



# *State Universities Civil Service*

68th  
ANNUAL REPORT

FY 19

July 1, 2018—June 30, 2019

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## MISSION STATEMENT



*The State Universities Civil Service System strives to champion excellence in education and auxiliary programs by providing a comprehensive foundation of human resource practices and standards that facilitate the recruitment, retention, and development of a quality staff, in support of the teaching and research mission of each university and affiliated agency. We are committed to providing an environment of equal opportunity and access to all services and thereby establishing a foundation for each university/agency to fulfill their mission and each individual to reach their potential.*

## JURISDICTION

The authority of the State Universities Civil Service System hereinafter referred to as the “University System” is provided through legislative Statute and empowered through the University Civil Service Merit Board to develop, maintain, and administer a comprehensive and efficient program of human resource administration for the higher education community, specifically related to the employment and employment relationship with their auxiliary and support staff positions. In accomplishing this task, the University System has developed a comprehensive set of Administrative Rules and procedures which effectively facilitate the administration of many aspects of the employment relationship.

Section 36e of the Act (110 ILCS 70/36e) provides that all employees of the constituent institutions and agencies shall be covered except the following persons:

- *the members and officers of the Merit Board and the boards of trustees, and the commissioners of the institutions and agencies covered;*
- *the presidents and vice-presidents of each educational institution;*
- *other principal administrative employees of each institution and agency who meet specific Merit Board criteria;*
- *the teaching, research and extension faculties of each institution and agency; and*
- *students employed under rules prescribed by the Merit Board without examination or certification.*

Direct oversight authority spans across approximately 23,000 civil service employees, which includes over 18,000 status employees and over 4,200 non-status employees throughout the state. To a lesser degree, the University System monitors and authorizes over 18,000 student employees and over 9,200 exempt administrative and faculty appointments. The University System administers a classification and examination program consisting of 1,027 classes/exams resulting in the pre-employment testing of approximately 29,300 applicants or promotional candidates for FY 2019. The University System also has oversight authority over the thousands of other basic employment transactions performed through the many human resource offices throughout the system, including transfers, promotions, layoffs, and separations.

**JURISDICTION continued . . .**

The University System was created as a separate entity of the State of Illinois by the 67th General Assembly and became operative on January 1, 1952. The University Civil Service Act (Act) is presently codified in the Illinois Compiled Statutes at 110 ILCS 70/36b et seq. and the University System Administrative Rules are presently codified in the Illinois Administrative Code (Code) at 80 Ill. Adm. Code 250. Headquartered at 1717 Philo Road, Suite 24, Urbana, Illinois, the University System serves the following public universities and agencies with respect to the employment relationship with their professional (non-academic), technical, and support staff:

<p><b>University of Illinois at Chicago</b></p> <p><i>Morton Arboretum</i></p> <p><i>Drug and Horticultural Experiment Station</i></p> <p><i>College of Medicine at Rockford</i></p> <p><i>College of Medicine at Peoria</i></p> <p><i>Hospital and Clinics</i></p> <p><i>Division of Specialized Care for Children (Springfield)</i></p> <p><i>Division of Specialized Care for Children (Chicago)</i></p> <p><b>University of Illinois at Springfield</b></p> <p><b>University of Illinois at Urbana-Champaign</b></p> <p><i>Institute for Natural Sciences and Sustainability</i></p> <p><i>Robert Allerton House</i></p> <p><i>Robert Allerton Park</i></p> <p><i>Bonneville Road Station—Monticello Road Station</i></p> <p><i>County Agriculture and/or</i></p> <p><i>Home Economics Extension Office</i></p> <p><i>Department of Agronomy, College of Agriculture</i></p> <p><i>Dixon Springs Agricultural Center</i></p> <p><i>Vermilion River Observatory</i></p> <p><i>Northeastern Agronomy Research Center</i></p> <p><i>Prairie Observatory—Oakland</i></p> <p><i>Department of Horticulture, River Valley Sand Field Plot, Mason County</i></p> <p><i>Department of Horticulture’s St. Charles Horticulture Research Center</i></p> <p><b>Southern Illinois University Carbondale</b></p> <p><b>Southern Illinois University School of Medicine Springfield</b></p>	<p><b>Southern Illinois University Edwardsville</b></p> <p><i>Alton</i></p> <p><i>Madison County</i></p> <p><i>East St. Louis</i></p> <p><b>Chicago State University</b></p> <p><b>Eastern Illinois University</b></p> <p><b>Governors State University</b></p> <p><b>Illinois State University</b></p> <p><b>Northeastern Illinois University</b></p> <p><b>Northern Illinois University</b></p> <p><i>Glen Ellyn</i></p> <p><i>Cook County</i></p> <p><i>Rockford</i></p> <p><b>Western Illinois University</b></p> <p><i>Quad-Cities Campus</i></p> <p><b>Illinois Board of Higher Education</b></p> <p><b>Illinois Community College Board</b></p> <p><b>Illinois Student Assistance Commission</b></p> <p><b>State Universities Retirement System</b></p> <p><b>State Universities Civil Service System</b></p>
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## MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the State Universities Civil Service System, we respectfully submit our 68th Annual Report. This Report provides an overview of our business operations, our many programs and initiatives, and a brief description of our FY 20 agency action plan. Our business objectives remain consistent with our statutory directive, our mission, and our purpose.

Our operational philosophy is built on the principles of collaboration and teamwork. In this respect, we work closely with all of our university employers, affiliated agencies, and various employee constituency groups to create and promote an environment of open interaction, trust, and professionalism. This collaborative approach has enabled us to build and develop programs, classifications and examination updates, and allowed us to begin the long but continued process to bring new efficiencies to the human resource programs throughout higher education. It has nurtured growth and respect in our constituency relationships.

As an agency, our primary goal is to design personnel programs assuring that higher education employers can attract the best applicants by utilizing sound and efficient processes. It is our obligation to develop policies and practices which allow each of our employers to not only compete in the market for employees, but to also accomplish this while maintaining the fundamental principles and rights established by our statute for employees and applicants.

The continued uncertainty with the budgets for the higher education community makes the challenges to administer effective programs more difficult. However, I do want to take this opportunity to extend our gratitude to the Illinois higher education community and to the broader statewide network of affiliated state agencies and legislative offices for their continued support and commitment to our efforts and service. This Report demonstrates our commitment to the high standard of public accountability, consistent with our statutory responsibility and obligations.

