



Illinois Department of Insurance

JB PRITZKER
Governor

**DANA POPISH
SEVERINGHAUS**
Director

March 19, 2024

To the Honorable Members of the General Assembly:

The State Service Assurance Act, 5 ILCS 382/3-1, requires each state agency to report annually to the General Assembly their staffing level of front-line bilingual employees in certain AFSCME bargaining unit positions.

Please find the enclosed report of bilingual employees currently employed by the Department of Insurance.

Should you have any questions or need more information, please contact Matt Goldie, EEO Officer and Affirmative Action Coordinator, at (217) 720-7186, or Matthew.T.Goldie@illinois.gov.

Sincerely,

Dana Popish Severinghaus
FM

Dana Popish Severinghaus
Director



Illinois Department of Insurance

J.B. Pritzker
Governor

Dana Popish Severinghaus
Director

Employees of the Department of Insurance Receiving Bilingual Pay, March 31, 2024			
Employee Name	Position Title	Position Number	Language
Maileen Carrasquillo	Insurance Analyst	21571-14-17-500-32-01	Spanish
Gabriel Martinez	Insurance Analyst	21571-14-17-500-32-01	Spanish
Cameron Beedie	Insurance Analyst	21571-14-17-500-22-01	Spanish

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION				29	SS1		21571-14-17-500-32-01		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION		P & C Products		0	016	2	R		
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		01/16/2022			
NEW/REVISED POSITION		P & C Complaints		P & C Complaints/Chicago					
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION				N					
Cook									
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
30%		1. Advises and responds to consumers contacting the Department's toll-free number and visiting the Department in person by providing routine information regarding property and casualty insurance: <ul style="list-style-type: none"> works under the direction of upper level analysts to respond to routine inquiries explaining coverage, policy provisions, applicable insurance laws and regulations, evaluates and compares policies, advises consumer agency functions, policies, and procedures with regards to assistance with property & casualty insurance appeals, complaints, and disputes, assists consumers with filing of formal written complaints, assists upper level analysts and consumers by providing status of complaints to complainants, maintains tally of all calls received and made daily, prepares and assembles materials for mailing to callers and inquirers. 							
20%		2. Reviews and analyzes written correspondence received by the Property & Casualty Complaints Section, determining status (complaint or inquiry), proper respondent (insurer name) and							

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BY: _____

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<p>processing through the electronic system for handling by an assigned property & casualty analyst:</p> <ul style="list-style-type: none"> • utilizes resources from within the Department, including registered entity database, producer database, and from outside the Department, including the internet to assist in identifying entities not recognized as registered entities within the Department.
20%	<p>3. Researches and responds to routine entry level inquiries from insurers, producers, attorneys and other interested individuals, organizations, or groups:</p> <ul style="list-style-type: none"> • interacts with other Departmental staff, staff of other state agencies and insurers to gather information regarding policy provisions and to obtain clarifications and interpretations of policies and procedures and applicable laws and regulations, • reviews materials published by other agencies as well as the Illinois Insurance Code and reference materials such as Consumer Fact Sheets, • utilizes the electronic complaint system to create or select letter to be sent to the inquirer.
15%	<p>4. Receives training to conduct examinations into routine entry level complaints filed by consumers, or other interested parties acting on the behalf of a consumer against an insurance company involving property & casualty insurance:</p> <ul style="list-style-type: none"> • communicates effectively and professionally with the complainant and insurer to obtain factual information regarding the policy and the dispute, • reviews the complaint and company response, the applicable policy provisions and Illinois laws and regulations to determine if violations have occurred, • advocates for consumer to resolve complaints within the contract provisions and the insurance laws and rules, • utilizes the electronic complaint system to select appropriate closing letter and edit as needed, • properly categorizes the complaint in compliance with the National Association of Insurance Commissioners (NAIC) closing codes, • works with upper level analysts and supervisor, becomes more familiar with insurance laws and rules and attends offered training sessions.
10%	<p>5. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints:</p> <ul style="list-style-type: none"> • translates and interprets for staff of other areas of the Department in interactions with Spanish Speaking individuals.
5%	<p>6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>

17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Public Service Administrator 37015-14-17-500-30-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

- Supervisor Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of high school.
2. Requires satisfactory completion of Insurance Analyst Trainee training program or one year of experience in the insurance industry.

