



ILLINOIS DEPARTMENT OF
Human Rights



ANNUAL REPORT FY2019

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A MESSAGE FROM DIRECTOR BENNETT

Since 1979, the Illinois Department of Human Rights (“IDHR”) has enforced with vigor the Illinois Human Rights Act, one of the nation’s most comprehensive civil rights laws.

Illinois is a state of many firsts. It was the first state to ratify the 13th Amendment to the Constitution abolishing slavery. It was one of the first three states to ratify the 19th Amendment giving women the right to vote. For almost forty years, Illinois has been looked up to for its comprehensive Human Rights Act, a leader in civil rights protections. And in 2019, we recognized 200 momentous years as the Land of Lincoln celebrated its bicentennial birthday.

IDHR was proud to celebrate the occasion by leading a Fairness and Equality Campaign, travelling throughout the state to host culturally themed events that brought people together from various sectors to mark their commitment to Fairness and Equality.

It was also my distinct honor and privilege to have joined IDHR, and one of the State’s most passionate groups of public servants, in January of 2019. From my first day as Director when I met my new teammates, I knew I was about to lead a very special, transformative group of people.



Since then, I’ve witnessed an enduring devotion each member of the IDHR family brings to their work, seeking to bring life and a deeper meaning to the agency’s vision of realizing a discrimination free Illinois.

The information contained in this report reflects IDHR’s work for the period between July 1, 2018 and June 30, 2019. It’s impossible to quantify in mere numbers the impact each IDHR member has on the lives they touch. I trust you will find this material helpful as it illustrates our day-to-day efforts to fulfill our mission to secure for all individuals within the State of Illinois freedom from unlawful discrimination as we establish and promote equal opportunity and affirmative action as the policy of this state for all its residents.

In accordance with 20 ILCS 5/5-650, I am pleased to present the IDHR Fiscal Year 2019 Annual Report.

James L. Bennett, Director



INTRODUCTION

Mission, Vision, and Core

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 Jim Bennett, 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 INTRODUCTION & HISTORY

STATUTORY STRUCTURE

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

HISTORY OF IDHR’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. 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 the 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
9/11/1989	86-0910*	Adds basis: Familial status (families with children under age 18);
9/17/1991	87-0579*	Other changes to mirror Federal Fair Housing Act
7/1/1992	87-0847*	Adds basis: Citizenship status (employment)
8/4/1993	88-0178*	Adds basis: Military status
1/1/1996	89-0370*	Request for Review moved from HRC to DHR; other procedural changes
7/8/2005	94-0146	Credibility removed from IHRA, Section 7A-102(D)(2)
7/26/2005	94-0326	Notice of Default adjustment to define "good cause"
1/1/2006	94-0078	Adds basis to Article 3 (Housing): Interference/Coercion/Intimidation
1/1/2006	93-1078	Adds basis: Sexual orientation, including gender identity
5/26/2006	94-0803	Adds basis: Veteran Status
6/15/2006	94-0857	EEOC Ref. Charges taken under 7A-102(A-1) & Real Estate 100 days
8/10/2007	95-0042	"Mrs. Murphy" small building Exemption Changed to mirror federal Fair Housing Act
8/23/2007	95-0392	Adds basis: Military Personnel & Active Duty
10/10/2007	95-0668	Change from "Handicap" to "Disability" & Public Accommodations Article revised
1/1/2008	95-0025	Adds basis: Pregnant peace officers & firefighters
1/1/2008	95-0243	Request for Review moved back to HRC and Civil Action in circuit court allowed
8/18/2009	96-0574	Mandates institutions of higher education post sexual harassment laws and policies
1/1/2010	96-0548	Allows DHR to charge "for profit" companies tuition for training
1/1/2010	96-0786	Allows DHR to charge a filing fee for processing PC-1 for bidders on state contracts
1/1/2010	96-0447	Adds basis: Order of protection status
1/1/2010	96-0814	Allegation added: Harassment in schools
2/2/2010	96-0876	Request for Review: Time to file changed (30 to 90 days)
7/27/2010	96-1319	"Sexual Harassment in Higher Education" changed to all education levels
8/26/2011	97-0596	Adds basis: Pregnancy; procedural changes for cases jointly covered by EEOC & DHR
8/2/2012	97-0877	Change from "handicap" to "disability" in additional places
1/1/2015	98-1037	Covers "unpaid interns" as "employees" for sexual harassment charges
1/1/2015	98-1050	Adds reasonable accommodations for pregnancy (employment)
1/1/2016	99-0152	Allows preference for veterans in hiring
1/1/2017	99-0548	Increases civil penalties in Article 3 (housing cases)
1/1/2017	99-0758	Covers "domestic workers" as employees
8/11/2017	100-0100	Inserts statutory protections for religious accommodations
9/8/2017	100-0492	Changes to charge response requirement
11/16/2017	100-0554	Establishes sexual harassment hotline and website
6/8/2018	100-0588	Renames hotline to helpline; changes filing time for non-housing charges to 300 days
8/24/2018	100-1066	Changes administrative dismissal and HRC procedures; adds opt-out option after filing
1/1/2019	100-0698	Requires bidders on state contracts to produce sexual harassment policy upon request
1/1/2019	100-0714	Expands order of protection status to include additional protective orders
7/12/2019	101-0081	Corrects technical grammar and style errors
1/1/2020	101-0221	Requires adoption of a sexual harassment prevention training model
1/1/2020	101-0430	Changes the definition of "employer;" excludes places of worship
1/1/2020	101-0530	Makes certain fact finding conferences discretionary; adds training for HRC commissioners
1/1/2020	101-0565	Adds "arrest record" as definition; associated housing protections

* 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.



IDHR'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 (“IDHR”) fulfills the Act’s goals by investigating allegations of discrimination and educating the public. While often perceived as a social service, in fact, IDHR is a law enforcement agency. Where traditional law enforcement acts to ensure the safety of physical property and the public, IDHR 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.

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

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 IDHR.

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: IDHR’s partnerships with the federal anti-discrimination agencies (EEOC and HUD) support IDHR’s investigation, training and outreach efforts without duplicating their services. Additionally, IDHR is more intimately involved than federal agencies with the public in Illinois and can more quickly respond to changing conditions.

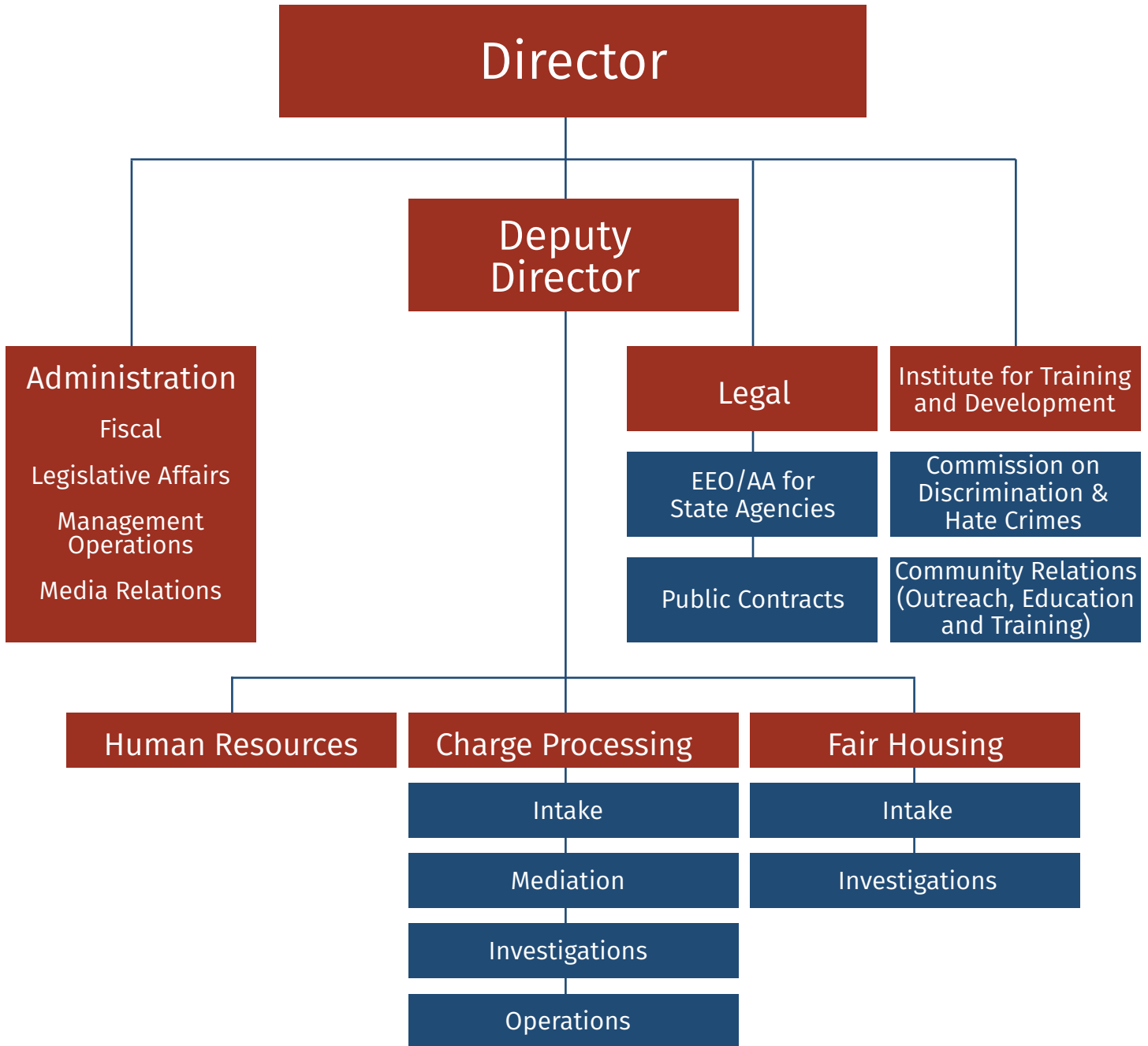
4) Conducts Outreach and Education: IDHR conducts training for government entities and the public and interacts with numerous community organizations to educate the public as to their rights and responsibilities. Indirect training through investigations also serves to educate the public and promotes anti-discrimination activities.



TABLE OF THE ORGANIZATION



Figure 1: Table of the Organization



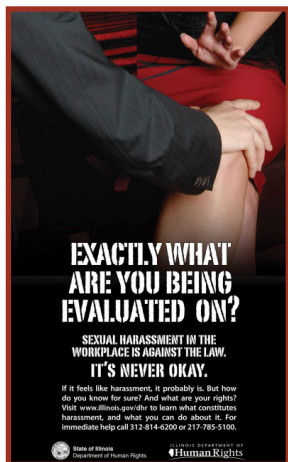
SEXUAL HARASSMENT AND DISCRIMINATION HELPLINE AND WEBSITE

ILLINOIS DEPARTMENT OF
Human Rights

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 (“Department”) develop and implement a Hotline to Report Sexual Harassment. See 775 ILCS 5/2-107. On February 16, 2017, 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. The Department 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 18, 2018, P. A. 100-0588, mandated that the Department develop and implement the Illinois Sexual Harassment & Discrimination Helpline (“SH Helpline”) and Sexual Harassment & Discrimination Helpline Website (“SHD Website”). The SH Helpline is still operated by the Chicago Lighthouse and the SHD Website is maintained by the Department. The Helpline and Website were established by the Illinois legislature to provide a centralized resource for all Illinoisans to obtain necessary information and assistance in the filing of sexual harassment and discrimination complaints. Information provided to the SHD Helpline and Website is confidential and not subject to disclosure through the Freedom of Information Act (“FOIA”).