We hope you find this Report very informative and enlightening.



*Jeff Brownfield*

*Executive Director*

## UNIVERSITY SYSTEM OFFICE

The University System office provides oversight and services to universities and agencies in most aspects of the personnel administration program and encourages the concept of participative management by involving a variety of levels of the employer's staff, as well as employee representatives, in decisions affecting the implementation of the Act, the Code, the procedure manuals, and the many formal business procedures.

Incorporated into the Act (110 ILCS 70/36) establishing the University System were many innovative principles that remain viable operating guidelines even today, including efficiency and economy of operation, equal opportunity for all applicants, selection of highly qualified personnel, equal pay for equal work, and career opportunities comparable to those in business and industry. Additionally, the Act further delegates the authority to a Designated Employer Representative (DER) at each university/agency to conduct examinations, designate and refer applicants for positions, and otherwise administer human resource programs consistent with the meaning, interpretations, and intent contained therein.

Therefore, certain functions required by the Act have been defined and delegated to the universities and agencies under the University System (see page 5 for a list of the universities and agencies). Through this delegated authority, the universities and agencies are responsible for the recruitment, examination, and appointment to various employment positions, as well as the assignment of specific duties to be performed by each employee. The employer is also responsible for all employee relations, including disciplinary actions. Individuals employed into positions under the guidelines of the University System are employed directly by the university or agency and are not employees of the University System.

The University System is unique in that it empowers the individual university and agency employment locations, through a DER, to deliver our classification plan, examination instruments, and generally administer many of our rules and procedures. It is important in this type of organizational structure that we maintain close contact with both the employers and employees in the administration of these rules and procedures. We have done so through various committees, special focus groups, and other collaborative relationships with individual universities, affiliated agencies, other state agencies, and employee groups. This collaborative business approach has proven to be very economically efficient and customer service oriented.

## UNIVERSITY CIVIL SERVICE MERIT BOARD

The governing body of the University System is the University Civil Service Merit Board, hereinafter referred to as the “Merit Board”. The Merit Board is composed of 11 members representing the public universities of the State of Illinois. Members of the Merit Board are elected by their respective university governing boards. The current Merit Board members are as follows:

<b><i>Jill Smart—Chair</i></b>	
<i>University of Illinois</i>	
<b><i>Vacant</i></b>	<b><i>John Simmons</i></b>
<i>Governors State University</i>	<i>Southern Illinois University</i>
<b><i>Miriam Mobley Smith</i></b>	<b><i>John Butler</i></b>
<i>Chicago State University</i>	<i>Northern Illinois University</i>
<b><i>Joseph Dively</i></b>	<b><i>Julie Annette Jones</i></b>
<i>Eastern Illinois University</i>	<i>Illinois State University</i>
<b><i>Sherry Eagle</i></b>	<b><i>Stuart King</i></b>
<i>Northeastern Illinois University</i>	<i>University of Illinois</i>
<b><i>Naomi Jakobsson</i></b>	<b><i>Vacant</i></b>
<i>University of Illinois</i>	<i>Western Illinois University</i>

The Merit Board meets on a regular basis to conduct activities necessary to direct, manage, and maintain business operations of the agency. The powers and duties of the Merit Board are set forth in Section 36d of the Act (110 ILCS 70/36d).

During FY 2019, the Merit Board met three times — September 18, 2018, November 29, 2018, and April 17, 2019. All meetings were held at the University System office in Urbana and simultaneously by video conference at the University of Illinois at Chicago.

All Merit Board meetings are open to the public and conducted in accordance with the Open Meetings Act. Formal business activities and actions are captured as required and publically provided at the University System website. Organized statewide advisory committees are consulted on a regular basis and provided various opportunities for interaction with the Merit Board on numerous topics. For a complete detailed account of all Merit Board activities, you can access the formal meeting minutes and a schedule of their yearly meeting dates at [www.sucss.illinois.gov](http://www.sucss.illinois.gov).

## ADVISORY COMMITTEES

### STATE UNIVERSITIES CIVIL SERVICE ADVISORY COMMITTEE

The State Universities Civil Service Advisory Committee is mandated by Section 36c of the Act (110 ILCS 70/36c). The Committee is chaired by Jill Odom, University of Illinois at Urbana-Champaign, and meets quarterly at campuses throughout the state, welcoming civil service employees at the particular campus to attend. Members of the committee are elected by civil service employees at each of the universities and agencies served. Committee members represent their constituents by functioning in an advisory capacity to the Merit Board on “all matters pertaining to the University System.”

During FY 2019 the committee met four times — July 12 and 13, 2018 at the University of Illinois at Chicago; October 3 and 4, 2018 at the University System; January 10 and 11, 2019 at the University System; and April 17 and 18, 2019 at the University System.

More information is available online at [www.sucss.illinois.gov](http://www.sucss.illinois.gov).

### HUMAN RESOURCE DIRECTORS ADVISORY COMMITTEE

The Human Resource Directors Advisory Committee is comprised of the human resource directors, designated employer representatives, or other human resource personnel from each university/agency. This committee plays a very significant role in our overall general review and updating of University System Administrative Rules and procedures. Their collaboration is essential in creating a system of rules and procedures consistent with the changing demands of the various complex employment environments within the University System. During FY 2019, the committee met on July 27, 2018, October 26, 2018, and April 5, 2019.

More information is available online at [www.sucss.illinois.gov](http://www.sucss.illinois.gov).

### ADMINISTRATIVE ADVISORY COMMITTEE

The Administrative Advisory Committee, created by the Merit Board and chaired by the Merit Board Chair, Jill Smart, meets on call of its Chair, the Executive Director, or any member of the committee. The committee is composed of top administrative personnel representing each of the governing boards served by the Merit Board, the Merit Board Legal Counsel, and the administrative staff of the University System and considers matters of major policy.

More information is available online at [www.sucss.illinois.gov](http://www.sucss.illinois.gov).



