

# EEO Utilization Report

## Organization Information

Name: Illinois Department Of Human Services

City: Chicago

State: IL

Zip: 60602

Type: State Government (not law enforcement)

## **Step 1: Introductory Information**

### **Policy Statement:**

ILLINOIS DEPARTMENT OF HUMAN SERVICES

Policy Statement

For the Fiscal Year 2017

It is the policy of the Illinois Department of Human Services (IDHS) that its employees and applicants for employment will be free from discrimination and harassment with regard to employment practices or in the workplace. This IDHS policy provides for freedom from discrimination and harassment and prohibits exclusion from personnel actions for reasons related to race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, genetic information, pregnancy, citizenship status, military status, order of protection status, military discharge status or sexual orientation in connection with employment. Further, the IDHS prohibits the discriminatory exclusion of a person(s) from employment, examination, appointment, training, recruitment, promotion, retention, discipline or any other personnel action.

Please find the continuation of IDHS' Nondiscrimination Policy Statement in the attached supporting documentation. Following File has been uploaded: IDHS Policy Statement 2017 - EEOP Report.pdf

# ILLINOIS DEPARTMENT OF HUMAN SERVICES

## Policy Statement

For the Fiscal Year 2017

It is the policy of the Illinois Department of Human Services (IDHS) that its employees and applicants for employment will be free from discrimination and harassment with regard to employment practices or in the workplace. This IDHS policy provides for freedom from discrimination and harassment and prohibits exclusion from personnel actions for reasons related to race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, genetic information, pregnancy, citizenship status, military status, order of protection status, military discharge status or sexual orientation in connection with employment. Further, the IDHS prohibits the discriminatory exclusion of a person(s) from employment, examination, appointment, training, recruitment, promotion, retention, discipline or any other personnel action.

The nondiscrimination and affirmative action policy of the IDHS is in conformance with: Title VII of the Civil Rights Act of 1964; the Civil Rights Act of 1991; the Equal Pay Act of 1963; Title I of the Americans with Disabilities Act of 1990; the Illinois Human Rights Act; Section 504 of the Rehabilitation Act; HIPAA General Administrative Requirements; HIPAA Security and Privacy; Non-Discrimination on the Basis of Disability in State and Local Government Services; Section 504 Grievance Procedure; the Age Discrimination in Employment Act of 1967; the Nutrition Act of 2008; Genetic Information Nondiscrimination Act of 2008; the Pregnancy Discrimination Act; the Americans with Disabilities Act of 1990; and the Americans with Disabilities Amendments Act of 2008. Any IDHS employee or applicant for employment, who feels that he or she has been discriminated against or harassed on any of the bases stated above, is free to file a discrimination or harassment complaint without fear of reprisal or retaliation.

Consistent with its stated policy on nondiscrimination and affirmative action, the IDHS is committed to undertaking affirmative action to correct any apparent underutilization, in all levels of employment, of women, persons who represent racial minorities, and people with disabilities as defined in federal and State statutes and regulations, i.e., Black or African American, Hispanic or Latino, Asian, American Indian or Alaska Native, and Native Hawaiian or Other Pacific Islander in all levels of employment. The IDHS is also committed to ensuring that appropriate training is provided to maximize the promotion and retention of staff whose employment assists the department in meeting its affirmative action goals.

The Chief EEO/AA Officer has direct access to the Secretary of IDHS, to discuss EEO/AA issues, progress, and discrimination complaints. The positive support of all IDHS managers, administrative staff, and personnel is expected and required, in order to have a workplace that is free from discrimination or harassment, and that supports affirmative action for women, minorities, and persons with disabilities.

## Step 4b: Narrative of Interpretation

The Illinois Department of Human Services (IDHS) has reviewed the Utilization Analysis Chart and determined the following significant (double digit) underrepresentation of employees in specific EEO job categories, cross-referenced by race and sex:

White Males Officials/Managers, Professionals, Technicians and Administrative Support

Hispanic Males Service/Maintenance

White Females Technicians and Protective Services (non-sworn)

Additionally, upon reviewing the Utilization Analysis Chart, the Technicians EEO Job Category stands out as identifying significant challenges in meeting minority and female underutilization (i.e. Hispanic Males, Asian Males, Hispanic Females and Asian Females).

The Narrative of Interpretation continues on the attached supporting documentation.