Preferred Qualifications (In Order of Significance)

1. ; working knowledge of the Illinois Insurance Code, departmental rules, regulations, executive bulletins and general insurance company methods and procedures, particularly as related to property and liability types of financial regulations; as related to policy evaluation, license, and complaint resolution.
2. working knowledge of accounting principles and auditing methods.
3. working knowledge of office methods and procedures.
4. working knowledge of the functions, products, and services of the department.
5. ; the ability to read, assimilate and recall with clarity particulars pertaining to life and annuity insurance.
6. ability to properly analyze financial statements and/or evaluate contractual provisions of insurance policies.
7. ability to solicit information from individuals that has value for a given purpose.
8. ; ability to actively interpret the Illinois Insurance Code and departmental rules, regulations, and executive bulletins.
9. ability to compose effective and comprehensible correspondence.
10. ability to perform fact finding and investigative interviews.
11. ; ability to establish and maintain satisfactory working relationships with coworkers, insurance company representatives and the general public.
12. ; working knowledge of appeal procedures, external independent reviews, and complaint resolution.
13. ; working knowledge of Microsoft Word, Microsoft Office Outlook, Lotus Notes, and the Internet.

20. CONDITIONS OF EMPLOYMENT			
1. Requires ability to speak, read and write Spanish at a colloquial skill level. 2. Requires ability to pass a background check.			
21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.			
The Illinois Department of Insurance is seeking to hire an Insurance Analyst. This position advises and responds to consumers contacting the Department's toll-free number and visiting the Department in person by providing routine information regarding property and casualty insurance; reviews and analyzes written correspondence received by the Property & Casualty Complaints Section; researches and responds to routine entry level inquiries from insurers, producers, attorneys and other interested individuals, organizations or groups; receives training and conducts investigations into routine entry level complaints filed by consumers, and complainants, or other interested parties acting on the behalf of a consumer against an insurance company involving property & casualty insurance. The position utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints and provides translation and interpretation for staff of other areas of the Department. We invite all qualified applicants to apply.			
22. ABOUT THE AGENCY/BUREAU/PROGRAM			
The Department of Insurance (DOI) regulates the insurance market in the State of Illinois including, but not limited to, licensing and educating insurance agents, investigating Workers Compensation fraud, and examining the operations and finances of insurance companies domiciled in the state. We are committed to protecting consumers and regulating the insurance industry with innovation and efficiency. DOI has approximately 220 employees who are split between our Chicago and Springfield offices.			
DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Jeanul Brachy</i> 3/13/22		<i>Dana Popielshus</i> <i>Beth Kuntzehaus</i>	2/4/2022

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION									
Insurance Analyst				29	SS1		21571-14-17-500-22-01		
3. AGENCY			4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION									
Insurance			P & C Products		0	084	2	R	
10. SECTION			11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION					<input type="checkbox"/> MA021 ESTABLISH		12/16/2023		
NEW/REVISED POSITION					<input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY				
P & C Products Complaints			P & C Complaints/Springfield		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION									
NEW/REVISED POSITION									
Sangamon			RC014		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
35%	1. Conducts investigations into complaints filed by consumers or other interested parties acting on the behalf of a consumer against an insurance company involving property and casualty insurance disputes: <ul style="list-style-type: none"> communicates effectively and professionally with the complainant and respondent to obtain factual information regarding the policy and the dispute, reviews the complaint and response, applicable policy provisions and Illinois laws and regulations to determine if violations have occurred, advocates for consumer to resolve complaints within the contract provisions and the insurance laws and rules, utilizes the electronic complaint system to select appropriate closing letter and edit as needed, categorizes the complaint in compliance with the National Association of Insurance Commissioners (NAIC) closing codes, provides guidance and training to lower-level analysts. 								
20%	2. Advises and responds to consumers contacting the Department's toll-free number and visiting the Department in person by providing information regarding property and casualty insurance:								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • works independently responding to complex inquiries explaining coverage, policy provisions, applicable insurance laws and regulations, • assists with evaluating and comparing policies, • provides departmental interpretation of the Illinois Insurance Code, rules, and regulations, • advises consumer agency functions, policies, and procedures with regards to assistance with property and casualty insurance appeals, complaints, and disputes, • assists consumers with filing of formal written complaints, • creates record of calls received in existing complaint files, • prepares and assembles materials for mailing to callers and inquirers.
15%	<p>3. Reviews and analyzes written correspondence received by the Property & Casualty Complaints Section, determining status (complaint or inquiry), proper respondent (insurer name) and processing through the electronic system for handling by an assigned property & casualty analyst:</p> <ul style="list-style-type: none"> • utilizes resources from within the Department, including registered entity database, producer database, and from outside the Department, including the internet to assist in identifying entities not recognized as registered entities within the Department.
10%	<p>4. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints:</p> <ul style="list-style-type: none"> • translates and interprets for staff of other areas of the Department in interactions with Spanish Speaking individuals.
5%	<p>5. Reconciles complaints by reviewing and analyzing information provided by respondents requesting changes to closing codes on complaints:</p> <ul style="list-style-type: none"> • makes changes using electronic complaint system, • updates case status as appropriate.
5%	<p>6. Represents the Department at disaster preparedness/recovery events such as Multi Agency Resource Centers (MARC).</p>
5%	<p>7. Assists lower-level analysts:</p> <ul style="list-style-type: none"> • by training analysts on basic topics and procedures, • in responding to consumer calls concerning property and casualty insurance.
5%	<p>8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>