**EMPLOYEE SERVED DATA (June 2019)**

**Employees Served Data: April 1, 2019 -- June 30, 2019**

Organizations Served	Civil Service Employees (See Note 1)	Total Status Employees	Total Non Status Employees	Exemptions					Total Employees (See Note 3)
				36e(2) Employees	36e(3) Employees	36e(4) Employees	36e(5) Employees (Students)	Total Exemptions	
<b>System Total</b>	<b>23,046</b>	<b>18,841</b>	<b>4,205</b>	<b>156</b>	<b>5,254</b>	<b>3,828</b>	<b>18,134</b>	<b>27,372</b>	<b>50,418</b>
<b>University of Illinois</b>	<b>12,111</b>	<b>9,828</b>	<b>2,283</b>	<b>58</b>	<b>3,576</b>	<b>2,032</b>	<b>8,749</b>	<b>14,415</b>	<b>26,526</b>
Chicago	3,310	2,842	468	18	1,000	447	2,478	3,943	7,253
Chicago Hospital	2,499	2,270	229	2	166	8	57	233	2,732
College of Medicine at Peoria	181	163	18	0	14	4	0	18	199
College of Medicine at Rockford	123	95	28	0	18	5	13	36	159
Division of Specialized Care for Children	247	242	5	0	9	0	0	9	256
Springfield	431	298	133	10	121	58	282	471	902
Urbana-Champaign	5,320	3,918	1,402	28	2,248	1,510	5,919	9,705	15,025
<b>Southern Illinois University</b>	<b>4,447</b>	<b>3,549</b>	<b>898</b>	<b>4</b>	<b>532</b>	<b>604</b>	<b>2,358</b>	<b>3,498</b>	<b>7,945</b>
Southern Illinois University Carbondale	1,777	1,216	561	2	231	233	937	1,403	3,180
Southern Illinois University Edwardsville	1,394	1,176	218	1	228	238	1,421	1,888	3,282
Southern Illinois University School of Medicine	1,276	1,157	119	1	73	133	0	207	1,483
<b>Other Universities</b>	<b>6,081</b>	<b>5,061</b>	<b>1,020</b>	<b>92</b>	<b>1,063</b>	<b>1,192</b>	<b>7,027</b>	<b>9,374</b>	<b>15,455</b>
Chicago State University	239	208	31	7	64	133	216	420	659
Eastern Illinois University	492	475	17	6	95	84	217	402	894
Governors State University	262	201	61	16	121	60	301	498	760
Illinois State University	1,814	1,458	356	17	331	386	2,596	3,330	5,144
Northeastern Illinois University	532	471	61	10	188	37	555	790	1,322
Northern Illinois University	2,019	1,543	476	31	194	378	1,894	2,497	4,516
Western Illinois University	723	705	18	5	70	114	1,248	1,437	2,160
<b>Agencies</b>	<b>407</b>	<b>403</b>	<b>4</b>	<b>2</b>	<b>83</b>	<b>0</b>	<b>0</b>	<b>85</b>	<b>492</b>
Illinois Board of Higher Education	12	11	1	0	23	0	0	23	35
Illinois Community College Board	30	30	0	1	10	0	0	11	41
Illinois Student Assistance Commission	234	231	3	1	30	0	0	31	265
State Universities Civil Service System	11	11	0	0	2	0	0	2	13
State Universities Retirement System	120	120	0	0	18	0	0	18	138

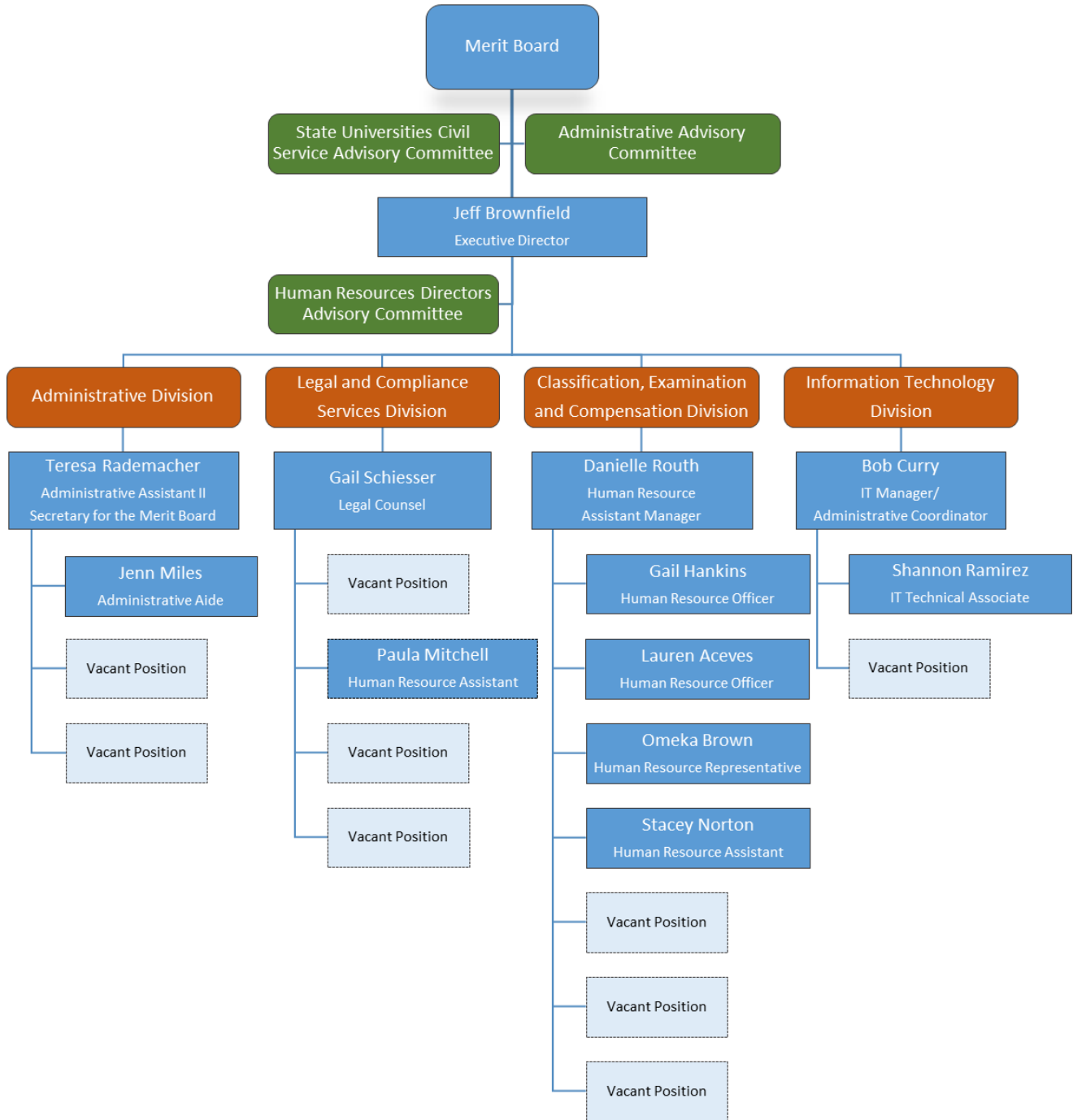
Note 1: Total Civil Service Employees is the sum of the Total Status Employees and Total Non-Status Employees.