Following File has been uploaded:EEOP - Narrative of Interpretation - Continued - FY17.pdf

## Step 5: Objectives and Steps

**1. IDHS objective is to attract applicants from underutilized groups to our selection process when hiring/promotional opportunities exist, where legally possible through targeted recruitment and outreach efforts. Regardless of race and sex, IDHS is attempting to attract a diverse workforce to the Agency.**

- a. Because of budgetary constraints IDHS is attempting to come up with recruitment efforts that are free or events where the fee is waived, yet potentially address minority & female underutilization that exists. BRS however has begun partnering with the IL Department of Veterans Affairs, IL Department of Employment Security & the IL Department of Central Management Services to enhance IDHS current veteran recruitment & obtain guidance & information to help seek out veteran specific career fairs. This meets a dual purpose for IDHS, by helping to increase the recruitment of veteran hires, & securing potential disabled veterans as possible Successful Disability Opportunity (SD) candidates. In addition to attending veteran job fairs, BRS is also participating in veteran briefings & presentations on the State hiring process.
- b. IDHS is strengthening established ongoing relationships with Asian and Hispanic community resources, such as faith based organizations, Asian and Hispanic/Latino Cultural Centers, educational institutions and referrals from Veterans groups.
- c. IDHS BRS regularly posts job openings on Twitter, Facebook, Monster.com and indeed.com. IDHS use of social media has never been stronger. This advertising platform has seen increased traffic from potential Hispanic/Latino and Asian job prospects.
- d. IDHS BRS continues to conduct monthly recruitment activities through job fairs and workshops such as events hosted by Legislators/Members of Congress, Veterans Groups, other State Agencies, Colleges/Universities, and Cultural Centers.

**2. IDHS objective is to provide equal employment opportunities for Hispanics/Latinos and Asians when our Agency fills vacancies that become available in the Technicians EEO Job Category.**

- a. The Illinois Department of Human Services (IDHS) have created positions and hired two employees of our Agencies human resource team, one in the Northern Region of the State and one in the Southern Region of the State to serve as the Technician Selection Program liaisons for the testing and hiring of Mental Health Technician Trainees (MHTT). The vast majority of employees at IDHS whose job title falls in the Technicians Job Category are employed as Mental Health Technicians (MHT) and Security Therapy Aides (STA). These jobs are utilized by IDHS at its developmental disability facilities, mental health centers and schools for the visually impaired and deaf and hard-of-hearing.
- b. IDHS Bureau of Recruitment and Selection (BRS) is also regularly using indeed.com to post Technician positions and has seen an increased response from Hispanic/Latino applicants. IDHS use of social media has never been stronger than it is now. IDHS regularly posts job openings on Twitter, Facebook, Monster.com and indeed.com.

**EEO Utilization Report**  
**Illinois Department of Human Services**  
**Step 4b of 7**  
**Narrative of Interpretation – Continued –**

IDHS has received a notice of non-compliance of minority underutilization at the State level from the Illinois Department of Human Rights (IDHR). Due to this notification, IDHS' Bureau of Civil Affairs is meeting monthly with IDHR, the Illinois Department of Central Management Services (the State's personnel clearinghouse), Minority Advisory Groups, Legislators, etc. as determined necessary. A plan of action moving forward is being discussed to help determine the necessary action steps needed to address the Agency's minority underutilization. However, let it be noted, that annually, at the State level, IDHS continues to meet compliance criteria in its female affirmative action performance standards according to the Illinois Department of Human Rights. Also, White Males at the State level are at parity. Females are underutilized at the State level in IDHR Region 4, in the Technicians EEO Job Category where the Rushville Treatment and Detention Facility is located and houses the majority of the Technician job positions.

The vast majority of employees at IDHS whose job title falls in the Technicians EEO Job Category are employed as Mental Health Technicians (MHT) and Security Therapy Aides (STA). These jobs are utilized by IDHS at its 7 facilities for persons with developmental disabilities, 6 mental health centers, a treatment and detention facility for the treatment of sexually violent persons, the School for the Visually Impaired, the School for the Deaf and Hard of Hearing and the Illinois Center for Rehabilitation and Education. Both job titles require: the knowledge, skill and mental development equivalent to the completion of high school.