SEXUAL HARASSMENT AND DISCRIMINATION HELPLINE



Calls to the Sexual Harassment and Discrimination Helpline

Effective June 18, 2018, Public Act 100-0588 also mandated that the Department annually evaluate the SH Helpline and report the following information to the General Assembly: (i) the total number of calls received, including messages left during non-business hours; (ii) the number of calls reporting sexual discrimination claims; (iii) the number of calls reporting harassment claims; (iv) the number of calls reporting sexual harassment claims; (v) the number of calls that were referred to each Executive Inspector General; and (vi) the number of calls that were referred to the Legislative Inspector General. The number of calls in each category are as follows, beginning in June 2018:

June 2018

- (i) the total number of calls received, including messages left during non-business hours: 15
- (ii) the number of calls reporting sexual discrimination claims: 0
- (iii) the number of calls reporting harassment claims: 0
- (iv) the number of calls reporting sexual harassment claims: 15
- (v) the number of calls that were referred to each Executive Inspector General: 4 to Office of Executive Inspector General (OEIG)
- (vi) the number of calls that were referred to the Legislative Inspector General: 0

Fiscal Year 2019

(July 1, 2018 – June 30, 2019)

- (i) the total number of calls received, including messages left during non-business hours: 282
- (ii) the number of calls reporting sexual discrimination claims: 4
 - (ii)(a) the number of calls reporting other types of discrimination: 67
- (iii) the number of calls reporting harassment claims: 1
- (iv) the number of calls reporting sexual harassment claims: 131
- (v) the number of calls that were referred to each Executive Inspector General: 9 calls to OEIG
- (vi) the number of calls that were referred to the Legislative Inspector General: 0
- (vii) other calls: 77





TRAINING AND OUTREACH

ILLINOIS DEPARTMENT OF
 Human Rights

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 build knowledge, skills, and abilities of Illinoisian employers to support developing and maintaining safe, diverse, and inclusive work environments.

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 for both professional and personal growth and development.

With the acknowledgment and response to the #MeToo movement, and a legislative requirement for annual sexual harassment prevention training, requests for sexual harassment prevention and anti-discrimination training increased across all sectors of Illinois employers. During FY 2019, the Institute provided training to 5188 people across a broad range of public and private sectors to meet this new compliance mandate. Overall, customer satisfaction remained high at 97 percent and above.

Since the Institute's reorganization in FY2005, the Institute has trained approximately 62,729 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 internal agency training for new human rights investigators, as well as general staff and leadership to promote continuous learning. 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 across all of DHR's social medial platforms and on its Eventbrite site located here: www.IDHRtraining.eventbrite.com.

Table 2: Partial List of Agencies and Companies Trained

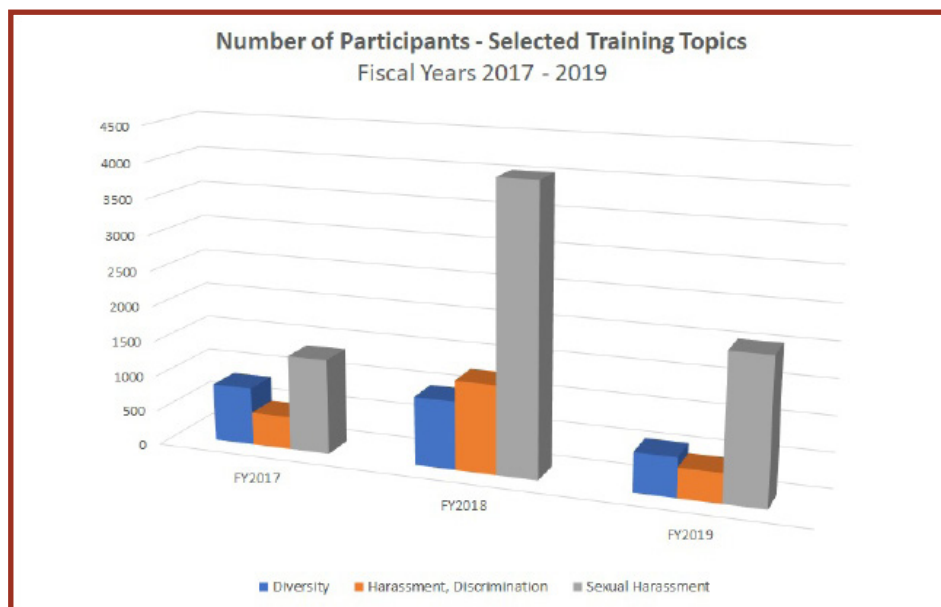
Partial List of Agencies and Companies Trained Fiscal Year 2019	
Agency or Company Name	Type of Training
General Assembly, House Democratic Staff	Sexual Harassment Prevention: It's Up to You
IDHR All Staff	Real Colors
Office of the Senate President, Sen. John Cullerton, State House	Sex Power and The Workplace
Camelot, Illinois	Sexual Harassment Prevention: It's Up to You
Center for State Policy and Leadership	Sex Power and The Workplace
Chicago Transit Authority	Civility: A Framework for a Harassment-Free Work Environment;The Diversity Advantage: Handling Micro-Inequities and Bias; Let's Talk It Out: Resolving Conflict In the Workplace
City of Carbondale	The Diversity Advantage: Handling Micro-Inequities and Bias
City of Warrenville	The Diversity Advantage: Handling Micro-Inequities and Bias
Cook County Health	Let's Talk It Out: Resolving Conflict In the Workplace:
Comm on Gov't Forecasting & Accountability	Sex Power and The workplace
D & D Wolf Ltd	Sexual Harassment Prevention: It's Up to You
District Office Staff	Sexual Harassment Prevention: It's Up to You
Double P Corporation	Preventing Harassment and Discrimination in the Workplace
Friends of the Forest Preserves	Sexual Harassment Prevention: It's Up to You
General Assembly, House Democratic Legislators	Sex Power and The Workplace
House Republican Leader, Jim Durkin	Sex Power and The Workplace
Illinois Department of Employment Security	The Diversity Advantage: Handling Micro-Inequities and Bias
Illinois State Toll Highway Authority	Civility: A Framework for a Harassment-Free Work Environment
Illinois Department of Commerce & Economic Opportunity	Diversity Awareness: Finding Common Ground at Work; Civility; Sexual Harassment Prevention
Illinois Department of Employment Security	Navigating Social Media at Work: An Employee's Guide
Illinois Department of Transportation	The Diversity Advantage: Handling Micro-Inequities and Bias
Illinois Office of the Auditor General	Intercultural Communication
Kane County State's Attorney Office	Sexual Harassment Prevention: It's Up to You
Laborers' and Retirement Board Employees' Annuity and Benefit Fund of Chicago	Preventing Harassment and Discrimination in the Workplace
Lincolnwood Public Library District	Let's Talk It Out: Resolving Conflict in the Workplace
Metropolis Coffee Company	Sexual Harassment Prevention: It's Up to You
Municipal Clerks Association	Diversity Awareness: Finding Common Ground at Work; The Diversity Advantage: Handling Micro-Inequities and Bias
Northeastern Illinois Regional Crime Lab	Preventing Harassment and Discrimination in the Workplace
Office of the Executive Inspector General	Sexual Harassment Prevention: It's Up to You
Orchard Village	Sexual Harassment Prevention: It's Up to You
The Purple Pig	Sexual Harassment Prevention: It's Up to You
Township of Palatine	The Diversity Advantage: Handling Micro-Inequities and Bias
Village of Huntley	Diversity Awareness: Finding Common Ground at Work
Village of Lombard	Sexual Harassment Prevention: What Every Manager Should Know
Village of Savoy	Sexual Harassment Prevention: What Every Manager Should Know



Table 3: Training Courses Conducted by Topic, Fiscal Year 2016 - 2019

Training Courses Conducted by Topic						
Fiscal Year:	Number of Sessions Conducted			Number of Participants		
	2017	2018	2019	2017	2018	2019
Bullying	9	2	2	253	40	28
Civility	16	12	13	583	293	406
Conflict	6	3	2	136	70	320
Cultural Competence	1	3	0	15	37	0
Disability	2	2	1	15	9	23
Diversity	29	25	10	821	965	555
Employment Law	1	0	0	18	0	0
Fair Housing	1	3	4		30	52
Generations	3	0	1	30	0	54
Harassment, Discrimination	16	28	18	467	1255	417
Intercultural Communication	0	0	4	0	0	110
Interpersonal Skills	1	0	0	20	0	0
Legal Interviewing	1	0	0	14	0	0
LGBTQIA+	8	7	5	163	139	80
Lunch with Legal	0	1	1	0	66	0
Real Colors	0	0	5	0	0	150
Retaliation	1	1	0	22	6	0
Sexual Harassment	35	100	51	1349	4023	2030
Social Media	0	2	2	0	12	76
The Diversity Advantage: Handling Microinequities &	0	0	36	0	0	887
Unconscious Bias	0	2	0	0	118	0
Total	130	191	155	3,906	7,063	5,188

Figure 2: Number of Participants – Selected Training Topics, Fiscal Years 2016 - 2019



FAIRNESS AND EQUALITY CAMPAIGN



In celebration of the State of Illinois' 200th birthday, the Illinois Department of Human Rights 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 nondiscrimination. 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, nonprofit 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 calendar year 2018 in which there were over 400 attendees.

Table 4: Illinois 200 Fairness and Equality Campaign Regional Events Held in FY2018 and FY2019

Illinois 200 Fairness and Equality Campaign		
Regional Events Held in FY2018 and FY2019		
Month	Theme	Location
February 2018	Black History Month	Springfield
March 2018	Women's 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



The Human Rights 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, age (40 and over), order of protection status, marital status, physical and mental disability, military status, sexual orientation (which includes gender-related identity), pregnancy, and unfavorable military discharge. 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 engages in a protected activity (filed a charge of unlawful discrimination, opposed discrimination, or participated in an investigation or other proceeding under the Act); aiding and abetting or coercing a person to violate the Act; and interference with the official performance of duties 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.¹

FAIR HOUSING

IDHR 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. The Department’s Legal Division litigates matters before the Human Rights Commission, and the Illinois Attorney General’s Office represents IDHR in circuit court.

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



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 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.

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.



FAIR HOUSING CASE INVESTIGATIONS

It is the goal of the Fair Housing Division to complete its investigations in a timely and thorough manner. During FY2019, DHR completed 304 fair housing investigations. HUD's goal for FHAP agencies in FY2019 is to complete at least 50% of its investigations within 100 days. In FY2019, DHR completed 43.4% of its investigations (132 out of 304) within 100 days. Further, the average length of time for the Fair Housing Division to complete an investigation in FY2019 was 157 days.

