



ILLINOIS OFFICE OF COMPTROLLER

SUSANA A. MENDOZA
COMPTROLLER

February 28, 2020

Mr. John W. Hollman
Clerk of the House
Room 300, Capitol Building
Springfield, IL 62706

Dear Mr. Hollman,

Please find attached the Illinois Office of Comptroller's Fiscal Year 2020 African American, Asian American, Native American and Hispanic State Employment Plans.

If you have any questions, please do not hesitate to contact me at 217/785-6253.

Sincerely,

A handwritten signature in cursive script that reads "Javier Cazares".

Javier Cazares
EEO/AA Officer and Employee Liaison



ILLINOIS OFFICE OF COMPTROLLER

SUSANA A. MENDOZA
COMPTROLLER

2020 AFRICAN AMERICAN EMPLOYMENT PLAN SURVEY CERTIFICATION

AGENCY: Illinois Office of Comptroller

ADDRESS: 325 West Adams Street, Springfield, IL 62704

TELEPHONE #: 217/782-6000

CHIEF EXECUTIVE OFFICER: Susan A. Mendoza Comptroller

EEO/AA OFFICER: Javier Cazares

This is to certify that the attached document represents the African American Employment Plan Survey of this agency and that the agency head has reviewed and approved these responses.

Javier Cazares
Signature

Javier Cazares
EEO/AA Officer

02/28/2020
Date

2020 State African American Employment Plan Survey
Office of Comptroller Susana A. Mendoza

Agency: Illinois Office of Comptroller

Agency Director or Secretary: Susana A. Mendoza, Comptroller

Name of Individual Completing Survey: Javier Cazares

Individual's Working Title: EEO/Affirmative Action Officer and Labor Liaison

Individual's Phone Number: 217/785-6253

Individual's Mailing Address: 325 West Adams, Springfield, IL 62704

Individual's Email Address: Javier.Cazares@illinoiscomptroller.gov

1. As of June 30, 2019, provide the number of African Americans employed within each of the following EEOC categories:

7 Officials and Managers

5 Professionals

2 Technicians

 Protective Service Workers

5 Paraprofessionals

4 Office and Clerical

 Skilled Craft Workers

 Service-Maintenance

2. As of June 30, 2019, provide the number of funded positions within each of the following EEO categories:

68 Officials and Managers

51 Professionals

11 Technicians

_____ Protective Service Workers

54 Paraprofessionals

42 Office and Clerical

2 Skilled Craft Workers

_____ Service-Maintenance

NOTE: Any available headcount that may be below our authorized, funded number, is filled and funded based on a needs-assessment by Executive Leadership teams. Funding for positions may not be specifically designated to a category but may be a determining consideration to address underutilization.

3. As of June 30, 2019, provide total number of agency employees on board; include full-time, part-time and employees on Leave of Absence:

228

4. As of June 30, 2019, provide the underutilization by category for African Americans, as reported by your agency to the Department of Human Rights:

_____ Officials and Managers

1 Professionals

_____ Technicians

_____ Protective Service Workers

_____ Paraprofessionals

_____ Office and Clerical

_____ Skilled Craft Workers

_____ Service-Maintenance

5. Were there any increases or decreases in the number of African Americans within any of the categories from the prior fiscal year? If so, please provide specific details.

Overall, the number of African Americans employees remained at 23 from last reporting period. As of June 30, 2018, there were 12 Officials and Managers, 3 Professionals, 2 Technicians and 6 Office and Clerical for a total of 23 African American employees. As of June 30, 2019, there are 23 African American employees (see question number 1).

6. How many Human Resources Staff does your agency have? 4

7. How many Human Resources staff are minorities? 1

8. How many employees, overall, vacated your agency due to resignation, retirement, layoff, termination or transfer during Fiscal Year 19?

29

- a. Please list position titles vacated.

