



State Services Assurance Act Annual Report

April 1, 2022

Annual Report on the staffing level of bilingual on-board frontline employees within the Illinois Department of Central Management Services.

In accordance with 5 ILCS 382/3-1 *et seq.*, the Illinois Department of Central Management Services submits the following report to the Illinois General Assembly on or before April 1, 2022.

Janel L. Forde
Director



Executive Summary

The State Services Assurance Act recognizes that State government delivers many services to all Illinois residents. The Act notes that State services are used by many Illinois residents who do not speak the English language fluently. As such, the Act recognizes a need for bilingual State employees and “ensures the hiring and retention of additional bilingual frontline staff in State agencies where public services are most used.”

The Act requires that on or before April 1st of each year, “each executive branch agency, board, and commission shall prepare and submit a report to the General Assembly on the staffing level of bilingual employees. The report shall provide data from the previous month, including but not limited to each employee’s name, job title, job description, and languages spoken.”

As of March 1, 2022, the Illinois Department of Central Management Services (CMS) had one bilingual on-board frontline staff. This staff member speaks Spanish and is a Human Resources Specialist. Please note this number reflects the fact that, as of January 1, 2022, five additional bilingual on-board frontline staff moved from CMS to the Commission on Equity and Inclusion (CEI). This move occurred pursuant to Public Act 101-0657, which created the CEI.



ILLINOIS

JB Pritzker, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Janel L. Forde, Director

April 1, 2022

To the Honorable Members of the General Assembly:

Subject: State Services Assurance Act

Pursuant to the State Services Assurance Act, 5 ILCS 382/3-1 *et seq.*, enclosed please find the Department of Central Management Services' (CMS) Annual Report. As required by law, the Annual Report contains the staffing level from the previous month of frontline State employees in certain bargaining units represented by the American Federation of State, County, and Municipal Employees (AFSCME), including but not limited to each employee's name, job title, job description, and languages spoken.

CMS strives to ensure that all Illinois residents can fully access State of Illinois services, many of which are vital for health, welfare, safety, and quality of life. Bilingual employees are essential to ensure a fully representative, responsive, and effective State government.

Sincerely,

A handwritten signature in black ink that reads "Janel L. Forde".

Janel L. Forde
Director



State Services Assurance Act: Annual Report

The [State Services Assurance Act](#)¹ requires each executive branch agency to submit a report to the Illinois General Assembly on or before April 1st every year on the staffing level of bilingual on-board frontline staff in the RC-6, RC-9, RC-10, RC-14, RC-28, RC-42, RC-62, RC-63, and CU-500 bargaining units in titles represented by AFSCME as of June 1, 2007.² “On-board frontline staff” means frontline staff in paid status.³

The State Services Assurance Act Annual Report must contain each employee’s name, job title, job description, and languages spoken as of the previous month.⁴

The chart below identifies bilingual on-board frontline staff employed by the Department of Central Management Services as of March 1, 2022, by name, job title, and languages spoken.

Central Management Services					
Bilingual On-Board Frontline Staff (as of March 1, 2022)					
Employee Name	Job Title	Position Number	Bargaining Unit	Languages Spoken	Job Description
Magaña, Mayra	Human Resources Specialist	19693-37-00-010-02-01	RC-62	Spanish	See Appendix A

¹ [State Services Assurance Act](#), 5 ILCS 382/3-1 *et seq.*

² *Id.*, at §§3-5, 3-20.

³ *Id.*, at §3-5.

⁴ *Id.*, at §3-20.