Table 5: Housing Inquiries, Charges Filed and Completed Investigations

Housing Inquiries, Charges Filed and Completed Investigations			
Fiscal Year:	2017	2018	2019
Inquiries	1034	880	901
Charges Filed	282	313	311
Completed Investigations	309	302	304

Figure 3: Housing Inquiries, Charge Filed and Completed Investigations by Fiscal Year

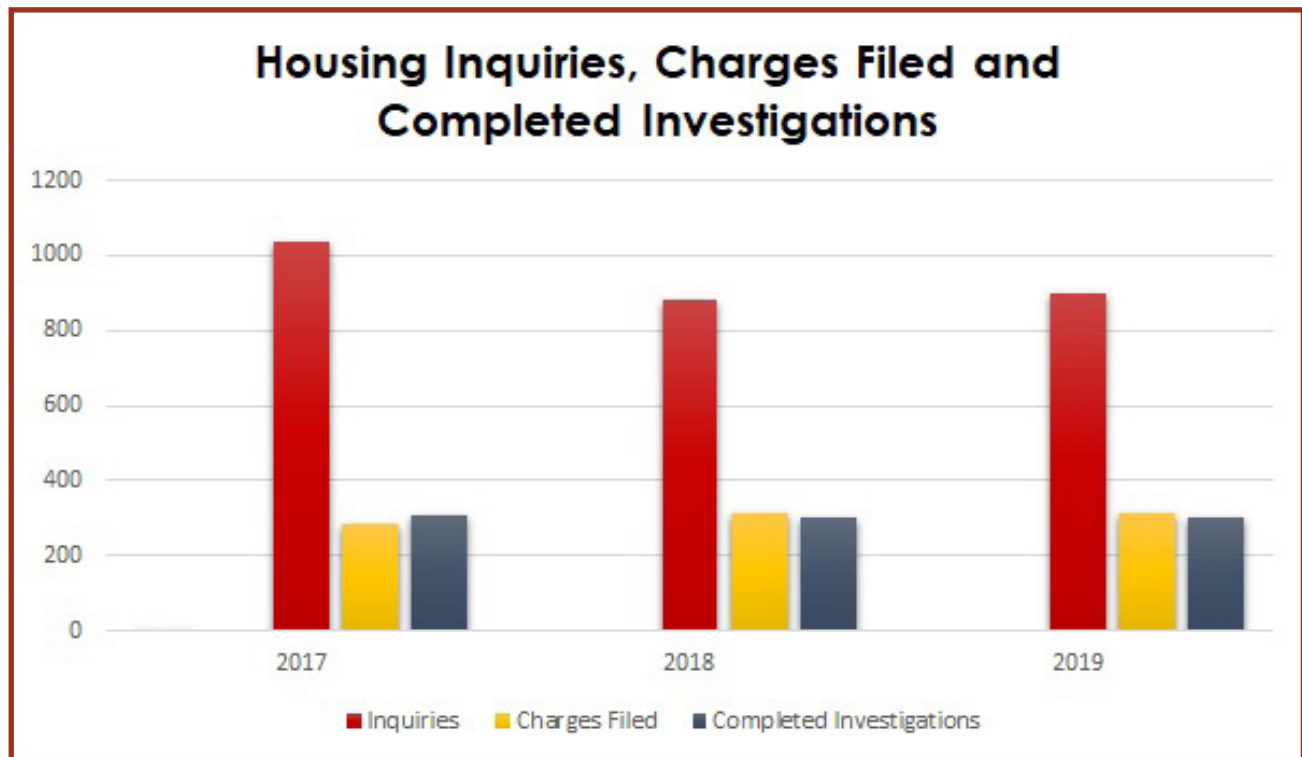


Table 6: Disposition of Completed Housing Investigations

Disposition of Completed Housing Investigations			
	Fiscal Year:		
	2017	2018	2019
Inquiries Received	1034	880	901
Charges Filed	282	313	311
Completed Investigations	309	302	304
Completed Investigations:			
Lack of Substantial Investigation	186	144	153
Settlements	60	74	63
Withdrawn by Complainant	3	12	10
Failure to Proceed	35	44	52
Substantial Evidence	20	23	21
Lack of Jurisdiction	1	2	3
Administrative Closure	1	3	2
Total	306	302	304

Figure 4: Disposition of Completed Housing Investigations

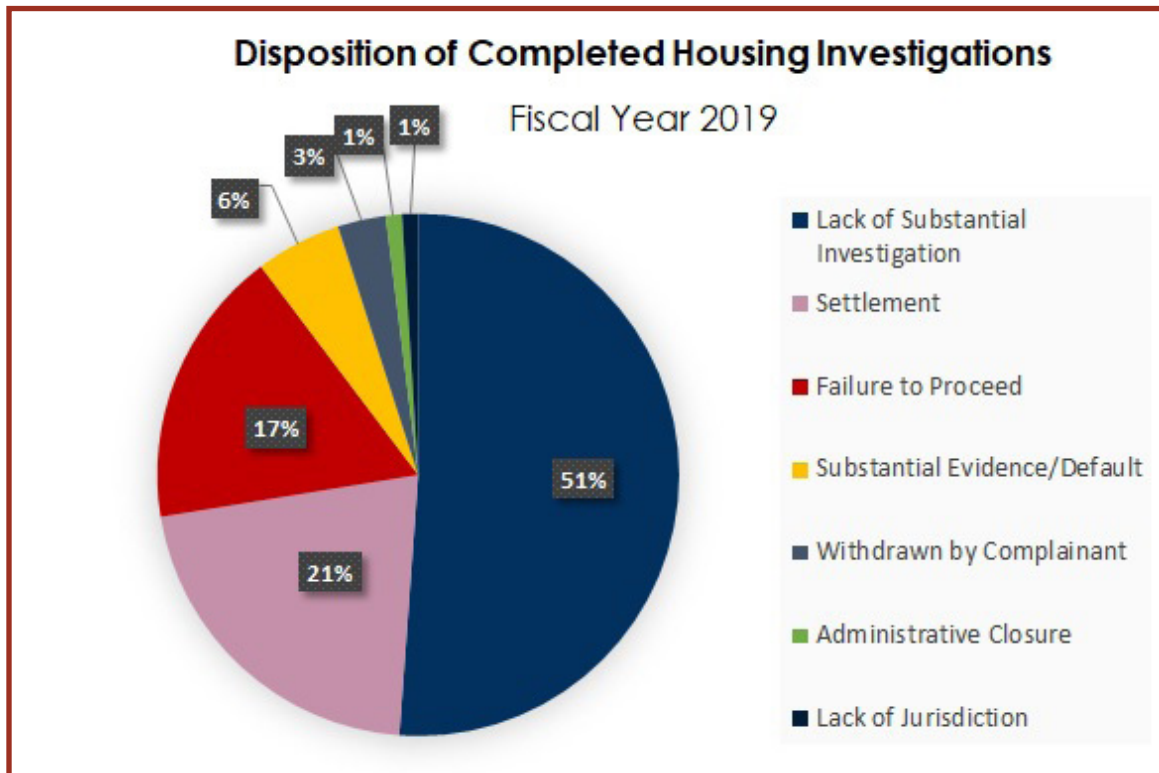


Table 7: Housing Performance Metrics

Housing Performance Metrics			
Fiscal Year:	2017	2018	2019
Average Investigation Length (filing to Fair Housing Division closure, in days)	173	143	157
Completed in < 100 Days (number)	126	161	132
Completed in < 100 Days (percent)	40.9%	53.3%	43.9%

Table 8: Housing Charges by Basis

Total Bases Charged				Total Bases Charged			
Fiscal Year 2019 - Ordered by Total Bases				Fiscal Year 2019 - Ordered Alphabetically			
Basis of Discrimination				Basis of Discrimination			
Race	97	29%		Age	2	1%	
Mental Disability	67	20%		Familial status	30	9%	
Physical Disability	55	16%		Marital Status	4	1%	
Familial status	30	9%		Mental Disability	67	20%	
Nation Origin/Ancestry	24	7%		Military Status	2	1%	
Sex	23	7%		Nation Origin/Ancestry	24	7%	
Retaliation	18	5%		Physical Disability	55	16%	
Sexual Harassment	8	2%		Race	97	29%	
Religion	4	1%		Religion	4	1%	
Marital Status	4	1%		Retaliation	18	5%	
Sexual Orientation	3	1%		Sex	23	7%	
Age	2	1%		Sexual Harassment	8	2%	
Military Status	2	1%		Sexual Orientation	3	1%	
Total Bases	337			Total Bases	337		