Positions Titles:

- 2 Accounting Specialist
- 1 Assistant Policy Advisor
- 1 Chief Legal Counsel
- 1 Community Outreach
- 1 Deputy Director
- 4 Directors
- 1 Executive Assistant
- 1 General Counsel
- 1 Media Affairs Manager
- 5 Office Associates
- 4 Program Managers
- 4 Public Service Administrators
- 1 Public Service Administrator IT
- 1 Senior Strategist
- 1 Staff Assistant

- b. How many of those were African American employees? 2

- c. Please list position titles that were vacated by African American employees.

Community Outreach and Program Manager.

9. How many employees were hired during Fiscal Year 19 and in what titles?
(Include new hires from an Open Competitive list, inter- and intra-agency transfers, promotions, voluntary reductions, lateral moves, etc.)
of Hires: 31

a. Please list position titles hired.

Position titles:

6 Accounting Specialist
1 Assistant Comptroller
1 Assistant Program Manager
1 Auditor III
1 Communications Specialist
1 Community Outreach
1 Customer Service Representative
1 Deputy Director
1 Director
1 Legal Counsel
1 Legislative Aid
1 Legislative Liaison
7 Office Associate
2 Program Managers
1 Public Administrator Intern
1 Public Service Administrator IT
1 Research Analyst
1 Senior Public Service Administrator
1 Systems Analyst

b. How many of those were African American employees? 2

c. Please list position titles hired with African American employees.

Positions Titles:

Community Outreach and Legislative Aid

10. How many student workers or interns did your agency hire in Fiscal Year 19?
(Do not include Trainee titles.) 19

11. If your agency hired student workers or interns in Fiscal Year 19, how many were African American?
8

12. Does your agency provide budget allocations for African American Employment Programs? If yes, provide budget allocation for these programs:

The IOC does not specifically allocate resources to any one category, rather provides resources for recruitment and training overall. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations.

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

The EEO/AA Officer and the Director of Human Resources monitors and reviews hiring/promotional forms to ensure that minorities, including African Americans, are recruited and/or hired. Additionally, the EEO Officer communicates regularly with HR Director to report on addressing underutilization of protected classes.

14. List all agency activities undertaken in implementing the State African American Employment Plan:

- a. African American employment strategies (including employment, recruitment, internships, community linkages, etc.)

The IOC posts vacancies on the office intranet, internet, various educational institutions, the State of Illinois Work4Illinois website, and social media outlets in effort to attract minority candidates. The IOC employs Community Outreach Liaisons to assist with disseminating employment opportunities, including internships, as part of their duties. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations or programs.

- b. Promotional programs that provide African American employees with career ladder enhancement, self-development training, or otherwise enhance your agency's ability to meet or increase the needs of your African American public and your African American employees.

The Office has a tuition reimbursement program for employees interested in furthering their education and increasing their job skills. The IOC also provides extensive training to its employees by participating in the Statewide Training Clearinghouse and the Department of Human Rights training. The IOC Leadership consistently encourages and supports all employees who may desire professional training and development opportunities, provides cross-training opportunities to enhance our workforce, and offers an internal "lead worker" opportunity as part of our collective bargaining agreement.

- c. Recommendations provided by Department of Human Rights, Central Management Services or the Auditor General:

No recommendations were provided. However, The EEO Officer will continue to nurture our relationships with various minority organizations to provide them with copies of job vacancy postings and will continue working collaboratively within the interview and selection processes to ensure qualified minorities are considered and/or hired.



ILLINOIS OFFICE OF COMPTROLLER

SUSANA A. MENDOZA
COMPTROLLER

2020 ASIAN AMERICAN EMPLOYMENT PLAN SURVEY CERTIFICATION

AGENCY: Illinois Office of Comptroller

ADDRESS: 325 West Adams Street, Springfield, IL 62704

TELEPHONE #: 217/782-6000

CHIEF EXECUTIVE OFFICER: Susan A. Mendoza Comptroller

EEO/AA OFFICER: Javier Cazares

This is to certify that the attached document represents the Asian American Employment Plan Survey of this agency and that the agency head has reviewed and approved these responses.