17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Public Service Administrator 37015-14-17-500-00-01	WORKING TITLE (IF ANY) Assistant Deputy Director P&C Products Complaints
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

- Supervisor Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years of high school.
2. Requires satisfactory completion of Insurance Analyst Trainee training program or one (1) year of experience in the insurance industry.
3. Requires the ability to speak, read and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers at least one (1) year of experience in the Property & Casualty insurance market.
2. Prefers at least one (1) year of experience in working with the Illinois Insurance Code, departmental rules, regulations, executive bulletins and general insurance company methods and procedures, particularly as related to property and liability types of financial regulations as related to policy evaluation and complaint resolution.
3. Prefers at least one (1) year of experience working with accounting principles and auditing methods.
4. Prefers at least one (1) year of experience working with office methods and procedures.
5. Prefers at least one (1) year of experience working with the functions, products, and services of the department.
6. Prefers at least one (1) year of experience in reading, assimilating, and recalling with clarity particulars pertaining to property and casualty insurance.
7. Prefers least one (1) year of experience in properly analyzing financial statements and/or evaluating contractual provisions of insurance policies.
8. Prefers least one (1) year of experience in answering phone calls and addressing phone inquiries.
9. Prefers at least one (1) year of experience in actively interpreting the Illinois Insurance Code and departmental rules, regulations, and executive bulletins.
10. Prefers at least one (1) year of experience composing effective and comprehensible correspondence.
11. Prefers at least one (1) year of experience performing fact finding and investigative interviews.

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

- 12. Prefers at least one (1) year of experience establishing and maintaining satisfactory working relationships with coworkers, insurance company representatives and the general public.
- 13. Prefers at least one (1) year of experience working with appeal procedures, external independent reviews, and complaint resolution.
- 14. Prefers at least one (1) year of experience working with Microsoft Word, Microsoft Office Outlook, Microsoft Excel, and Salesforce.

20. CONDITIONS OF EMPLOYMENT

- 1. Requires ability to pass a background check.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

The Illinois Department of Insurance is seeking to hire an Insurance Analyst in the Property and Casualty Complaints Unit of the Property and Casualty Products Division. This position advises and responds to consumers contacting the Department's toll free number and visiting the Department in person by providing information regarding property and casualty insurance; conducts preliminary investigations into complaints filed by consumers or other interested parties acting on the behalf of a consumer against an insurance company involving property and casualty insurance; reviews and analyzes written correspondence received by the Property & Casualty Complaints Section; performs the initial review of consumer complaints received by the unit and completes the recording and distribution of the complaints to the proper analysts; assists lower level analysts with basic topic and procedures. The position utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints and provides translation and interpretation for staff of other areas of the Department. We invite all qualified applicants to apply.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Department of Insurance (DOI) regulates the insurance market in the State of Illinois including, but not limited to, licensing and educating insurance agents, investigating Workers Compensation fraud, and examining the operations and finances of insurance companies domiciled in the state. We are committed to protecting consumers and regulating the insurance industry with innovation and efficiency. DOI has approximately 220 employees who are split between our Chicago and Springfield offices.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Skort 12/23/23</i>		<i>Dana Pappalardo</i> <i>by mpc</i>	12/21/2023