Note 2: Total Non-Status Employees is the sum of all individuals currently employed as Interns, Apprentices, Temporary, Extra-Help, and Provisional.

Note 3: Total Employees is the sum of Total Status Employees, Total Non-Status Employees, and Total Exemptions.



# ORGANIZATIONAL CHART (October 2019)



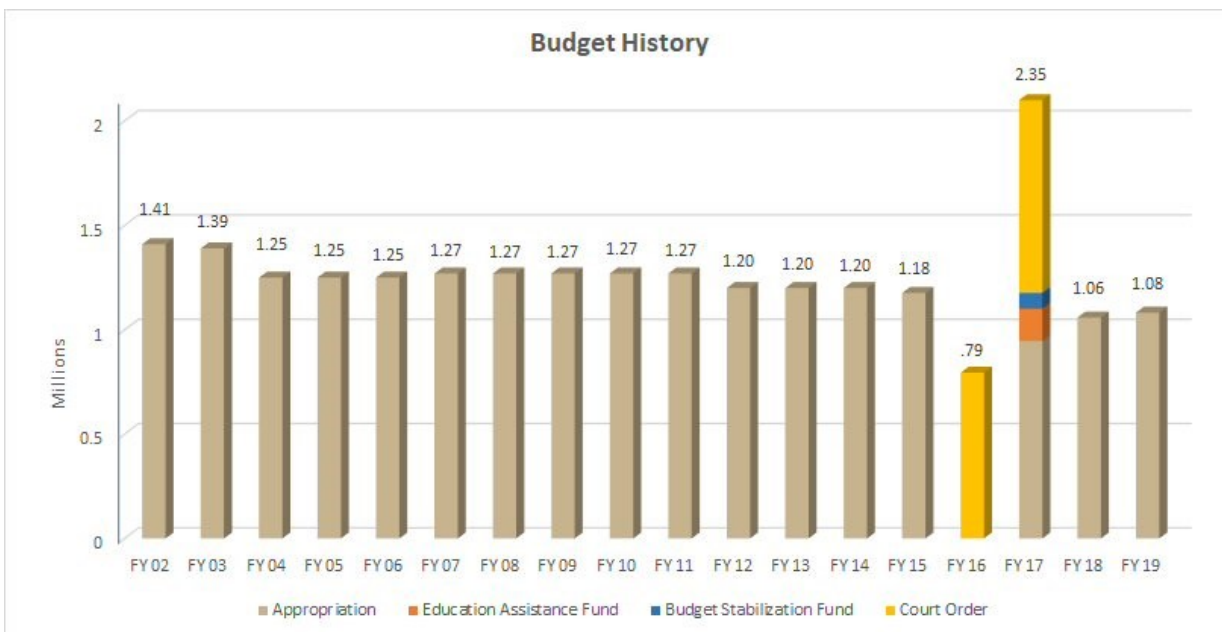
## FISCAL ACCOUNTABILITY AND YEARLY BUDGET

The University System is a participant and component in the Illinois Board of Higher Education’s (IBHE) yearly budget review and recommendation process for the Illinois public higher education community. As a member of the Illinois public higher education community, the final yearly budget recommendation is the culmination of a process of review and formal approval by IBHE. This process begins in early August with a budget presentation and proposal to the Merit Board. Upon approval by the Merit Board, the budget proposal is forwarded to the IBHE office for discussion and review. After a statewide review of the budget proposals submitted by the entire Illinois public higher education community, IBHE issues a final budget recommendation and appropriation proposal for the entire Illinois public higher education community. Further presentations and discussions with IBHE are then afforded as a means to provide additional clarification/input and possible revisions of the recommended budget and appropriation proposal.

Ultimately, IBHE adopts the final budget and appropriation proposal for the entire Illinois public higher education community. The University System’s final line item or lump sum appropriation request, as approved by IBHE, is therefore a component of the final Illinois public higher education budget recommendation which is submitted to the Governor’s office for state budget appropriation planning and subsequent legislative consideration. Significant oversight and review of budget parameters are conducted by the Merit Board, IBHE, Governor’s Office for Management and Budget, and various legislative committees before final yearly appropriations are approved and distributed.

Despite significant decreases, the budget impasse, or flat budget appropriations over the last few years, the agency is quite proud of our accomplishments and our capability to continue in our modernization efforts in developing and incorporating many initiatives. Many of our initiatives have significantly generated financial and resource savings at the university and agency level and have significantly improved customer relations. We remain committed to our statutory objective of efficiency and economy in operations through fiscal responsibility and innovative, creative business practices.

Following is a brief historical recap of the agency’s budget.



## FY 19 AGENCY ACTIVITIES

### Principal Administrative Appointments

The Merit Board, through delegation to the Executive Director, has statutory authority to designate Principal Administrative Appointment (PAA) positions which are to be exempted from the Act and the Code. Over the past year, the University System staff in concert with the Merit Board developed and implemented a response to an OEIG complaint regarding the civil service position exemption process.

To resolve the concerns expressed during the investigation, the entire Exemptions Procedure Manual was revised. These revisions and changes affect all state university employers. We conducted periodic meetings with interested parties, including a series of meetings between Merit Board Chair and university higher education human resources leadership, each followed by a meeting between the Chair and the statutorily-created Employee Advisory Committee. University System staff participated in each step and provided technical expertise in crafting a revision of our Exemption Procedures Manual.