Javier Cazares
Signature

Javier Cazares
EEO/AA Officer

02/28/2020
Date

2020 State Asian American Employment Plan Survey
Office of Comptroller Susana A. Mendoza

Agency: Illinois Office of Comptroller

Agency Director or Secretary: Susana A. Mendoza, Comptroller

Name of Individual Completing Survey: Javier Cazares

Individual's Working Title: EEO/Affirmative Action Officer and Labor Liaison

Individual's Phone Number: 217/785-6253

Individual's Mailing Address: 325 West Adams, Springfield, IL 62704

Individual's Email Address: Javier.Cazares@illinoiscomptroller.gov

1. As of June 30, 2019, provide the number of Asian Americans employed within each of the following EEOC categories:

2 Officials and Managers

1 Professionals

 Technicians

 Protective Service Workers

1 Paraprofessionals

 Office and Clerical

 Skilled Craft Workers

 Service-Maintenance

2. As of June 30, 2019, provide the number of funded positions within each of the following EEO categories:

68 Officials and Managers

51 Professionals

11 Technicians

_____ Protective Service Workers

54 Paraprofessionals

42 Office and Clerical

2 Skilled Craft Workers

_____ Service-Maintenance

NOTE: Any available headcount that may be below our authorized, funded number, is filled and funded based on a needs-assessment by Executive Leadership teams. Funding for positions may not be specifically designated to a category but may be a determining consideration to address underutilization.

3. As of June 30, 2019, provide total number of agency employees on board; include full-time, part-time and employees on Leave of Absence:

228

4. As of June 30, 2019, provide the underutilization by category for Asian Americans, as reported by your agency to the Department of Human Rights:

_____ Officials and Managers

1 Professionals

_____ Technicians

_____ Protective Service Workers

_____ Paraprofessionals

_____ Office and Clerical

_____ Skilled Craft Workers

_____ Service-Maintenance

5. Were there any increases or decreases in the number of Asian Americans within any of the categories from the prior fiscal year? If so, please provide specific details.

Overall, the number of Asian American employees remained the same since last reporting period. As of June 30, 2018, there were 3 Officials and Managers and 1 Office and Clerical Asian American employees. As of June 30, 2019, there are 4 Asian American employees (see question number 1).

6. How many Human Resources Staff does your agency have? 4
7. How many Human Resources staff are minorities? 1
8. How many employees, overall, vacated your agency due to resignation, retirement, layoff, termination or transfer during Fiscal Year 19? 29

- a. Please list position titles vacated.

Positions Titles:

- 2 Accounting Specialist
- 1 Assistant Policy Advisor
- 1 Chief Legal Counsel
- 1 Community Outreach
- 1 Deputy Director
- 4 Directors
- 1 Executive Assistant
- 1 General Counsel
- 1 Media Affairs Manager
- 5 Office Associates
- 4 Program Managers
- 4 Public Service Administrators
- 1 Public Service Administrator IT
- 1 Senior Strategist
- 1 Staff Assistant

- b. How many of those were Asian American employees? 0

- c. Please list position titles that were vacated by Asian American employees.

As of June 30, 2019, there were no positions vacated by Asian American employees to report.

9. How many employees were hired during Fiscal Year 19 and in what titles?
(Include new hires from an Open Competitive list, inter- and intra-agency transfers, promotions, voluntary reductions, lateral moves, etc.)

of Hires: 31

Position titles:

- 6 Accounting Specialist
- 1 Assistant Comptroller
- 1 Assistant Program Manager
- 1 Auditor III
- 1 Communications Specialist
- 1 Community Outreach
- 1 Customer Service Representative
- 1 Deputy Director
- 1 Director
- 1 Legal Counsel
- 1 Legislative Aid
- 1 Legislative Liaison
- 7 Office Associate
- 2 Program Managers
- 1 Public Administrator Intern
- 1 Public Service Administrator IT
- 1 Research Analyst
- 1 Senior Public Service Administrator
- 1 Systems Analyst

a. How many of those were Asian American employees? 0

b. Please list position titles hired with Asian American employees.