Additionally, the Mental Health Technician job requires candidates to pass a two part written test. The reading comprehension and vocabulary can be challenging for applicants who are not English proficient. Comprehension is the reason for reading, but it can be the most difficult skill to master – especially for English language learners. Candidates must score at least an 8th grade level on the written test. From past testing experience, IDHS has found this to be particularly challenging for the Asian population that qualifies for this title with only a 33% pass rate. Candidates must also pass a physical agility test to qualify. The physical agility test is comprised of: a mile walk (one attempt only), back lift strength (3 attempts), recipient transfer (2 attempts) and a 100 yard shuttle run (two attempts).

Population data shows an increase of persons in the Asian and Hispanic affirmative action groups in regions of Illinois where there are Colleges and Universities. Subsequently this is where underutilization increases have been observed. Students live in these locations, as their residence during their college career; therefore they are counted in the Census. These numbers are then factored into labor market information, when in fact they are in their current location to obtain a higher education, not necessarily persons looking for a career path.

The majority of hires and promotions that take place are contingent upon contractual rights that must be adhered to. Statewide, the training title for the MHT and STA were moved from

the Technicians EEO Job Category to the Para-Professionals EEO Job Category in April of 2016 by IDHR. This has posed a challenge in targeting diversified hiring, because the Para-Professionals EEO Job Category is at Parity in all IDHR Regions of the State except one. Therefore, legally, IDHS can't specifically request that Hispanics/Latinos and/or Asians be moved to the front of the listing for hire as a Mental Health Technician Trainee or Security Therapy Aide Trainee, because the EEO Job Category the trainee title is assigned (Para-Professional) is at Parity.

The MHT and STA jobs are considered entry level positions. The work is very difficult and takes compassion and patience. Work examples include physical transfer of patients, light housekeeping duties, assistance with self-help skills like bathing, diaper changing, feeding, etc. and the ability to handle situations of changes in behavior. These positions require the psychological capability to adjust to individuals with developmental disabilities and mental illness under certain conditions of maximum security. MHTs and STAs must have the ability to protect themselves and others. It also requires the ability to think clearly and exercise initiative in emergency situations. It is a very tough job and unfortunately there is no good way to test for these types of skill sets. Culturally, MHT and STA jobs might be difficult for some ethnicities to adopt. The treatment and detention facility for sexually violent persons is not an enticing job for females, because the residents being cared for are individuals who have been detained or civilly committed as sexually violent persons. There is also an issue of retention of employees in these job titles, specifically the MHT.

Additionally, across all Illinois State Government, as of the past couple years, working for the State of Illinois has not been an enticing choice of employment, because of the lack of a budget and union contract, as well as the worst pension deficit in the country. The recruitment and hiring of individuals to work for the State of Illinois has drastically decreased in the past several years due to the challenges the State is currently facing.

With all this said, let it be known, that overall, the Illinois Department of Human Services is committed to a diversified workforce. **Every** effort is being made to ensure applicants from the underutilized groups are available in the selection process when hiring/promotional opportunities exist, where legally possible. IDHS reviews hiring activity daily and discusses strategies where needed in meetings of the Agency's Recruitment, Hiring and Discipline Committee, the Technician Recruitment Retention Committee, the Asian American Employment Plan Advisory Council, the Hispanic American Employment Plan Advisory Council, the African American Employment Plan Advisory Council and the monthly meetings with the State of Illinois EEO/AA Regulatory Agency (IDHR).

c. IDHS is working closely with the IL Department of Employment Security's (IDES) local offices, especially those in predominantly Hispanic and Asian areas to post job openings and/or submit recruitment flyers regarding the testing and hiring of MHT positions. The flyer is in both English & Spanish informing individuals that the Agency is continually, actively recruiting for the position of MHTT. Instructional classes and on-the-job training in working with people with mental illness and/or developmental disabilities is offered. A High School Diploma or equivalent is required, an explanation of the State of IL Benefits is offered & the fact that 5% extra pay is provided for bi-lingual positions. A link is provided directing applicants to the MHTT invitation form, job specifications and testing information. A second link takes applicants to a test guide similar to the IDHS test.