The collaborative process better enabled the Merit Board and University System staff to express its views as to the application of “principal administrative employees” while hearing from the users about potential problems in the implementation of the revised standards. The benefits are twofold: first, many simple and practical problems that typically follow the rollout of a procedure without input from users are avoided before they occur; second, this process produces a ‘buy-in’ that a top-down approach all too often lacks.

The revised procedures were effective as of October 1, 2018. Conformance to these revised procedures has been implemented into the Human Resources Policies and Procedures audits which are conducted approximately every two years at each university/agency.

### Business Processes

The University System continues to update and modify its business processes to better meet the operational needs of the employers served by the University System. Some of the primary business functions include:

- ◆ *review of the Act, the Code and policies and procedures for the University System for additions, revisions, and deletions;*
- ◆ *ensure administrative rules and procedures are effectively managed through the human resource locations throughout the University System;*
- ◆ *provide a comprehensive legal resource for all agency operations and constituency relations;*
- ◆ *develop and maintain the Classification Plan, including individual class specifications and corresponding examination instruments;*
- ◆ *administrative control of employment testing environment as performed at each employment location;*
- ◆ *conduct a periodic human resource management audit program at each employment location;*
- ◆ *verify compliance with administrative authority at each employment location;*
- ◆ *overall management of the human resource transactions related to civil service positions at each employment location;*
- ◆ *management of pay rates/ranges, and corresponding compensation variables, as applied and implemented at each employment location;*
- ◆ *continue to address and monitor compliance requirements, recommend personnel program enhancements, and facilitate structural changes to improve personnel management and human resource programs currently utilized by universities/agencies;*
- ◆ *provide a review and recommendation instrument for improving the human resource programs and related administration activities pursuant to Section 250.140(c) of the Code (80 Ill. Adm. Code §250.140(c)).*

**FY 19 AGENCY ACTIVITIES continued...**

**Classification Plan Management**

The overall business objective as related to the administration of the classification structure and subsequent examination development is to provide a comprehensive classification plan management system, which includes job analysis studies, class specification and examination review, associated research and statistical analysis with activities based on current employment trends and current occupational philosophies.

**Class Specifications**

Each class title is described in detail in a formal, written class specification. Classes which provide employees career advancement opportunities are grouped into promotional lines and described in series specifications. These documents are under periodic review and revision to maintain the most contemporary identification of duties, responsibilities, minimum requirements, knowledge, skills, and abilities. Updating of class specifications are necessary to assure that the most relevant and accurate information is used as a basis for test construction, position classification, and recruitment. In the development of new and revised class specifications, constituent universities/agencies and employees have an opportunity to provide input into the content of the class specifications.

To assure that class specifications and examinations are job-related and accurately measure elements necessary for the performance of required duties, position descriptions are requested and reviewed, job analysis surveys are conducted as needed and meetings are held with subject matter experts, and examinations are extensively pre-tested using current university/agency incumbents. This methodology results in class specifications and examinations that are job related, content valid, and free from bias.

**Classifications Reviewed for Amendment in FY 2019**

Following is a list of classifications reviewed during FY 2019:

- ◆ Community Worker
- ◆ Food Service Administrator Series:
  - *Food Service Administrator I, II, III, and IV*
- ◆ Food Service Management Series:
  - *Food Service Supervisor*
  - *Assistant Food Production Manager*
  - *Food Production Manager*
  - *Assistant Food Service Manager*
  - *Food Service Manager*
- ◆ Food Service Area Supervisor
- ◆ Medical Radiographer Series:
  - *Medical Radiographer Technologist*
  - *Medical Radiographer Specialist*
  - *Medical Radiographer Manager*
- ◆ Work Program Participant

**Classifications Consolidated in FY 2019**

Following is a list of classifications that were consolidated during FY 2019:

- ◆ Assistant Athletic Communications Director and Athletic Communications Director
- ◆ Assistant Program Director and Program Director
- ◆ Clerk Assistant, Clerk, Chief Clerk, Staff Clerk, and Administrative Clerk
- ◆ Public Functions Supervisor
- ◆ Public Information Specialist and Public Information Coordinator

**FY 19 AGENCY ACTIVITIES continued...**

**New and Revised Classification in FY 2019**

Following is a list of classifications that have been added to the Classification Plan and active classifications that have been revised during FY 2019:

- ◆ Athletic Communications Associate Series:
  - *Assistant Athletic Communications Director*
  - *Athletic Communications Director*
- ◆ Cardiac Sonographer Series:
  - *Cardiac Sonographer Technologist*
  - *Cardiac Sonographer Specialist*
  - *Cardiac Sonographer Manager*
- ◆ Deputy Chief
- ◆ Events Coordinator Series:
  - *Events Administrator*
  - *Senior Events Administrator*
  - *Public Functions Supervisor*
  - *Special Events Facilitator*
- ◆ Events Administrator Associate
- ◆ Evidence Custodian
- ◆ Food Service Chef
- ◆ Interpreters for the Deaf and Hard of Hearing Series
  - *Interpreter for the Deaf and Hard of Hearing*
  - *Senior Interpreter for the Deaf and Hard of Hearing*
- ◆ Marketing Associate
- ◆ Medical Sonographer Series:
  - *Medical Sonographer Technologist*
  - *Medical Sonographer Specialist*
  - *Medical Sonographer Manager*

**New and Revised Classification in FY 2019 continued...**

- ◆ Office Support Series:
  - *Office Support Assistant*
  - *Office Support Associate*
  - *Office Support Specialist*
  - *Office Manager*
  - *Office Administrator*
- ◆ Police Series—REVISED Specs only
- ◆ Police Telecommunicator Series:
  - *Police Telecommunicator*  
*\*Public Safety Telecommunicator*
  - *Police Telecommunicator Supervisor*
- ◆ Program Assistant
- ◆ Program Coordinator
- ◆ Program Director
  - *Assistant Program Director*
  - *Program Director*
- ◆ Public Information Associate