As of June 30, 2019, there were no positions hired with Asian American employees to report.

10. How many student workers or interns did your agency hire in Fiscal Year 19?
(Do not include Trainee titles.) 19

11. If your agency hired student workers or interns in Fiscal Year 19, how many were Asian American?
0

12. Does your agency provide budget allocations for Asian American Employment Programs? If yes, provide budget allocation for these programs:

The IOC does not specifically allocate resources to any one category, rather provides resources for recruitment and training overall. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations.

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

The EEO/AA Officer and the Director of Human Resources monitors and reviews hiring/promotional forms to ensure that whenever possible qualified minorities including Asian Americans are recruited and/or hired. Additionally, the EEO Officer communicates regularly with HR Director to report on addressing underutilization of protected classes.

14. List all agency activities undertaken in implementing the State Asian American Employment Plan:

- a. Asian American employment strategies (including employment, recruitment, internships, community linkages, etc.)

The IOC posts vacancies on the office intranet, internet, various educational institutions and social media outlets in effort to attract minority candidates. The IOC employs Community Outreach Liaisons to assist with disseminating employment opportunities, including internships, as part of their duties. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations or programs.

- b. Promotional programs that provide Asian American employees with career ladder enhancement, self-development training, or otherwise enhance your agency's ability to meet or increase the needs of your Asian American public and your Asian American employees.

The Office has a tuition reimbursement program for employees interested in furthering their education for increasing their job skills. The IOC also provides extensive training to its employees by participating in the Statewide Training Clearinghouse and the Department of Human Rights training. The IOC Leadership consistently encourages and supports all employees who may desire professional training and development opportunities, provides cross-training opportunities to enhance our workforce, and offers an internal "lead worker" opportunity as part of our collective bargaining agreement.

- c. Recommendations provided by Department of Human Rights, Central Management Services or the Auditor General:

No recommendations were provided. However, The EEO Officer will continue to nurture our relationships with various minority organizations to provide them with copies of job vacancy postings and will continue working collaboratively within the interview and selection processes to ensure qualified minorities are considered and/or hired.



ILLINOIS OFFICE OF COMPTROLLER

SUSANA A. MENDOZA
COMPTROLLER

2020 NATIVE AMERICAN EMPLOYMENT PLAN SURVEY CERTIFICATION

AGENCY: Illinois Office of Comptroller

ADDRESS: 325 West Adams Street, Springfield, IL 62704

TELEPHONE #: 217/782-6000

CHIEF EXECUTIVE OFFICER: Susan A. Mendoza Comptroller

EEO/AA OFFICER: Javier Cazares

This is to certify that the attached document represents the Native American Employment Plan Survey of this agency and that the agency head has reviewed and approved these responses.

Javier Cazares
Signature

Javier Cazares
EEO/AA Officer

02/28/2020
Date

2020 State Native American Employment Plan Survey
Office of Comptroller Susana A. Mendoza

Agency: Illinois Office of Comptroller

Agency Director or Secretary: Susana A. Mendoza, Comptroller

Name of Individual Completing Survey: Javier Cazares

Individual's Working Title: EEO/Affirmative Action Officer and Labor Liaison

Individual's Phone Number: 217/785-6253

Individual's Mailing Address: 325 West Adams, Springfield, IL 62704

Individual's Email Address: Javier.Cazares@illinoiscomptroller.gov

1. As of June 30, 2019, provide the number of Native Americans employed within each of the following EEOC categories:

 Officials and Managers

 1 Professionals

 Technicians

 Protective Service Workers

 Paraprofessionals

 Office and Clerical

 Skilled Craft Workers

 Service-Maintenance

2. As of June 30, 2019, provide the number of funded positions within each of the following EEO categories:

68 Officials and Managers

51 Professionals

11 Technicians

 Protective Service Workers

54 Paraprofessionals

42 Office and Clerical

2 Skilled Craft Workers

 Service-Maintenance

NOTE: Any available headcount that may be below our authorized, funded number, is filled and funded based on a needs-assessment by Executive Leadership teams. Funding for positions may not be specifically designated to a category but may be a determining consideration to address underutilization.

