an agency response to meet with those involved and mitigate any negative effects.

While the LIA office monitored several pieces of legislation this year, the following are legislative measures that were either introduced to the General Assembly or have become law and impact the Illinois Human Rights Act. They are:

DHR Initiatives

HB 5165 (Tort Immunity)

Amends the Local Governmental and Governmental Employees Tort Immunity Act. Provides that nothing in the Act affects the liability, if any, of a local public entity or public employee based on the Illinois Human Rights Act. Rule 19(a) / Re-referred to Rules Committee

HB 5307 (Electronic Means of Service)

Amends the Illinois Human Rights Act. Provides that certain notices in proceedings other than those involving real estate transactions may be sent by electronic mail, if elected by the party. Referred to Rules Committee

HB 5443 (Charges and Litigation)

Amends the Illinois Human Rights Act. Deletes language providing that the Department of Human Rights shall stay

any administrative proceedings after the filing of a civil action by or on behalf of the aggrieved party under any federal or State law seeking relief with respect to the alleged civil rights violation. This amendment was sought to ensure that the remedies available for fair housing violations in Illinois were the same as under federal law, thus ensuring DHR’s substantial equivalency with the federal housing investigations process and DHR’s eligibility to participate in the U.S. Department of Housing and Urban Development’s (HUD’s) Fair Housing Assistance Program (FHAP). Rule 19(a) / Re-referred to Rules Committee

SB 3573 (Administrative Closure-Court Proceeding)

Amends the Illinois Human Rights Act. Provides that the Department of Human Rights may administratively close an allegation contained in a charge pending before the Department if the issues which are the basis of the allegation are being litigated in a State or federal court proceeding. Referred to Assignments

New Laws

P.A. 100-554 (Sexual Harassment-VariouS)

Amends the Illinois Human Rights Act. Requires DHR to establish a sexual harassment hotline for the anonymous reporting of sexual harassment in both public and private places of employment, and to provide for reporting by both telephone and Internet. Amends the Illinois Administrative Procedure Act to provide for emergency rulemaking. *Effective November 16, 2017.*

P.A. 100-588 (Sexual Harassment-VariouS)

Amends the Illinois Human Rights Act. Requires inclusion of “the right to be free from sexual harassment” in notices posted by employers; requires the creation and maintenance of a Helpline to Report Sexual Harassment and Discrimination with an evaluation of the Helpline on an annual basis; changes the time in which to file a charge from within 180 days to within 300 calendar days after the date of violation; and permits DHR to deem a charge filed with the Equal Employment Opportunity Commission within 300 calendar days as filed with DHR. *Effective June 8, 2018.*

P.A. 100-1066 (Opt-Out/Administrative Dismissal, Human Rights Commission-VariouS)

Amends the Illinois Human Rights Act. Requires DHR to cease its investigation and administratively dismiss a pending charge if the complainant has initiated the same or substantially the same allegations in a State or Federal court or in a local government administrative agency and is seeking the same or substantially same relief in that forum. With regard to non-housing charges, changes the time in which a charge may be filed from 180 days to 300 days after the date that a civil rights violation is alleged to have been committed, and grants complainants the right to opt out of DHR's investigative process within 60 days after receipt of notice of the right to opt out, and commence a civil action in the appropriate circuit court. With regard to the Human Rights Commission ("HRC"), reduces the number of Commissioners from 13 to 7, and requires that they be employed full time by the HRC; creates a temporary panel of 3 Commissioners to focus only on Requests for Review and requires decisions of the HRC to be published and available on its website within a specific timeframe. *Effective August 24, 2018.*

P.A. 100-698 (Sexual Harassment Policy)

Amends the Illinois Human Rights Act ("HRA"). Adds a provision requiring each bidder who submits a bid or offer for a State contract under the Illinois Procurement Code to have a sexual harassment policy in accordance with Section 2-105 of the HRA, and to provide a copy of the policy to the State agency entering into the contract upon request. *Effective January 1, 2019.*

P.A. 100-714 (Order of Protection Status)

Amends the Illinois Human Rights Act. Provides that "order of protection status" includes status as a person protected under the Protective Orders Article of the Code of Criminal Procedure of 1963, the Stalking No Contact Order Act and the Civil No Contact Order Act. *Effective January 1, 2019.*

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 functions of Management Operations include:

Information Systems and Telecommunications Services, in coordination with the Department of Innovation and Technology (DoIT):

- Supporting and managing all functions of DHR's mainframe applications such as the case management and public contracts systems. Supports all IT functions including local area network, email application, and website management.
- Supporting and managing all landline and cellular hardware and voice line communication.

Operational Planning and Office Management:

- Creating and designing office and department area layout configurations to maximize office workflow and productivity for three locations (Chicago, Springfield, Marion).

Visitors:

- In addition to serving the DHR's employees, Management Operations' staff assisted approximately 10,573 visitors in the Chicago and Springfield Offices in fiscal year 2018.

Goals for Fiscal Year 2018

Management Operations' goals for Fiscal Year 2018 were to improve the state of technology for the Department, specifically, by identifying and implementing new software technology solutions that will increase efficiencies and collaborations across the Department and improve service delivery to customers. Management Operations also sought to collaborate, support, and develop solutions for projects with technology-related components. Finally, Management Operations sought to improve the overall layout and aesthetics of the Department's offices, identify areas needing improvement and create a design plan for execution.