**FY 19 AGENCY ACTIVITIES continued...**

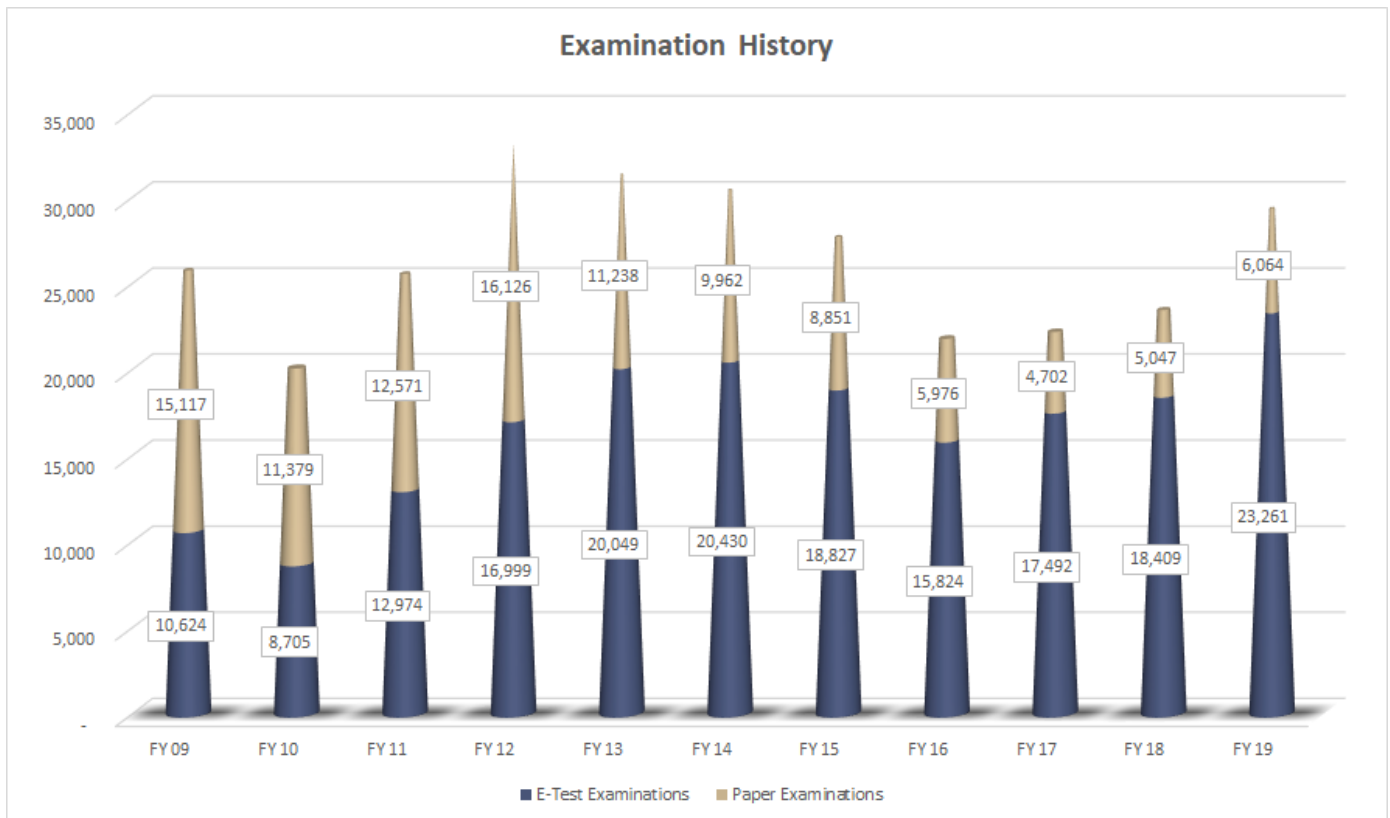
**Examinations**

Examinations and related materials are furnished at no cost to all universities and agencies served by the University System. The University System assists in monitoring pass rates and mean scores to assist in revising other examinations in addition to analyzing examination scores in order to determine content validity and other such characteristics like item difficulty. This information will allow the University System office to construct parallel forms of the same test in order to increase test security. Statistical information particularly related to ethnic and gender test components is compiled.

**Examinations Completed**

A total of 29,325 pre-employment examinations were administered in 569 of the 1,027 approved classes. *See chart below.* The continually evolving occupational areas of healthcare, technology, etc. effect a large number of civil service examinations. This provides additional incentive to continue to evaluate the classification plan for redundancies allowing the possible consolidation, elimination, and/or revision of classifications.

A total of 6,064 paper tests were given in FY 2019 with an 88.4% passing rate. The average score for all applicants was 84.6%. A total of 23,261 electronic tests (E-Tests) were given in FY 2019 with a 93.02% passing rate. The average score for all applicants was 84.7. Please note that the Credentials Assessment examinations, in most instances, provide a passing score if the applicant simply qualifies for the position.



**FY 19 AGENCY ACTIVITIES continued...**

**Pay Administration**

In accordance with Section 36d(3) of the Act (110 ILCS 70/36d(3)), each employer under the jurisdiction of the University System must establish rates and ranges of compensation for each classification in use at their respective university/agency. The University System office allows significant latitude in the establishment of salary rates/ranges, requiring minimum validation of the requested rate or range which allows for regional location differences. Each university/agency is obligated to conduct salary surveys or provide other rational/validation for salary rates/ranges not covered by union contracts. Collective bargaining agreements for the local area provide the authentication necessary for the establishment of salary rates/ranges for the various craft and trade occupations.

**Salary Range System**

The Salary Data System allows universities and agencies to electronically submit changes, revisions, or deletions to the salary rates/ranges via a secure website access point. The University System staff completes the authorization process, which notifies each university/agency of the change. The Salary Range Report (which encompasses all salary ranges) is updated monthly. Real time updates for each classification's specific pay ranges are reported on our public website.

**Civil Service Salaries**

Civil service salary data is collected annually from public universities and higher education agencies. This data is sorted by classification with average salaries calculated for each classification. The average salary for civil service staff at Illinois higher education institutions and agencies across all classifications rose by approximately 3.08% between fiscal years FY 2018 and FY 2019 to a statewide yearly average of approximately \$52,055. Please note that the civil service salary average is not adjusted by the mix of positions and instead is presented as an actual average annual salary.