*** 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 2019



Figure 5: Housing Charges by Basis Per Total Bases

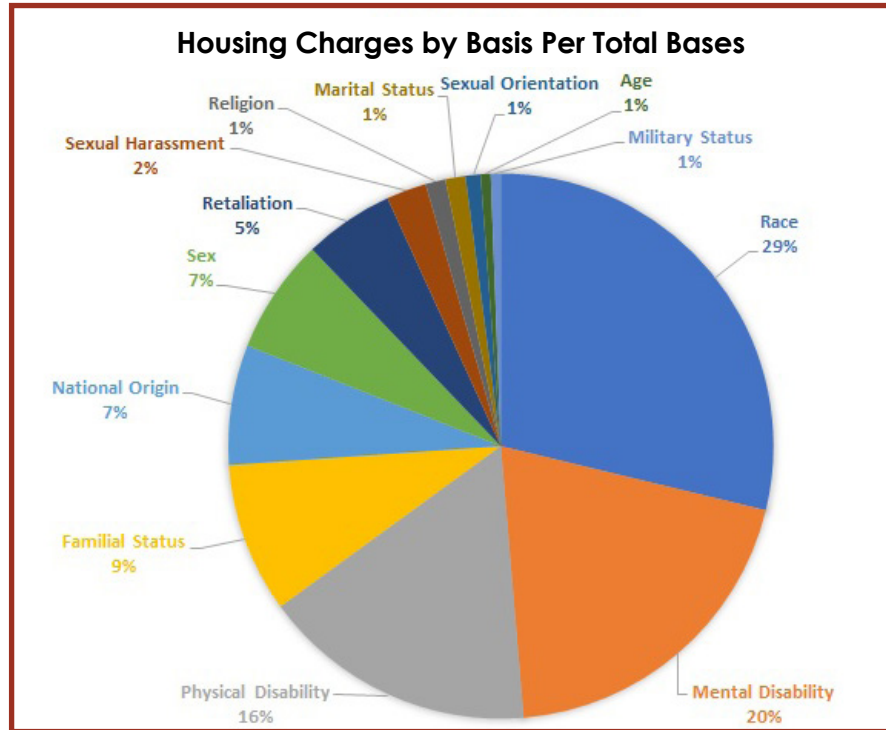


Figure 6: Housing Charges by Basis Per Total Charges

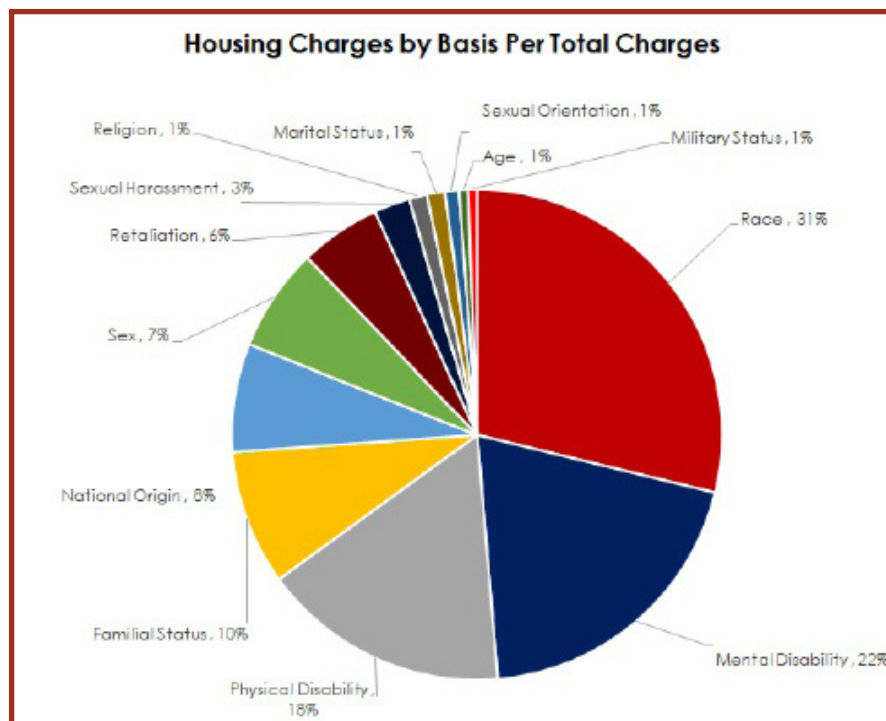
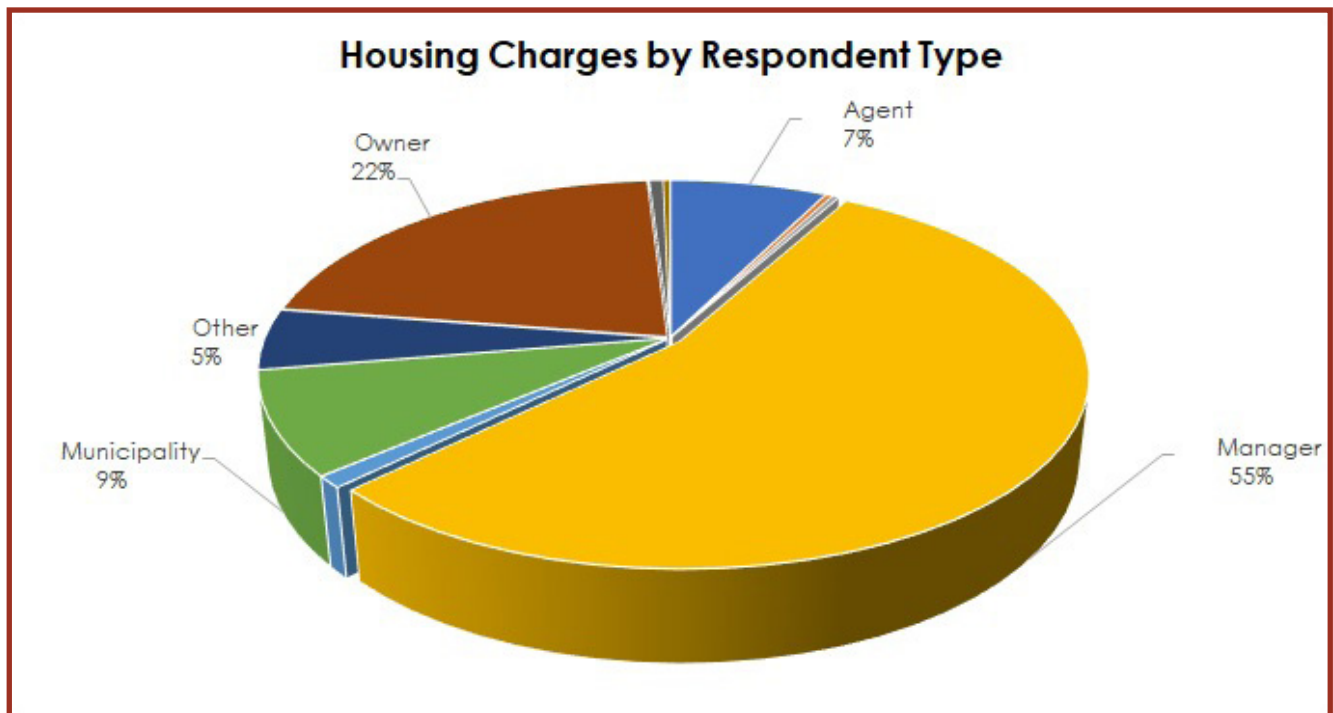


Table 9: Housing Charges by Respondent Type

Housing Charges by Respondent Type Fiscal 2019 - Ordered by Total Charges			Housing Charges by Respondent Type Fiscal 2019 - Ordered Alphabetically		
Manager	170	55%	Manager	170	55%
Owner	67	22%	Mortgage Banking	3	1%
Municipality	27	9%	Municipality	27	9%
Agent	23	7%	Agent	23	7%
Other	16	5%	College or University	1	0%
Mortgage Banking	3	1%	County Agency	1	0%
Public Official	2	1%	Other	16	5%
College or University	1	0%	Owner	67	22%
County Agency	1	0%	Public Official	2	1%
Rental Agent	1	0%	Rental Agent	1	0%
Total	311		Total	311	

Figure 7: Housing Charges by Respondent Type



**Table 10: Housing Charges Filed by County
Ordered Alphabetically**

COUNTY	2019	COUNTY	2019
ADAMS	0	LEE	0
ALEXANDER	0	LIVINGSTON	0
BOND	1	LOGAN	0
BOONE	2	MACON	2
BROWN	0	MACOUPIN	0
BUREAU	0	MADISON	4
CALHOUN	0	MARION	0
CARROLL	0	MARSHALL	0
CASS	1	MASON	0
CHAMPAIGN	4	MASSAC	0
CHRISTIAN	0	MCDONOUGH	1
CLARK	0	MCHENRY	4
CLAY	0	MCLEAN	7
CLINTON	1	MENARD	0
COLES	3	MERCER	0
COOK	161	MONROE	0
CRAWFORD	0	MONTGOMERY	0
CUMBERLAND	0	MORGAN	0
DEKALB	5	MOULTRIE	0
DEWITT	0	OGLE	0
DOUGLAS	0	PEORIA	0
DUPAGE	21	PERRY	1
EDGAR	0	PIATT	0
EDWARDS	0	PIKE	0
EFFINGHAM	0	POPE	0
FAYETTE	0	PULASKI	0
FORD	0	PUTNAM	0
FRANKLIN	0	RANDOLPH	0
FULTON	0	RICHLAND	0
GALLATIN	0	ROCK ISLAND	5
GREENE	0	SALINE	0
GRUNDY	3	SANGAMON	4
HAMILTON	0	SCHUYLER	0
HANCOCK	0	SCOTT	0
HARDIN	0	SHELBY	0
HENDERSON	0	ST CLAIR	5
HENRY	0	STARK	0
IROQUOIS	0	STEPHENSON	1
JACKSON	1	TAEWELL	0
JASPER	0	UNION	0
JEFFERSON	3	VERMILLION	1
JERSEY	0	WABSASH	0
JO DAVIESS	0	WARREN	1
JOHNSON	1	WASHINGTON	0
KANE	16	WAYNE	0
KANKAKEE	1	WHITE	0
KENDALL	1	WHITESIDE	0
KNOX	0	WILL	12
LAKE	13	WILLIAMSON	1
LASALLE	4	WINNEBAGO	12
LAWRENCE	0	WOODFORD	1



Table 11 (Continued): Housing Charges Filed by County

Ordered by Ten Counties with Highest Number of Charges Filed

COUNTY	TOTAL
COOK	161
DUPAGE	21
KANE	16
LAKE	13
WILL	12
WINNEBAGO	12
MCLEAN	7
DEKALB	5
ROCK ISLAND	5
ST CLAIR	5



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 voluntary and 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, and 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.
- In Fiscal Year 2019, the US Equal employment Opportunity Commission approved a contract with DHR for the Mediation Unit to mediate charges filed at EEOC. The contract includes options to extend for up to four (4) years.

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 FY2019, the Mediation Unit held 216 conferences, resolved 180 cases, and obtained a total known monetary recovery for charging parties of \$1,502,432.

Table 11: Mediation Unit Activity

Mediation Unit Activity				
Fiscal Year:	2017	2018	2019	
Number of Mediation Conference Held	291	165	159	
Number of Conferences with Resolutions	563	152	216	
Percent of Conferences with Resolutions	87.0%	92.0%	73.6%	
Number of Additional Cases Resolved	18	32	0	
Total Number of Cases Resolved Via Mediation	270	184	180	
Total Number of Cases Completed	3,069	3,071	2,717	
Percent of Cases resolved Via Mediation	8.8%	6.1%	6.6%	
Known Monetary Amounts (frequently kept confidential)	\$ 1,297,123	\$ 1,281,427	\$ 1,502,432	



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.

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:

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

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.

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 four different contract 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 2019, the two agencies cooperated to produce a model sexual harassment prevention training program.
4. Mediation: In FY2019, the EEOC approved a separate contract with the DHR for the Mediation Unit to mediate charges filed at EEOC (see Mediation Program pages for procedures and information relating to DHR's Mediation Unit). This contract includes options to extend for up to four (4) years.

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 antidiscrimination laws.

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.



Table 12: Charges Docketed by Jurisdiction

Charges Docketed by Jurisdiction						
Fiscal Year:	2017		2018		2019	
Employment	2,748	86%	2,442	84%	2,359	82%
Housing	282	9%	313	11%	311	11%
Public Accommodations	165	5%	153	5%	201	7%
Financial Credit	3	0%	1	0%	1	0%
Sexual Harassment in Education	3	0%	5	0%	0	0%
TOTAL	3,201		2,914		2,872	

Figure 8: Charges Docketed by Jurisdiction

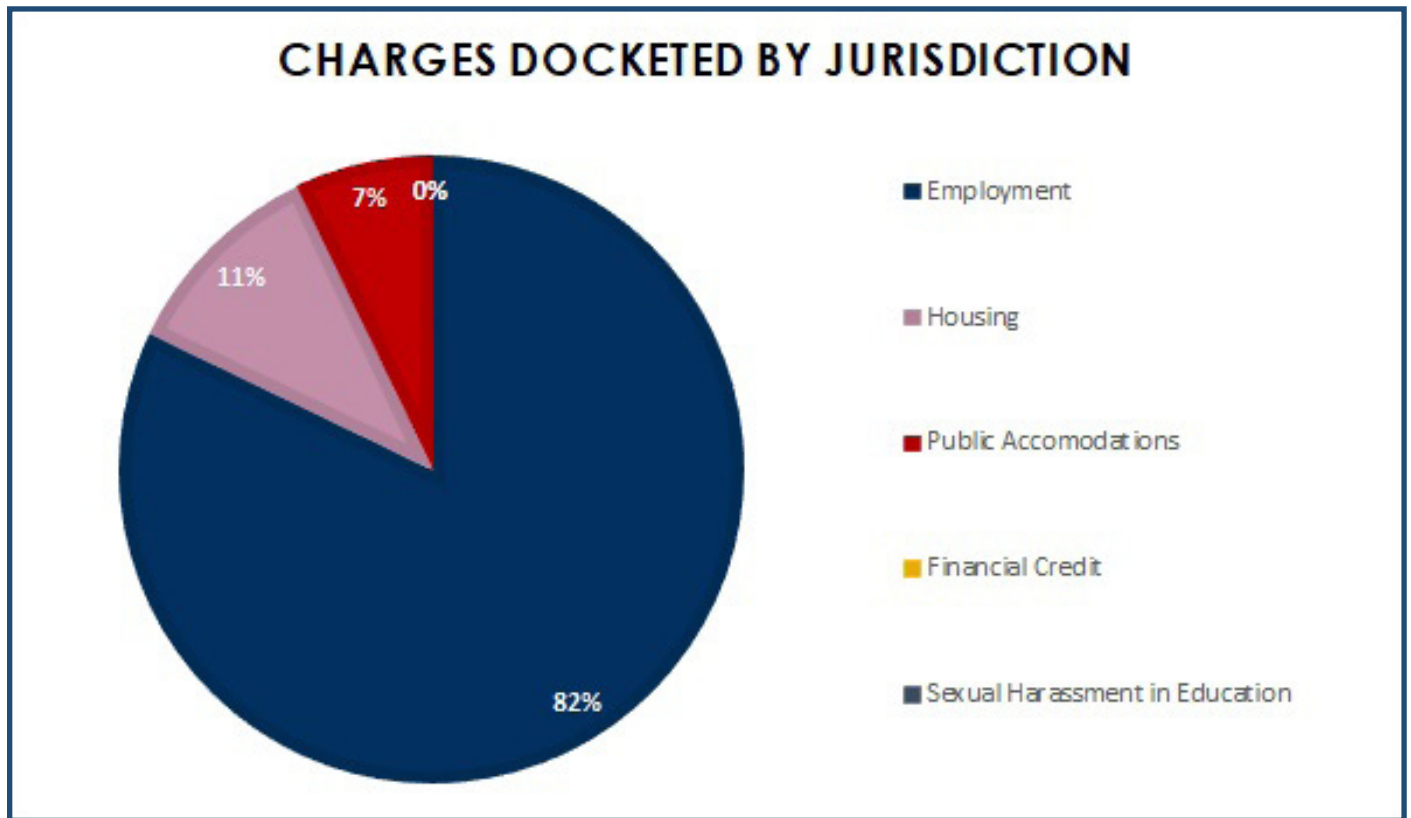


Table 13: Inquiries, Charges Filed and Completed Investigations

Inquiries, Charges Filed and Completed Investigations			
<i>(Excluding Housing Cases)</i>			
Fiscal Year:	2017	2018	2019
Inquiries	11,516	10,281	14,910
Charges Filed	2,919	2,601	2,561
Completed Investigations	3,069	3,017	2,717