3. As of June 30, 2019, provide total number of agency employees on board; include full-time, part-time and employees on Leave of Absence:

228

4. As of June 30, 2019, provide the underutilization by category for Native Americans, as reported by your agency to the Department of Human Rights:

0 Officials and Managers

0 Professionals

0 Technicians

0 Protective Service Workers

0 Paraprofessionals

0 Office and Clerical

0 Skilled Craft Workers

0 Service-Maintenance

5. Were there any increases or decreases in the number of Native Americans within any of the categories from the prior fiscal year? If so, please provide specific details.

Overall, the number of Native American employees increased by 1 since last reporting period. As of June 30, 2018, there were no Native American employees to report. As of June 30, 2019, there is 1 Professional Native American employees.

6. How many Human Resources Staff does your agency have? 4
7. How many Human Resources staff are minorities? 1
8. How many employees, overall, vacated your agency due to resignation, retirement, layoff, termination or transfer during Fiscal Year 19? 29

- a. Please list position titles vacated.

Positions Titles:

- 2 Accounting Specialist
- 1 Assistant Policy Advisor
- 1 Chief Legal Counsel
- 1 Community Outreach
- 1 Deputy Director
- 4 Directors
- 1 Executive Assistant
- 1 General Counsel
- 1 Media Affairs Manager
- 5 Office Associates
- 4 Program Managers
- 4 Public Service Administrators
- 1 Public Service Administrator IT
- 1 Senior Strategist
- 1 Staff Assistant

- b. How many of those were Native American employees? 0

- c. Please list position titles that were vacated by Native American employees.

As of June 30, 2019, there were no vacated position titles by Native American employees to report.

9. How many employees were hired during Fiscal Year 19 and in what titles?
(Include new hires from an Open Competitive list, inter- and intra-agency transfers, promotions, voluntary reductions, lateral moves, etc.)

of Hires: 31

Position titles:

6 Accounting Specialist
1 Assistant Comptroller
1 Assistant Program Manager
1 Auditor III-C
1 Communications Specialist
1 Community Outreach
1 Customer Service Representative
1 Deputy Director
1 Director
1 Legal Counsel
1 Legislative Aid
1 Legislative Liaison
7 Office Associate
2 Program Managers
1 Public Administrator Intern
1 Public Service Administrator IT
1 Research Analyst
1 Senior Public Service Administrator
1 Systems Analyst

a. How many of those were Native American employees? 1

b. Please list position titles hired with Native American employees.

Auditor III-C.

10. How many student workers or interns did your agency hire in Fiscal Year 19?
(Do not include Trainee titles.) 19

11. If your agency hired student workers or interns in Fiscal Year 19, how many were Native American?

0

12. Does your agency provide budget allocations for Native American Employment Programs? If yes, provide budget allocation for these programs:

The IOC does not specifically allocate resources to any one category, rather provides resources for recruitment and training overall. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations.

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

The EEO/AA Officer and the Director of Human Resources monitors and reviews hiring/promotional forms to ensure that whenever possible qualified minorities including Native Americans are recruited and/or hired. Additionally, the EEO Officer communicates regularly with HR Director to report on addressing underutilization of protected classes.

14. List all agency activities undertaken in implementing the State Native American Employment Plan:

- a. Native American employment strategies (including employment, recruitment, internships, community linkages, etc.)

The IOC posts vacancies on the office intranet, internet, various educational institutions and social media outlets in effort to attract minority candidates. The IOC employs Community Outreach Liaisons to assist with disseminating employment opportunities, including internships, as part of their duties. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations or programs.

- b. Promotional programs that provide Native American employees with career ladder enhancement, self-development training, or otherwise enhance your agency's ability to meet or increase the needs of your Native American public and your Native American employees.