**Specialty Factors**

A university/agency may request that a Specialty Factor be 'attached' to a specific position. In these instances, the employer has determined that a specific and measurable skill or ability, above the standard requirements, is necessary for the successful fulfillment of the responsibilities associated with the position. Positions requiring the Specialty Factor have been designated through the audit process to meet civil service criteria. During FY 2019, the unit reviewed and approved 227 Specialty Factor requests.



## FY 19 AGENCY ACTIVITIES continued...

### Intern Programs

The administrative rules afford the creation of two types of in-service/on-the-job training programs which require approval of the Executive Director. These programs include Apprentice and Intern Appointments. Apprentice Appointments are utilized for training employees in the established crafts and trades occupations such as Carpenter, Electrician, etc. Intern Appointments are aimed at allowing applicants, who may lack the qualifications or job skills required for employment in a specific classification, an opportunity to work and obtain additional education. Intern Appointments have been designed, and can be used, as a diversity initiative tool to provide non-competitive appointments for various positions to meet specific diversity objectives. During FY 2019, 23 new Intern Programs were approved. By rule, there are limits on these employees, often allowing for one employee per classification.

### Diversity Programs

The University System office has programs that assist in the recruitment and placement of candidates from diverse backgrounds. The Intern Program as described above assists each employer with additional opportunities to recruit diverse applicants. Many other operational adjustments have been implemented to create more flexible employment protocols, minimize pre employment variables, and increase overall the final applicant referral pools for status positions. All of these initiatives serve to facilitate specific university/agency diversity objectives.

### Supported Employee Program

The University System is mandated by Section 36s of the Act (110 ILCS 70/36s) to establish and execute a Supported Employee Program. This program is designed to encourage the employment of individuals who are severely disabled and in need of supported employment, as designated by the Illinois Department of Human Services (IDHS) community rehabilitation program. These applicants work in a trial capacity before being appointed into a permanent position and are not required to participate in the open competitive testing process. Once a position has been designated for supported employment, employers may work with IDHS counselors to develop an appropriate training program to assist the supported employee in becoming proficient at the targeted position.

Upon successful completion of the Supported Employee Program, the supported employee is appointed to a status position in the classification and serves a probationary period. As of the end of FY 2019, a total of 69 supported employees have been appointed since the program's inception. One new position was added in FY 2019 and currently 29 employees are still actively employed.

**FY 19 AGENCY ACTIVITIES continued...**

**Comparison of Clerical and Technical Classifications Over Time**



**Employment Population Trends**

The University System office monitors several employment data elements within the Illinois public higher education community, including employment population types. Major employment categories include:

- ◆ Civil Service Status Appointments;
- ◆ Civil Service Non-status Appointments;
- ◆ Principal Administrative Appointments;
- ◆ Student Appointments; and
- ◆ Academic/Research Appointments.

Civil Service Status Appointments are typically traditional full-time employment positions. Civil Service Non-status Appointments include Temporary, Provisional, Extra Help, Intern and Apprentice Appointments. Positions exempt from the civil service jurisdiction include Principal Administrative Appointments along with Academic/Research Appointments which include teaching and research faculty positions.

A total of 18,841 employees were in status civil service positions at universities/agencies as of June 30, 2019. A historical review of civil service employment trends reveal that over the last several years there has been an overall decrease in civil service status employment.

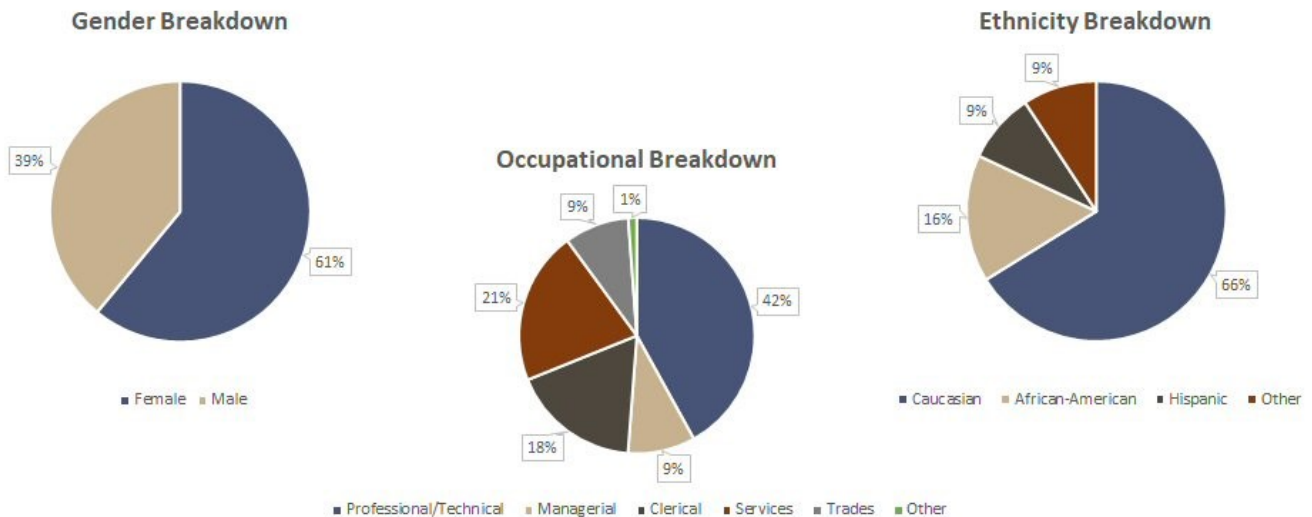
The following chart to the left illustrates this comparison and trend.

**FY 19 AGENCY ACTIVITIES continued...**

**Occupational/Ethnicity/Gender Data**

The University System office provides programs to employing universities/agencies to assist in the recruitment, training, and retention of minority candidates into various civil positions. These programs are utilized to support the various diversity programs designed by each university/agency. Intern and Supported Employment Programs allow for on-the-job training and result in the non-competitive placement of successful candidates to civil service status positions. The University System office continues to develop additional programs to further facilitate the recruitment and retention of minority applicants to civil service positions throughout the University System. The University System office has most recently expanded the use of Intern Appointments in professional/technical positions to facilitate diversity objectives in this respect.

Over the past six years, the ethnic distribution of civil service status employees throughout the University System has remained fairly constant. Naturally, these numbers may vary tremendously between universities/agencies based on their geographic location. The chart below represents the statewide picture as of June 30, 2019.