d. As of January 2017, IDHS BRS has partnered with the Illinois Department of Corrections (IDOC), to work in tandem as part of the Illinois Workforce Investment Act (WIA). A pilot program has been created to conduct informational sessions about correctional officer titles with IDOC and MHT titles with IDHS. If a person is interested in applying, computers are made available on the spot for candidates to fill out applications and apply for these underutilized titles. The WIA computer system does all the work by screening and inviting, through e-blasts and registers potential applicants for 20-30 minute informational sessions. Local IDES offices in predominantly Hispanic/Latino and Asian areas are being targeted.

e. IDHS Tech. Retention Committee meets monthly to determine ways to engage new employees in areas that will get them mentally and emotionally tied to the Agency. The Committee is looking at conducting stay interviews in addition to the current exit interviews. "Stay interviews will help answer the question of why tenured employees stay. IDHS continues to review existing mentoring programs, roadblocks in retention methods, and the utilization and effectiveness of the current questionnaire process. IDHS is in the beginning steps of updating its internet site to create an online application form. The Committee is reviewing hiring criteria, because currently, no advanced degree or experience is required. Candidates being hired for the MHTT title lack the maturity needed for the position. Plan to offer open houses to allow potential candidates an opportunity to view an empty house & talk with Supervisors in depth about what the job entails for more realistic expectations.

## **Step 6: Internal Dissemination**

1. The Illinois Department of Human Services (IDHS) will post the EEOP Utilization Report on the Agency's OneNet Intranet website, an internal electronic communication service that only employees can access.
2. IDHS' Bureau of Civil Affairs (BCA) will send a copy of the EEOP Report to the Secretary of IDHS and all Executive Staff members.
3. IDHS will send out an email memorandum to every employee stating a copy is available on the Intranet and available on request in the Bureau of Civil Affairs.
4. IDHS' BCA will have copies of the EEOP Utilization Report on display in their office.
5. IDHS will ensure IDHS' Grant Administration Office and Office of Contract Administration has a copy for distribution to contractors and vendors of the Agency.

## **Step 7: External Dissemination**

1. The Illinois Department of Human Services (IDHS) will post the EEOP Utilization Report on the Agency's Internet website for public access.
2. IDHS will make paper copies of the EEOP Utilization Report available at the public State Library.
3. IDHS will send an email memorandum to contractors and vendors informing them of the existence of the Agency's EEOP Utilization Report and that it is available upon request for review.
4. IDHS' Bureau of Civil Affairs will have paper copies of the EEOP Utilization Report on display in their office and available to the public when requested.

5. IDHS will ensure IDHS' Grant Administration Office and Office of Contract Administration has a copy for distribution to contractors and vendors of the Agency.



**Utilization Analysis Chart**  
**Relevant Labor Market: Illinois**

Job Categories	Male							Female								
	White	Hispanic or Latino	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other	White	Hispanic or Latino	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other
<b>Officials/Administrators</b>																
Workforce #/%	229/27%	20/2%	52/6%	0/0%	7/1%	0/0%	0/0%	0/0%	333/39%	31/4%	159/18%	4/0%	28/3%	0/0%	0/0%	0/0%
CLS #/%	381,580/49%	28,075/4%	24,260/3%	350/0%	24,385/3%	175/0%	2,135/0%	1,345/0%	233,950/30%	22,435/3%	35,780/5%	405/0%	14,620/2%	120/0%	1,710/0%	905/0%
Utilization #/%	-23%	-1%	3%	-0%	-2%	-0%	-0%	-0%	8%	1%	14%	0%	1%	-0%	-0%	-0%
<b>Professionals</b>																
Workforce #/%	843/13%	199/3%	383/6%	14/0%	173/3%	0/0%	0/0%	0/0%	2065/33%	62/10%	1734/27%	25/0%	272/4%	0/0%	0/0%	0/0%
CLS #/%	377,965/34%	27,380/2%	33,490/3%	375/0%	53,570/5%	115/0%	3,260/0%	1,850/0%	470,225/42%	34,110/3%	66,530/6%	485/0%	47,055/4%	125/0%	4,365/0%	1,700/0%
Utilization #/%	-20%	1%	3%	0%	-2%	-0%	-0%	-0%	-9%	7%	21%	0%	0%	-0%	-0%	-0%
<b>Technicians</b>																
Workforce #/%	832/20%	44/1%	478/12%	6/0%	69/2%	0/0%	0/0%	0/0%	1116/27%	107/3%	1416/34%	4/0%	53/1%	0/0%	0/0%	0/0%
CLS #/%	46,455/30%	5,570/4%	5,480/4%	95/0%	8,055/5%	0/0%	360/0%	310/0%	60,710/40%	5,400/4%	12,695/8%	120/0%	7,245/5%	15/0%	680/0%	310/0%
Utilization #/%	-10%	-3%	8%	0%	-4%	0%	-0%	-0%	-12%	-1%	26%	0%	-3%	-0%	-0%	-0%
<b>Protective Services: Sworn</b>																
Workforce #/%	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/
CLS #/%	63,935/55%	8,880/8%	18,660/16%	180/0%	1,440/1%	10/0%	845/1%	155/0%	10,345/9%	1,860/2%	9,100/8%	55/0%	220/0%	0/0%	135/0%	65/0%
Utilization #/%																
<b>Protective Services: Non-sworn</b>																
Workforce #/%	62/44%	16/11%	28/20%	0/0%	5/4%	0/0%	0/0%	0/0%	11/8%	1/1%	18/13%	0/0%	0/0%	0/0%	0/0%	0/0%
Civilian Labor Force #/%	3,845/33%	540/5%	505/4%	55/0%	65/1%	0/0%	100/1%	20/0%	4,500/38%	410/3%	1,545/13%	4/0%	105/1%	0/0%	109/1%	0/0%
Utilization #/%	11%	7%	16%	-0%	3%	0%	-1%	-0%	-30%	-3%	-0%	-0%	-1%	0%	-1%	0%
<b>Administrative Support</b>																
Workforce #/%	120/12%	16/2%	31/3%	0/0%	2/0%	0/0%	0/0%	0/0%	469/48%	84/9%	235/24%	3/0%	13/1%	0/0%	0/0%	0/0%