Figure 9: Inquiries, Charges Filed and Completed Investigations

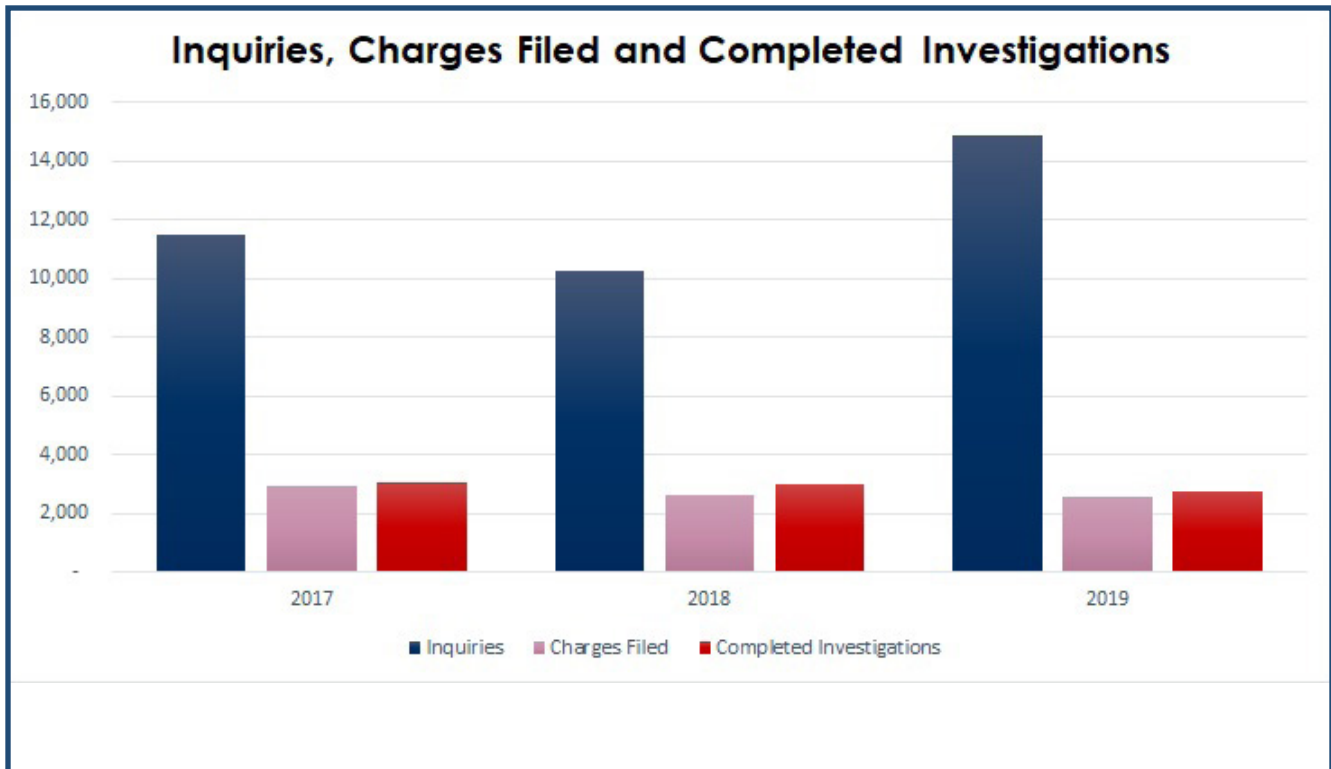


Table 14: Disposition of Completed Investigations

Disposition of Completed Investigations			
Fiscal Year:	2017	2018	2019
Inquiries Received	11,516	10,281	14,910
Charges Filed	2,919	2,601	2,561
Completed Investigations	3,069	3,017	2,717
Completed Investigations:			
Lack of Substantial Investigatio	1,376	1,309	1,198
Settlement	809	741	575
Withdrawn by Complainant	349	362	257
Substantial Evidence/Default	181	191	174
Failure to Proceed	153	177	234
Lack of Jurisdiction	151	171	163
Administrative Closure	50	66	116
Total	3,069	3,017	2,717

Figure 10: Disposition of Completed Investigations

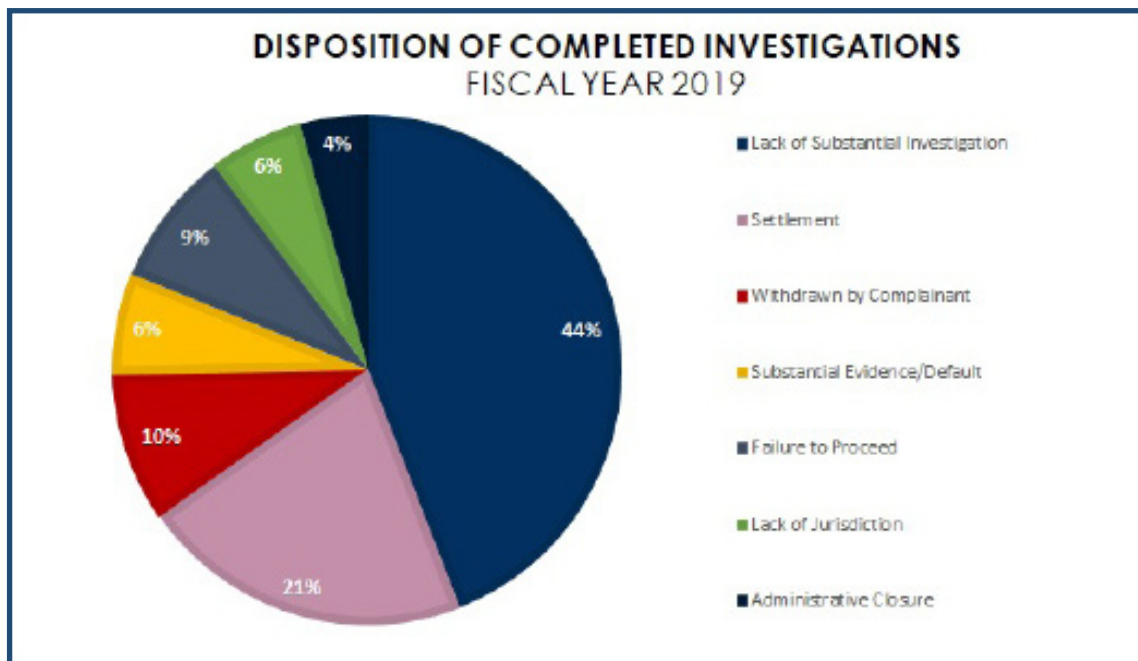


Table 15: Performance - Non-Housing Cases - Average Processing Time (in days)

Performance Metrics - Non-Housing Cases - Average Processing Time (in days)				
Fiscal Year:		2017	2018	2019
Average Investigation Length (assignment to completion)		125	120	112
Average Processing Time (perfection to determination)		286	321	333

Table 16: Employment Charges by Basis

Total Basis Charged Fiscal Year 2019 Basis of Discrimination - Ordered by Total Bases			Total Basis Charged Fiscal Year 2019 Basis of Discrimination - Ordered Alphabetically		
Retaliation	967	21%	Age	482	11%
Sex Discrimination	790	17%	Aiding And Abetting	3	0%
Race	709	16%	Arrest Record	29	1%
Age	482	11%	Citizenship	11	0%
Physical Disability	463	10%	Coercion	5	0%
Sexual Harassment	416	9%	Color	61	1%
National Origin	279	6%	Immigration Related Status	1	0%
Mental Disability	164	4%	Marital Status	21	0%
Color	61	1%	Mental Disability	164	4%
Sexual Orientation	55	1%	Military Status	23	1%
Religion	54	1%	National Origin	279	6%
Arrest Record	29	1%	Order Of Protection	7	0%
Military Status	23	1%	Other	23	1%
Other	23	1%	Physical Disability	463	10%
Marital Status	21	0%	Race	709	16%
Citizenship	11	0%	Religion	54	1%
Order Of Protection	7	0%	Retaliation	967	21%
Coercion	5	0%	Sex Discrimination	790	17%
Aiding And Abetting	3	0%	Sexual Harassment	416	9%
Immigration Related Status	1	0%	Sexual Orientation	55	1%
Unfavorable Military Discharge	1	0%	Unfavorable Military Discharge	1	0%
Total Bases	4,564		Total Bases	4,564	



Figure 13: Employment Charges by Basis of Discrimination as a Percent of Total Bases