Highlights of FY2018 Accomplishments

- Revamped, redesigned, and launched a new DHR website with a modern look and improved functionality.

- Designed and launched a new DHR Intranet portal that includes sections for division content, a repository for investigation files, announcement rotator banners, division network links, and quick links pages for access to DHR information.
- Designed and launched a new Sexual Harassment Helpline website on time, in accordance with P.A. 100-0554. (Upon being signed by Governor Rauner effective November 16, 2017, this Public Act mandated that DHR develop and implement a Hotline and accompanying website to report sexual harassment and learn about counseling and legal resources. Effective June 8, 2018, P.A. 100-0588 expanded the Hotline to a “Sexual Harassment and Discrimination Helpline,” which necessitated updates to the website.)
- Installed and set up OneDrive access to Executive, Supervisor, and other DHR staff to access the cloud environment.
- Designed and implemented new signage for DHR’s Chicago entrance wall, which included the Illinois state seal, DHR logo and the word “welcome” in multiple languages.
- Reconfigured DHR’s Information Technology Resource Center layout for improved efficiency in service delivery to DHR staff members.
- Planned, managed and implemented a relocation of DHR’s Springfield office to a more functional and renovated office space located at 535 W. Jefferson Street, effective July 9, 2018.
- and sharing documents with the Human Rights Commission;
- Refreshing chairs for all DHR staff;
- Planning and implementing a new web-based customer contact form to improve DHR responses to inquiries and requests;
- Planning and installing a new security door in the Chicago office to promote safety for DHR staff; and
- Planning and managing a relocation of DHR’s Marion office to a larger and more functional office space.

Media Relations

The Public Information Officer (“PIO”) manages 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. The position is also tasked with promoting the agency’s image statewide and publicizing agency activities through media connections, press releases, social media, and web presence.

Press Releases:

October 26, 2017: [State of Illinois Celebrates National Disability Employment Awareness Month](#): Release discussing the celebration of National Disability Employment Awareness Month (NDEAM).

February 16, 2018: [Illinois Department of Human Rights Announces Sexual Harassment Hotline](#): announced the creation of a toll-free sexual harassment hotline to provide resources to the public, including referrals to counseling and legal services.

April 4, 2018: [8th Annual Equal Pay Day Event](#): An event drawing attention to the gender pay gap and related issues such as gender disparity in the workplace, sexual harassment and discrimination based on sex and race.

April 10, 2018: [Illinois Department of Human Rights Launches New Website](#): Release announcing launch of DHR’s new website, featuring a more modern and user-friendly design.

What to Expect in FY2019

For Fiscal Year 2019, Management Operations staff are working on the following projects:

- Disseminating to DHR staff upgraded PCs with Windows 10 technology;
- Disseminating upgraded videoconference equipment to DHR’s Chicago and Springfield offices;
- Planning and implementing a transition to an electronic case management system for DHR’s investigative functions, including case tracking, document storage

Fairness and Equality Campaign Press Releases:

February 1, 2018: [Illinois Department of Human Rights Launches “Fairness and Equality Campaign” for Illinois Bicentennial](#): A release announcing the launch of the “Fairness and Equality Campaign” in recognition of the Illinois Bicentennial. The campaign aims to get at least 200 local government entities to commit to improving cultural relations in their communities.

April 26, 2018: [Illinois Department of Human Rights celebrates Keeping the Dream Alive](#): An event in East St. Louis honoring individuals who are fighting to ensure all people have access to fair and equal housing.

June 20, 2018: [Illinois Department of Human Rights Honors the “Dream”](#): An event recognizing those who go above the call of duty to improve the quality of life for immigrants in the Quad Cities area.



Amy Kelly, DHR Employee, in Pride Month PSA, June 2018



Marian Honel, DHR Employee, in one of DHR’s Sexual Harassment and Discrimination Helpline PSAs



Ovelia Smith-Barton, DHR Employee, in one of DHR’s Sexual Harassment and Discrimination Helpline PSAs



Marcio Mendoza, DHR Employee, in one of DHR’s Sexual Harassment and Discrimination Helpline PSAs

Public Service Announcements (PSAs):

Sexual Harassment: Three Public Service Announcements (“PSAs” were filmed promoting the Sexual Harassment and Discrimination Helpline. These PSAs shed light on sexual harassment and helped to bring awareness of the availability of the Helpline to those who may have experienced sexual harassment or discrimination.

Pride Month PSA: In honor of June being PRIDE Month in Illinois, DHR filmed a PSA focusing on our LGBTQ community’s right to be free from discrimination under the Illinois Human Rights Act.

Public Service Announcements were filmed coordinating the resources of DHR and the Illinois Office of Communication and Information. DHR employees served as spokespeople for the PSAs.

What to Expect in FY2019

In fiscal year 2019, DHR anticipates filming additional Public Service Announcements regarding DHR’s charge processing functions, specifically intake services.

Call the Illinois Sexual Harassment and Discrimination Helpline at
1-877-236-7703
IT'S NEVER OK!



State of Illinois
Department of Human Rights

A slide from one of DHR’s Sexual Harassment and Discrimination Helpline PSAs

Llame a la Línea de Ayuda de Acoso Sexual y Discriminación de Illinois
1-877-236-7703
¡Nunca está bien!



State of Illinois
Department of Human Rights

A slide from one of DHR’s Sexual Harassment and Discrimination Helpline PSAs

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ILLINOIS DEPARTMENT OF
Human Rights

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(866) 740-3953 (TTY)

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