The Office has a tuition reimbursement program for employees interested in furthering their education for increasing their job skills. The IOC also provides extensive training to its employees by participating in the Statewide Training Clearinghouse and the Department of Human Rights training. The IOC Leadership consistently encourages and supports all employees who may desire professional training and development opportunities, provides cross-training opportunities to enhance our workforce, and offers an internal "lead worker" opportunity as part of our collective bargaining agreement.

- c. Recommendations provided by Department of Human Rights, Central Management Services or the Auditor General:

No recommendations were provided. However, The EEO Officer will continue to nurture our relationships with various minority organizations to provide them with copies of job vacancy postings and will continue working collaboratively within the interview and selection processes to ensure qualified minorities are considered and/or hired.



ILLINOIS OFFICE OF COMPTROLLER

SUSANA A. MENDOZA
COMPTROLLER

2020 HISPANIC EMPLOYMENT PLAN SURVEY CERTIFICATION

AGENCY: Illinois Office of Comptroller

ADDRESS: 325 West Adams Street, Springfield, IL 62704

TELEPHONE #: 217/782-6000

CHIEF EXECUTIVE OFFICER: Susan A. Mendoza Comptroller

EEO/AA OFFICER: Javier Cazares

This is to certify that the attached document represents the Hispanic Employment Plan Survey of this agency and that the agency head has reviewed and approved these responses.

Javier Cazares
Signature

Javier Cazares
EEO/AA Officer

02/28/2020
Date

2020 State Hispanic Employment Plan Survey
Office of Comptroller Susana A. Mendoza

Agency: Illinois Office of Comptroller

Agency Director or Secretary: Susana A. Mendoza, Comptroller

Name of Individual Completing Survey: Javier Cazares

Individual's Working Title: EEO/Affirmative Action Officer and Labor Liaison

Individual's Phone Number: 217/785-6253

Individual's Mailing Address: 325 West Adams, Springfield, IL 62704

Individual's Email Address: Javier.Cazares@illinoiscomptroller.gov

1. As of June 30, 2019, provide the number of Hispanics employed within each of the following EEOC categories:

1 Officials and Managers

5 Professionals

1 Technicians

 Protective Service Workers

3 Paraprofessionals

7 Office and Clerical

 Skilled Craft Workers

 Service-Maintenance

2. As of June 30, 2019, provide the number of funded positions within each of the following EEO categories:

68 Officials and Managers

51 Professionals

11 Technicians

_____ Protective Service Workers

54 Paraprofessionals

42 Office and Clerical

2 Skilled Craft Workers

_____ Service-Maintenance

NOTE: Any available headcount that may be below our authorized, funded number, is filled and funded based on a needs-assessment by Executive Leadership teams. Funding for positions may not be specifically designated to a category but may be a determining consideration to address underutilization.

3. As of June 30, 2019, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

_____ Officials and Managers

1 Professionals

_____ Technicians

_____ Protective Service Workers

1 Paraprofessionals

5 Office and Clerical

_____ Skilled Craft Workers

_____ Service-Maintenance

4. As of June 30, 2019, provide total number of agency employees on board; include full-time, part-time and employees on Leave of Absence:

228

5. As of June 30, 2019, provide the underutilization by category for Hispanics, as reported by your agency to the Department of Human Rights:

0 Officials and Managers

0 Professionals

0 Technicians

0 Protective Service Workers

0 Paraprofessionals

0 Office and Clerical

0 Skilled Craft Workers

0 Service-Maintenance

6. Were there any increases or decreases in the number of Hispanic employees within any of the categories from the prior fiscal year? If so, please provide specific details.

Overall, the number of Hispanic employees has increased by 3 since last reporting period. As of June 30, 2018, there were 8 Officials and Management, and 6 Paraprofessional for a total of 14 Hispanic/Latino employees. As of June 30, 2019, there are 17 Hispanic/Latino employees (see question number 1).