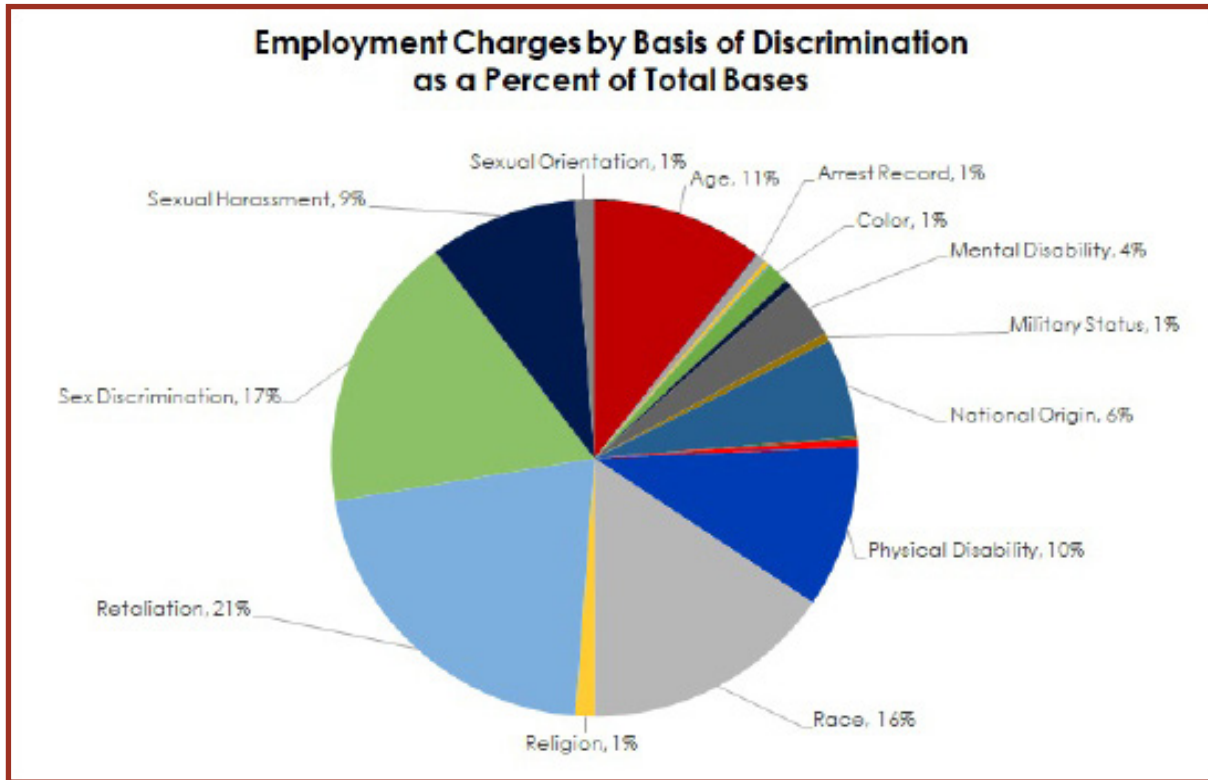


Figure 14: Employment Charges by Basis as a Percent of Total Charges

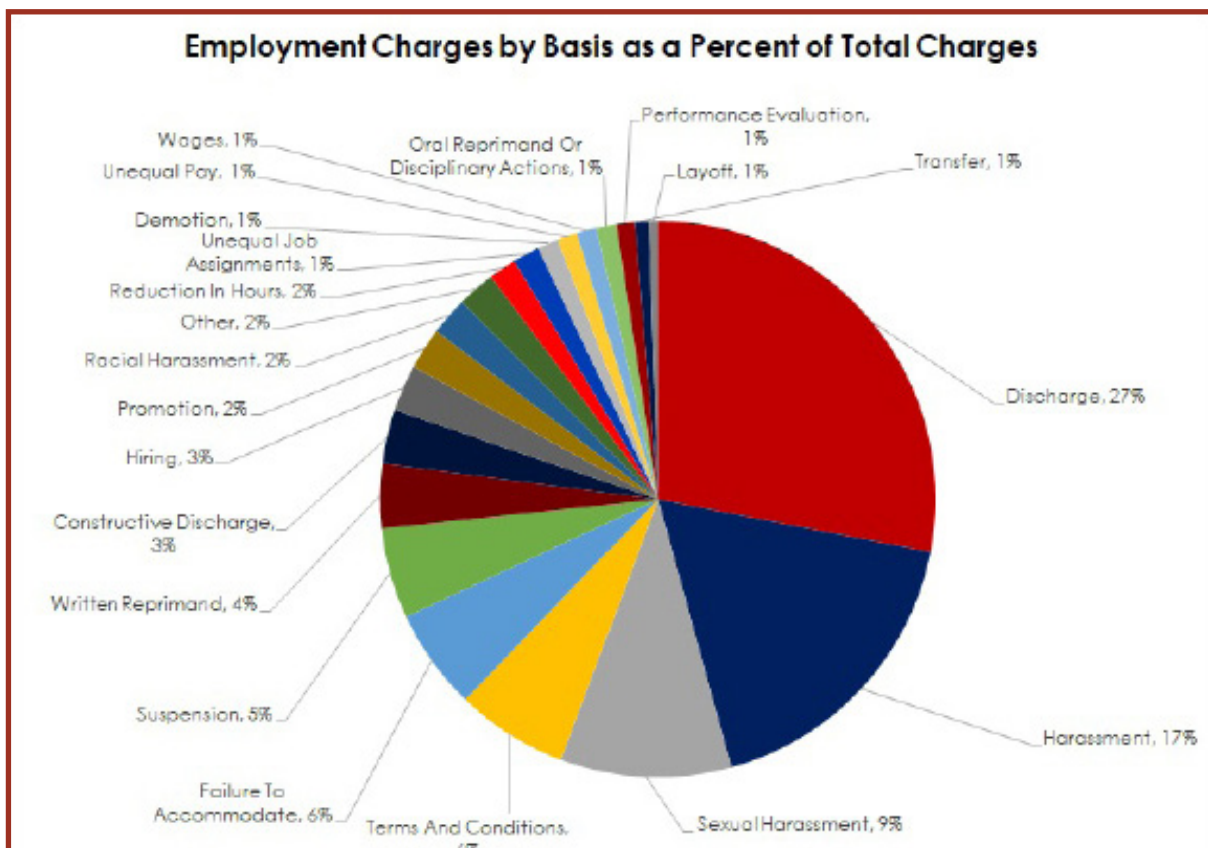


Table 17: Public Accommodations Charges by Basis

Public Accommodations Charges by Basis Fiscal Year 2019 - Ordered by Total Bases Charged			Public Accommodations Charges by Basis Fiscal Year 2019 - Ordered Alphabetically		
Basis of Discrimination			Basis of Discrimination		
Race	98	27%	Age	27	7%
Physical Disability	52	14%	Aiding And Abetting	4	1%
Retaliation	32	9%	Color	17	5%
Sex Discrimination	31	9%	Gender Identity	6	2%
Age	27	7%	Marital Status	2	1%
Mental Disability	27	7%	Mental Disability	27	7%
Sexual Orientation, Homosexual	21	6%	Military Status	1	0%
National Origin	20	6%	National Origin	20	6%
Color	17	5%	Other	1	0%
Religion	12	3%	Physical Disability	52	14%
Transgender	10	3%	Race	98	27%
Gender Identity	6	2%	Religion	12	3%
Aiding And Abetting	4	1%	Retaliation	32	9%
Marital Status	2	1%	Sex Discrimination	31	9%
Sexual Harassment By Male	2	1%	Sexual Harassment By Male	2	1%
Military Status	1	0%	Sexual Orientation, Homosexual	21	6%
Other	1	0%	Transgender	10	3%
Total Bases Charged	363		Total Bases Charged	363	



Figure 13: Public Accommodations Charges by Basis Per Total Bases

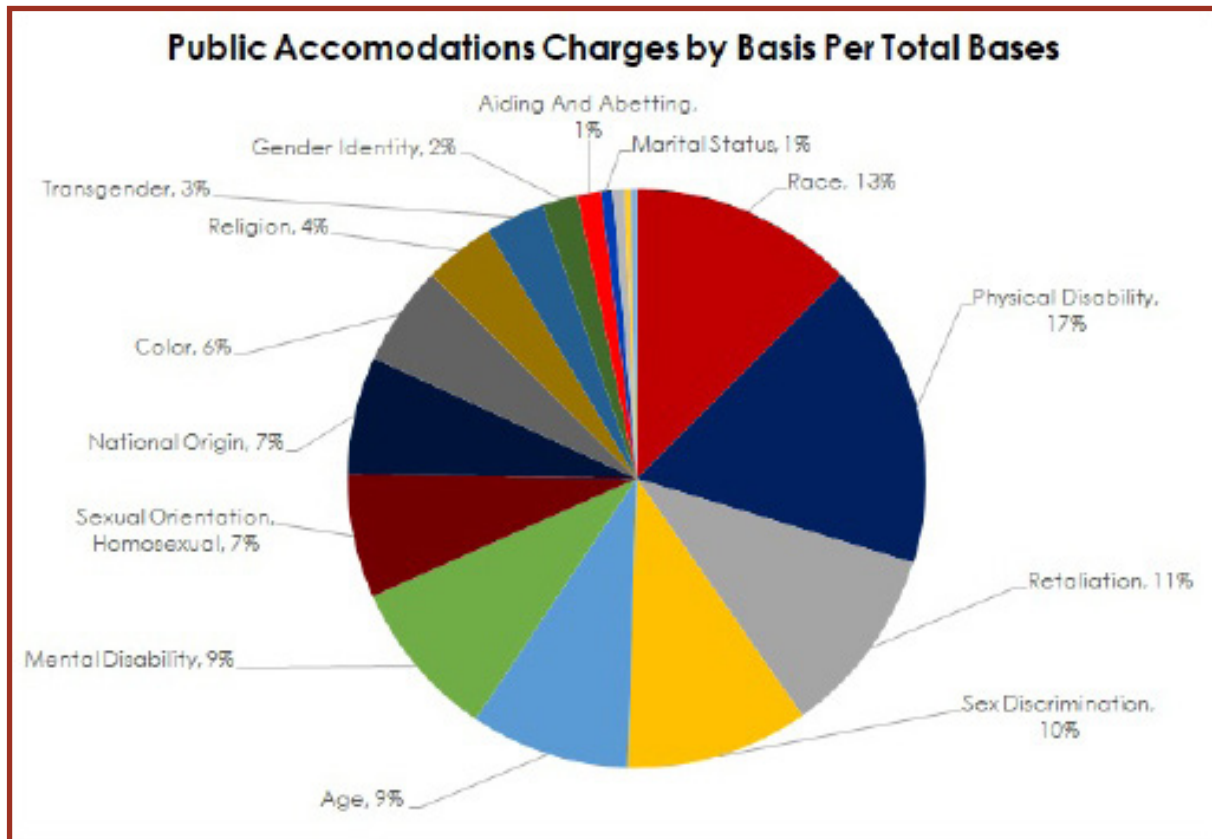


Table 18: Employment Charges by Respondent Type

Employment Charges by Respondent Type Fiscal Year 2019 - Ordered by Total Charges			Employment Charges by Respondent Type Fiscal Year 2019 - Ordered Alphabetically		
Respondent Type			Respondent Type		
Private	1786	76%	College or University, Private	15	1%
Individual	161	7%	College or University, Public	20	1%
Government, Local	156	7%	Elementary and Secondary Schools, Public	69	3%
Government, State	101	4%	Government, Local	156	7%
Elementary and Secondary Schools, Public	69	3%	Government, State	101	4%
Private Employment Agency	24	1%	Individual	161	7%
College or University, Public	20	1%	Private	1786	76%
Union	18	1%	Private Employment Agency	24	1%
College or University, Private	15	1%	Secondary Schools, Private	9	0%
Secondary Schools, Private	9	0%	State Employment Agency	0	0%
State Employment Agency	0	0%	Union	18	1%
Total:	2,359		Total:	2,359	