Job Categories	Male							Female								
	White	Hispanic or Latino	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other	White	Hispanic or Latino	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other
CLS #/%	413,770/26%	72,885/5%	59,255/4%	515/0%	28,895/2%	60/0%	3,860/0%	2,055/0%	718,820/45%	117,645/7%	137,910/9%	1,090/0%	32,730/2%	330/0%	6,475/0%	2,940/0%
Utilization #/%	-14%	-3%	-1%	-0%	-2%	-0%	-0%	-0%	3%	1%	16%	0%	-1%	-0%	-0%	-0%
<b>Skilled Craft</b>																
Workforce #/%	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/	0/
CLS #/%	335,985/70%	75,640/16%	25,710/5%	470/0%	7,080/1%	85/0%	2,275/0%	890/0%	16,565/3%	5,765/1%	4,005/1%	110/0%	1,820/0%	0/0%	195/0%	105/0%
Utilization #/%																
<b>Service/Maintenance</b>																
Workforce #/%	230/30%	21/3%	112/15%	1/0%	6/1%	0/0%	0/0%	0/0%	280/36%	16/2%	98/13%	1/0%	3/0%	0/0%	0/0%	0/0%
CLS #/%	534,715/32%	276,190/17%	116,285/7%	1,140/0%	28,705/2%	235/0%	5,565/0%	3,030/0%	398,000/24%	145,230/9%	104,695/6%	730/0%	28,005/2%	200/0%	5,215/0%	2,400/0%
Utilization #/%	-2%	-14%	8%	0%	-1%	-0%	-0%	-0%	12%	-7%	6%	0%	-1%	-0%	-0%	-0%

### Significant Underutilization Chart

Job Categories	Male						Female									
	White	Hispanic or Latino	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other	White	Hispanic or Latino	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Two or More Races	Other
Officials/Administrators	✓	✓			✓											
Professionals	✓				✓		✓	✓							✓	
Technicians	✓	✓			✓		✓	✓		✓			✓		✓	
Protective Services: Non-sworn									✓							
Administrative Support	✓															
Service/Maintenance		✓			✓								✓			

I understand the regulatory obligation under 28 C.F.R. ~ 42.301-.308 to collect and maintain extensive employment data by race, national origin, and sex, even though our organization may not use all of this data in completing the EEO Utilization Report.

I have reviewed the foregoing EEO Utilization Report and certify the accuracy of the reported workforce data and our organization's employment policies.

Certified As Final By: Ganapathi Ramaswamy

Deputy General Counsel

04-14-2017

---

[signature]

[title]

[date]