7. How many Human Resources Staff does your agency have? 4

8. How many Human Resources staff are minorities? 1

- 1 Legal Counsel
- 1 Legislative Aid
- 1 Legislative Liaison
- 7 Office Associate
- 2 Program Managers
- 1 Public Administrator Intern
- 1 Public Service Administrator IT
- 1 Research Analyst
- 1 Senior Public Service Administrator
- 1 Systems Analyst

b. How many of those were Hispanic employees? 4

c. Please list position titles hired with Hispanic employees.

Assistant Program Manager, Customer Service Representative, Office Associate, and Program Manager.

11. How many student workers or interns did your agency hire in Fiscal Year 19? (Do not include Trainee titles.) 19

12. If your agency hired student workers or interns in Fiscal Year 18, how many were Hispanic? 4

13. How does your agency determine the number of Spanish language-speaking bilingual positions needed to insure accessibility for your Spanish language speaking public?

The Office of Human Resources reviews vacant positions to determine where positions would benefit by having Spanish-speaking staff. As part of this review, positions have been designated as Spanish-speaking and receivers of any inquiry from Spanish speaking callers. Further, the office provides additional compensation for employees in bi-lingual positions and those employees that may assist the Spanish-speaking public.

14. How does your agency assess bilingual skills when filling bilingual positions (Example; structured oral interview, written test)?

The Office of Human Resources utilizes an on-site bilingual employee to assist with verifying bilingual skills through basic reading and writing questionnaires along with performing basic conversational/communication skills as part of the interview process.

15. Describe the Agency's processes for communicating with Hispanic clients who are limited English speakers who seek services and/or advocacy by phone or in person.

These types of inquiries are assigned to a current bilingual employee who may either provide direct assistance or act as a translator to another employee who may provide the assistance.

16. Does your agency provide budget allocations for Hispanic Employment Programs? If yes, provide budget allocation for these programs:

The IOC does have a Bi-Lingual Stipend Program for those employees in positions that require bi-lingual needs, including Spanish-speaking positions. These positions are identified by conducting a needs-assessment within each department of the IOC. As needs are identified, budget resources are made available to support this program. However, the IOC does not specifically allocate resources to any one category, rather provides resources for recruitment and training overall. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations or programs.

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

The EEO/AA Officer and the Director of Human Resources monitor and reviews hiring/promotional forms to ensure that qualified minorities, including Hispanics, are recruited and/or hired. Additionally, the EEO Officer communicates regularly with HR Director to report on addressing underutilization of protected classes.

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

- a. Hispanic employment strategies (including employment, recruitment, internships, community linkages, etc.)

The IOC posts vacancies on the office intranet, internet, various educational institutions and social media outlets in effort to attract minority candidates. The IOC employs Community Outreach Liaisons to assist with disseminating employment opportunities, including internships, as part of their duties. Additionally, resources may be made available to an employee who may be interested in participating in specific training associated with minority associations or programs. The EEO Officer and Human Resources staff continue to attend career fairs and post vacancies to various sites to reach as many applicants as possible and the Human Resources Director continues to monitor and assess vacancies for bi-lingual needs.

- b. Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training, or otherwise enhance your agency's ability to meet or increase the needs of your Hispanic public and your Hispanic employees.

The Office has a tuition reimbursement program for employees interested in furthering their education for increasing their job skills. The IOC also provides extensive training to its employees by participating in the Statewide Training Clearinghouse and the Department of Human Rights training. The IOC Leadership consistently encourages and supports all employees who may desire professional training and development opportunities, provides cross-training opportunities to enhance our workforce, and offers an internal “lead worker” opportunity as part of our collective bargaining agreement.

- c. Recommendations provided by Department of Human Rights, Central Management Services or the Auditor General:

No recommendations were provided. However, The EEO Officer will continue to nurture our relationships with various minority organizations to provide them with copies of job vacancy postings and will continue working collaboratively within the interview and selection processes to ensure qualified minorities are considered and/or hired.