Figure 14: Employment Charges by Respondent Type

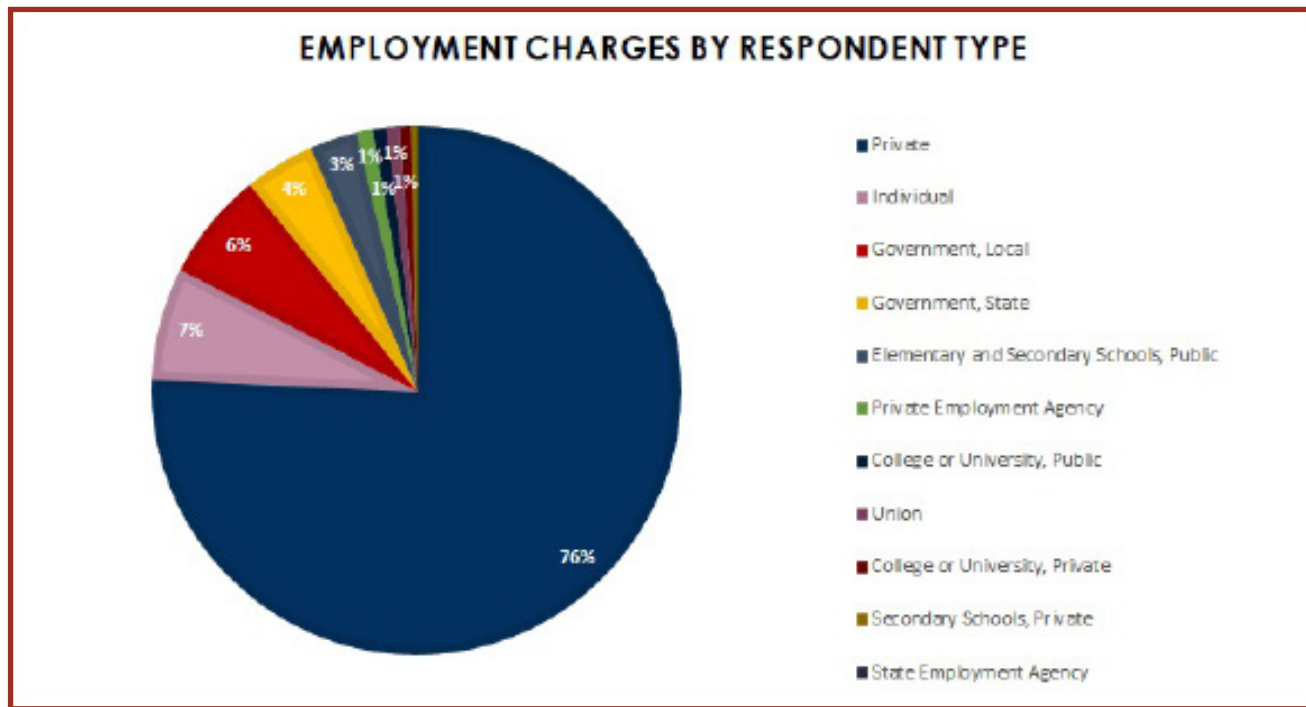


Table 19: Employment Discrimination Issues Alleged as Acts of Discrimination

Employment Discrimination Issues Alleged as Acts of Discrimination Fiscal Years 2017-2019						
Issue Alleged	2017		2018		2019	
Discharge	1409	33%	1217	32%	1132	27%
Harassment	668	16%	621	16%	1116	26%
Terms And Conditions	365	9%	320	8%	263	6%
Failure To Accommodate	248	6%	223	6%	237	6%
Suspension	232	5%	214	6%	213	5%
Written Reprimand	198	5%	175	5%	151	4%
Constructive Discharge	117	3%	117	3%	126	3%
Other	103	2%	100	3%	89	2%
Hiring	93	2%	92	2%	109	3%
Promotion	80	2%	76	2%	98	2%
Reduction In Hours	88	2%	63	2%	65	2%
Unequal Job Assignments	66	2%	53	1%	63	1%
Performance Evaluation	41	1%	45	1%	43	1%
Transfer	51	1%	45	1%	32	1%
Oral Reprimand Or Disciplinary Actions	49	1%	44	1%	46	1%
Demotion	39	1%	42	1%	49	1%
Wages	46	1%	42	1%	47	1%
Unequal Pay	35	1%	39	1%	47	1%
Racial Harassment	57	1%	36	1%	90	2%
Layoff	28	1%	31	1%	22	1%
Union Representation	33	1%	28	1%	17	0%
Failure To Return From Medical Leave	27	1%	21	1%	21	0%
Forced Medical Leave	25	1%	20	1%	18	0%
Tenure	22	1%	18	0%	21	0%
Probation	15	0%	15	0%	17	0%
Training	20	0%	15	0%	16	0%
Overtime	14	0%	14	0%	19	0%
Forced Resignation	8	0%	11	0%	11	0%
Benefits	21	0%	9	0%	8	0%
Employment Reference	3	0%	6	0%	5	0%
Failure To Reassign	16	0%	6	0%	18	0%
Position Elimination	12	0%	5	0%	5	0%
Referral	2	0%	4	0%	14	0%
Intimidation Or Reprisal	4	0%	2	0%	6	0%
Aiding and Abetting	8	0%	1	0%	0	0%
Forced Retirement	3	0%	1	0%	4	0%
Recall	0	0%	1	0%	4	0%
Severance Pay	2	0%	1	0%	4	0%
Vacation	3	0%	1	0%	4	0%
Seniority	1	0%	0	0%	2	0%
Job Class	0	0%	0	0%	1	0%
Drug Testing	0	0%	0	0%	1	0%
Exclusion	0	0%	0	0%	0	0%
Qualification/Testing	0	0%	0	0%	0	0%
Advertising	0	0%	0	0%	0	0%
Totals	4,252		3,774		4,254	



Table 20: Type of Discrimination by County

Type of Discrimination by County						
County	Employment	Financial Credit	Public Accommodations	Sexual Harassment in Education	Housing	Total
ADAMS	4					4
BOND					1	1
BOONE	1				2	3
BROWN	1					1
BUREAU	4		1			5
CARROLL	1					1
CASS	2				1	3
CHAMPAIGN	35		1		4	40
CHRISTIAN	1					1
CLARK	1					1
CLAY			1			1
CLINTON	8				1	9
COLES	4				3	7
COOK	1,377	1	134		140	1,652
CRAWFORD						0
DEKALB	7				5	12
DEWITT	1					1
DOUGLAS	1					1
DUPAGE	307		17		31	348
EDGAR	1					1
EDWARDS	2					2
EFFINGHAM	5					5
FAYETTE	1					1
FORD	3					3
FRANKLIN						0
FULTON						0
GRUNDY	2				3	5
HENRY						0
IROQUOIS						0
JACKSON	7				1	8
JEFFERSON	13				3	16
JERSEY						0
JO DAVIESS	1					1
JOHNSON	4				1	5
KANE	54		3		14	71
KANKAKEE	9				1	10
KENDALL	5		2		1	8
KNOX	5		1			6
LAKE	93		4		13	110
LASALLE	15				4	19
LEE	2					2



Table 21: Type of Discrimination by County (continued)

County	Employment	Financial Credit	Public Accommodations	Sexual Harassment in Education	Housing	Total
LIVINGSTON						0
LOGAN	3					3
MACON	29				2	31
MACDOUGAL	4					4
MADISON	36		3		4	43
MARION	5					5
MARSHALL						0
MASON	1					1
MASSAC	1					1
MACDONOUGH	3				1	4
MCHENRY	18				4	22
MCLEAN	15				7	22
MCNEED						0
MERCER						0
MCNEE	3					3
MONTGOMERY	2		1			3
MORGAN	8					8
MCULTRE	1		2			3
OGLE						0
PEORIA	30		1		7	38
PERRY	3				1	4
PLATT						0
PIKE	1					1
PULASKI						0
RANDOLPH	3					3
RICHLAND	1					1
ROCK ISLAND	41		3		5	49
SALINE	2					2
SANDRAGON	106		12		4	122
SCHUYLER	1					1
SHELBY	3					3
ST CLAIR	23		1		5	29
STEPHENSON	3		1		1	5
TAZEWELL	11		2			13
UNION	4		1			5
VERMILION	3				1	4
WARREN	1				1	2
WAYNE	1					1
WHITESIDE	3					3
WILL	74		9		12	95
WILLIAMSON	7				1	8
WINNEBAGO	31		1		12	44
WOODFORD	1				1	2
TOTAL	1,357	1	301	0	310	1,971



Functions

The Legal Division (“Legal”) reviews the investigative work of the Illinois Department of Human Rights (“Department” or “IDHR”), 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 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.

Table 21: Legal Support for Investigations

	Substantial Evidence Reviews	Complaints	Responses to Requests for Review
Housing Cases	22	16	32
Employment and Other Cases	202	103	330
Total	224	119	362

EQUAL EMPLOYMENT AND AFFIRMATIVE ACTION FOR STATE AGENCIES



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 people 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").

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.

State entities that fail to meet their EEO/AA goals are required to establish training programs 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.

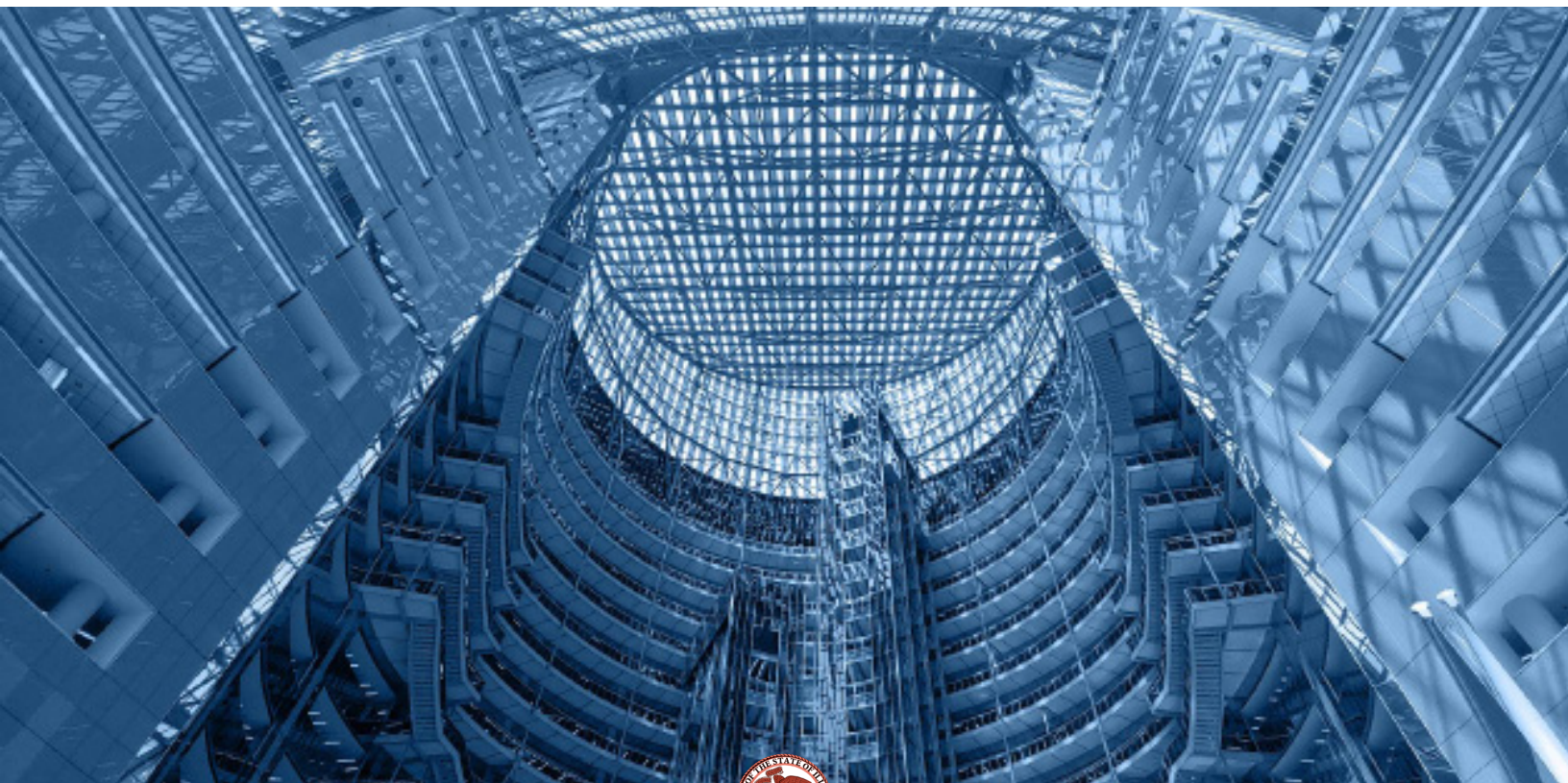
In FY2019, there were no agencies recommended to establish or to continue training in accordance with Section 7-105 (H), or that failed to comply with the requirements of the Act in accordance with Section 7-105(E).



Liaison Unit Activities

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

- Responded to 624 technical assistance inquiries from state entities;
- Provided individual training sessions for new EEO/AA Officers on the development affirmative action plans 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 Technical Assistance Guide for Development of Affirmative Action Plans and Quarterly Reports for Illinois State Executive Agencies and; reasonable accommodation forms for applicants and employees;
- Participated in the Complete Count Commission – State/Local Government Subcommittee on State agencies outreach efforts and initiatives for the 2020 Census;
- 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 FY2019 affirmative action plan to: **Deaf and Hard of Hearing Commission, Department of Human Rights, State Retirement Systems, Department of Transportation, Treasurer's Office, and Workers' Compensation Commission;**
- Granted extensions for submitting the quarterly report to: **Department of Agriculture, Commerce Commission, State Board of Education, and Department of Insurance;**
- Sent an Affirmative Action Plan late notice to: **Medical District Commission;**
- Sent Quarterly Report late notices to: **Department of Agriculture, Department of Commerce and Economic Opportunity, Executive Ethics Commission, Deaf and Hard of Hearing Commission, Law Enforcement Training and Standards Board, Procurement Policy Board, and Workers' Compensation Commission;**
- Approved layoff reports for: **Department of Human Services, and Workers' Compensation Commission;** 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.**



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 the 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 disbarred. 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.

Historical Highlights

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.

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:

- Received a combination of 809 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 428 Employer Report Forms from initial registrants applying for a DHR number.
- Processed 381 Employer Report Forms from public contractors and eligible bidders seeking to renew their existing eligibility status.
- Responded to 675 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 1,298 public contractors and eligible bidders reminding them that their DHR Public Contracts Number was about to expire or had expired.

Number of registered bidders as of June 30, 2019: 10,457



2016, 2017, and 2018 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.

Table 22: Desk Audits CY2016 - 2018

	2016	2017	2018
Total entities selected for audit	233	251	279
Total entities notified of selection	233	251	279
Audit Results:			
Compliant	54	5	0
Revoked	39	30	7
Ineligible	3	2	44
No Longer in Existence	5	7	0
Relinquish PC-1 Number	11	16	19
Completed	115	60	76
Non-Compliant/Need Additional Information	76	45	15
Pending Completion	41	146	188
Total	233	251	279



Table 23: Public Contracts Registrations - Eligible Bidders and Renewals, Fiscal Year 2017 - 2019

Public Contracts Company Registrations - Eligible Bidders and Renewals

	FY2017	FY2018	FY2019
Employer Report Forms Processed (New and Renewing Eligible Bidders)	2,026	1,738	1,408
Inquiries	1,087	827	1,250
Registered Business Locations at Year End	11,594	11,079	12,043
Waiver Requests Granted	6	1	-
Exemptions Granted for Companies Located Wholly Outside the United States	-	-	-
Non-Compliance Letters Issued for Non-Compliance with PC-2 Bid Proposals	-	-	-





FISCAL

Funds were appropriated for DHR in the amount of \$15,056,700 during FY2019. General Revenue Funds totaled \$9,918,900, 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 (\$1,398,438); and
- The U. S. Department of Housing and Urban Development (“HUD”) to process dual- filed housing discrimination complaints and conduct special projects (\$911,482).

Expenditures for FY2019 totaled \$12,972,390, of which \$10,388,556 derived from General Revenue Funds, \$2,309,920 derived from Special Projects Funds, and \$273,914 derived from Other State Funds.

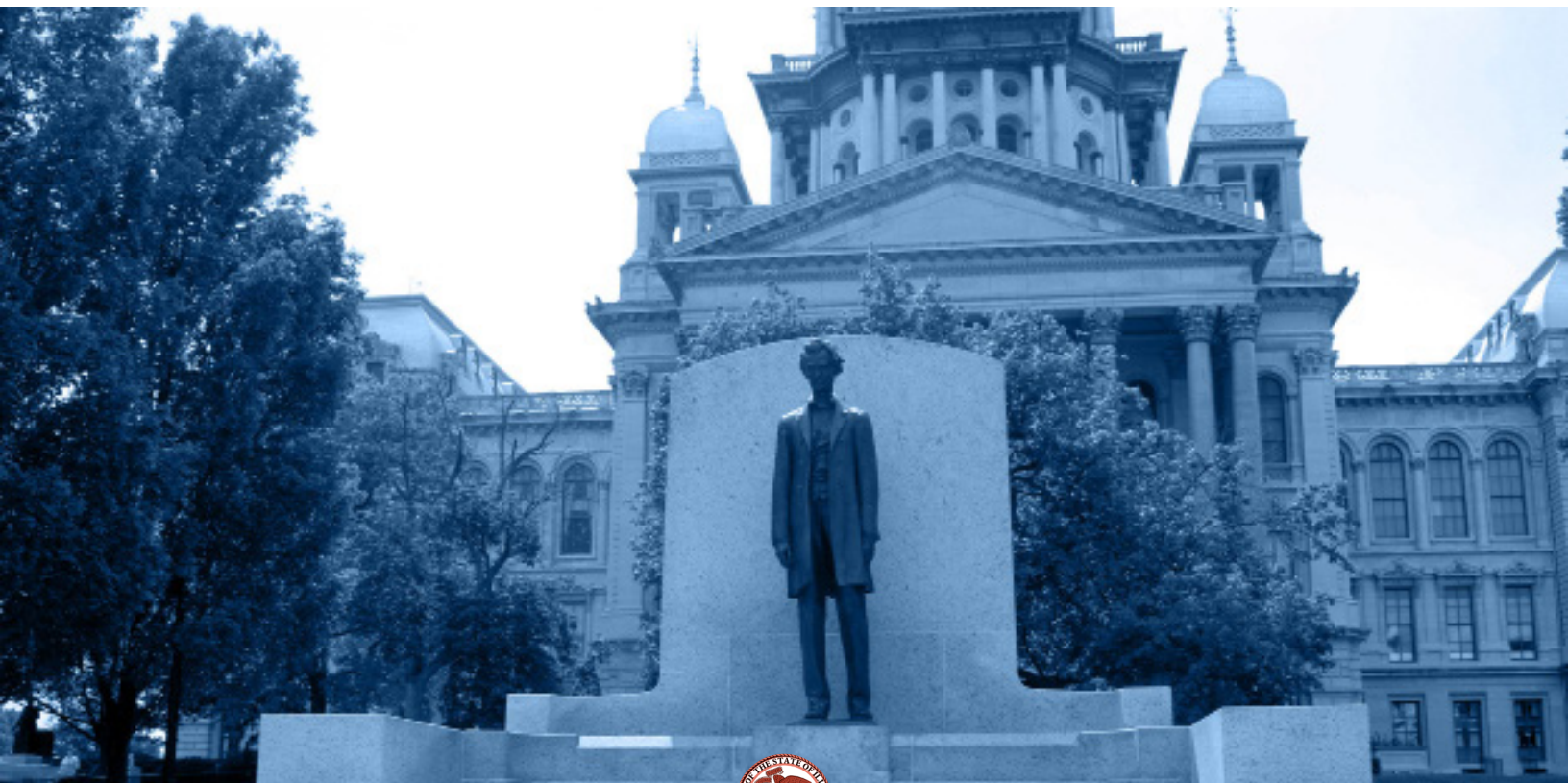
During Fiscal 2019, DHR implemented an enterprise resource program that greatly enhanced its accounting and financial reporting functionality.

Table 24: End of Year Headcount

End of Year Headcount			
	FY17	FY18	FY19
IDHR Total	123	125	124

Table 25: Expenditure Statement

Expenditure Statement Fiscal Year 2019	
Personal Services	\$ 10,154,495
Social Security	744,939
Retirement	599,371
Statistical and Tabulating Services	334,903
Group Insurance	300,038
Contractual Services	199,223
Interest	130,120
Telecommunications	123,283
Rent	77,137
Travel	55,424
Office Equipment Rental	41,461
Computer Software	39,507
Office Furniture and Equipment	37,147
Administration and Other Purposes	31,586
Repairs and Maintenance	22,004
Office Supplies	20,810
Settlements	16,250
Auto	13,230
Printing	12,202
Commodities	10,792
Training Materials	8,231
Insurance	236
Total	\$ 12,972,390



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:

New Laws

P.A. 101-221 (Sexual Harassment) Amends the Illinois Human Rights Act. Requires the Department of Human Rights to adopt a model sexual harassment prevention training program and provides that all employers shall use the model or establish a training program that equals or exceeds the minimum standards provided by the model. Makes other changes concerning: definitions; procedures following an employer’s failure to post required notices; employer disclosure requirements, and bar and restaurant sexual harassment policies and prevention training. Effective January 1, 2020.

P.A. 101-430 (Employment) Amends the Illinois Human Rights Act. Provides that “employer” includes any person employing one (instead of 15) or more employees within Illinois during 20 or more calendar weeks within the calendar year of or preceding the alleged violation. Provides that “employer” does not include any place of worship with respect to the employment of individuals of a particular religion to perform work connected with the carrying on by the place of worship of its activities. Effective July 1, 2020.

P.A. 101-530 (Fact Finding Conference-Housing) Amends the Illinois Human Rights Act. Provides that in housing cases the Department of Human Rights may (rather than shall) conduct a fact finding conference, and deletes language allowing a waiver to the fact finding conference. Provides that a formal training program for newly appointed commissioners of the Illinois Human Rights Commission shall include current issues in employment and housing discrimination. Provides that the Department shall authorize and not later than 30 days after the entry of the administrative closure order by the Commission the Attorney General shall commence and maintain a civil action on behalf of the aggrieved party seeking relief. Effective January 1, 2020.



P.A. 101-565 (Arrest Record – Housing) Amends the Illinois Human Rights Act. Provides that it is a civil rights violation for an owner or any other person engaging in a real estate transaction, because of an arrest record to: refuse to engage in a real estate transaction with a person or to discriminate in making available such a transaction; alter the terms, conditions, or privileges of a real estate transaction or in the furnishing of facilities or services in connection therewith; refuse to receive or to fail to transmit a bona fide offer to engage in a real estate transaction from a person; refuse to negotiate for a real estate transaction with a person; represent a person that real property is not available for inspection, sale, rental, or lease when in fact it is so available, or fail to bring a property listing to his or her attention, or to refuse to permit him or her to inspect real property; make, print, circulate, post, mail, publish, or cause to be made, printed, circulated, posted, mailed, or published, any notice, statement, advertisement, or sign, or use a form of application for a real estate transaction, or make a record or inquiry in connection with a prospective real estate transaction, that indicates any preference, limitation, or discrimination based on an arrest record, or any intention to make any such preference, limitation, or discrimination; or offer, solicit, accept, use, or retain a listing of real property with knowledge that unlawful discrimination or discrimination on the basis of an arrest record in a real estate transaction is intended. Provides that the prohibition against the use of an arrest record shall not preclude an owner or any other person engaging in a real estate transaction from prohibiting the tenant, a member of the tenant's household, or a guest of the tenant from engaging in unlawful activity on the premises. Makes conforming changes. Effective January 1, 2020.

MANAGEMENT OPERATIONS AND INFORMATION SYSTEMS

The Management Operations and Information Systems division of IDHR (MOIS) oversees and manages general office operations, facilities and equipment, and the core information systems that enable the IDHR to conduct its daily work of three offices in Chicago, Springfield, and Marion. IDHR's MOIS division operates in tandem and coordination with the State of Illinois Department of Innovation and Technology (DoIT) and Central Management Services (CMS) to ensure all employees have the tools, resources, and support to uphold the agency's mission and deliver on the IDHR's commitment to the people of Illinois.

In alignment with governance and support services from both DoIT and CMS, IDHR's MOIS division supports key resources and functions of the agency, including:

- Managing and supporting data and mainframe applications necessary for casework and investigations
- IT equipment provisioning, maintenance and inventory control
- Facilities management and security
- IT systems support and security awareness and compliance
- Communications infrastructure, such as phone, website, and networks
- Reporting and data controls with information systems • strategic planning for growth and technology expansion of the IDHR.

Highlights of FY2019 Accomplishments

- Updated computer equipment for nearly 20% of agency employees
- Identified and initiated procurement opportunities to secure a new electronic case management system for the IDHR investigative and case management teams
- Procured new office furnishings (office chairs) for IDHR staff
- Implemented agency website updates, including upgrades to site layout and information
- Initiated new IDHR employee Intranet site for internal document sharing and staff communications



MEDIA RELATIONS



The Public Information Officer 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:

- [August 17, 2018](#): Illinois Department of Human Rights Honors “Dream Builders”: A celebration of Youth Organizations
- [October 3, 2018](#): Illinois Department of Human Rights “Saluting Excellence” A celebration of Hispanic Heritage Month
- [November 27, 2018](#): Illinois Department of Human Rights Releases PSAs on Sexual Harassment
- [January 8, 2019](#): Multi-Agency collaboration reduces backlog at the Illinois Human Rights Commission



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