**FY 19 AGENCY ACTIVITIES continued...**

**Classification Audit Appeals**

Employees who believe that their positions have been misclassified by the local university/agency human resource office are allowed to appeal the classification designation and request a review by the Executive Director. The appeal process includes a comprehensive evaluation of all supporting documentation submitted by all parties, conducting on-site desk audits as necessary, and ultimately proposing an appropriate classification designation for the position. During FY 2019, one position classification appeals was reviewed and analyzed. The University System staff also addressed several other requests for position classification assistance by various universities/agencies.

**Police Promotional Testing**

The University System office schedules and convenes the Police Sergeant (promotional) examinations, i.e., Structured Oral Board. The Structured Oral Board requires a panel of four assessors to interview and observe as many as 10 applicants during a day-long testing period. Throughout the testing period, applicants are required to make oral and written presentations. Assessors provide scores, based on previously developed criteria, for each applicant completing each task. During FY 2019, the University System office conducted two Structured Oral Boards that comprised of 7 work days and tested 53 applicants.

**Auditor General’s Compliance Audit**

The routine biennial compliance audit for FY 2018 and FY 2019 will be conducted by the State Auditor General’s office later in 2019.

**Statute Change**

Public Act 100-0615 was signed on July 20, 2018 and became effective January 1, 2019. Changes included the following:

- Uniform exam for law enforcement;
- Discharge – allow for realistic time frame for completion;
- Clarify that the Merit Board may delegate unspecified powers to the Executive Director;
- Demonstration Projects – allow Pilot Programs to enable universities and agencies to try new concepts to improve system; and
- Update language .

**Adopted Rules in FY 2019**

Section 250.119 was added which included language regarding a furlough program and became effective December 3, 2018.

Sections 250.100 and 250.110 were amended on May 23, 2019. Section 250.100 added a different examining procedure for hiring Police Officers. Section 250.110 included new language in discharge/demotion case in the serving of a subpoena, new language regarding settlement agreements and the number of days in which the Merit Board may suspend an employee was changed from a minimum of 60 days to a minimum of 3 days.

**FY 19 AGENCY ACTIVITIES continued...**

**Governance, Risk, and Compliance Audit**

The primary purpose of the Governance, Risk, and Compliance Audit Program is to determine and establish compliance with the Act (110 ILCS 70/36b *et seq.* and the Code (80 Ill. Adm. Code §250) and the Procedure adopted by the Merit Board.

The Audit Program functions in a consultative capacity focusing on building trust and credibility in our professional interactions based on a common operational understanding, along with reviewing compliance of universities/agencies. This is realized through an extensive review of the employer’s operational needs and objectives as they relate to the requirements under the Act, the Code, and procedures of the University System office. The audit process is consultative in nature and attempts to achieve consensus on all issues and recommendations. At this time, the audit schedule and timeframes still function on a two-year cycle in its review of University System employers.

**Audits Conducted During FY 2019 by the University System**

Due to the revision and update of the Principal Administrative Appointments in FY 2019, on-site compliance visits were significantly curtailed.

During FY 2019, the following on-site audit was conducted:

- ◆ Northern Illinois University

**Governance, Risk, and Compliance Audit Activities**

During the FY 2019 audit cycle, the Legal and Compliance Services Division continued its efforts to streamline processes while implementing the new audit program and charter approved by the Merit Board in FY 2018. Due to the revision of the Principal Administrative Appointment procedures the audit program has been limited in scope and frequency. However, the Legal and Compliance Services Division continued to provide advisory and consultative services to constituent employers, particularly related to Civil Service classification designation, employment protocols, layoffs, and exemptions. Following are some general topics addressed during the standard audit process.

- ◆ *Classification of positions*
- ◆ *Completion of classification audit requests within the processing timeframe standard*
- ◆ *Review and update of business procedures, as related to position register and referral process*
- ◆ *Maintenance of review standards for position descriptions*
- ◆ *Assignment of position control numbers*
- ◆ *Proper maintenance of authorization and position reviews for Principal Administrative Appointments*
- ◆ *Open and continuous testing procedures*
- ◆ *Proper updating and maintenance of examination instruments*
- ◆ *Utilization of Custom Classes*
- ◆ *Review and verify the employment relationships with independent contractors*
- ◆ *Documentation and communication of Contract Appointments*
- ◆ *Review of Extra Help appointments/monitoring practices*
- ◆ *Supported Employee Program practices*
- ◆ *Management and maintenance of pay ranges*

**FY 19 AGENCY ACTIVITIES continued...**

**Ethics Officer**

The Legal Counsel position serves as the Ethics Officer for the University System office, acting as liaison with the Office of the Executive Inspector General as required by the State Officials and Employees Ethics Act. The Ethics Officer prepares ethics guidance for the University System staff and investigates complaints in compliance with the Procedures for Investigating and Reporting Misconduct and Incidents at State Facilities as adopted from Administrative Order Number 6 (2003). In addition, the Ethics Officer reviews ethics disclosure forms submitted annually by the University System staff.

Ethics training was held on-line for all staff members during the June 3 through July 3, 2019 training time period. Merit Board members were provided the Ethics Training for Appointees to State of Illinois Board members on April 11, 2019, as well as new board members and new employees. All employees and Merit Board members have completed the training for calendar year 2019.

**Freedom of Information Officer**

Legal Counsel is the person responsible for reviewing and responding to requests for information under the Freedom of Information Act. During FY 2019, the University System office had eight requests for information under the Freedom of Information Act.

**Equal Employment Opportunity Officer**

Legal Counsel serves as the University System's Equal Employment Opportunity Officer. This involves the researching and analyzing of current Civil Rights Laws and court opinions and drafting guidance and conducting training in compliance with these laws and opinions. This person also is responsible for investigating University System staff employment complaints in compliance with developed procedures and recommending remedial action.

**Discharge and Demotion**

Legal Counsel is responsible for managing the discharge/demotion process, including the pre-hearing, hearing, and post-hearing phases, to ensure compliance with the Code and applicable procedures and guidelines. In FY 2019, a total of 54 Written Charges for Discharge forms were filed with the University System office. Twelve hearings were requested by employees involved in these matters. Of the 12 hearing requests by employees, four universities withdrew charges after to the hearing process; one university withdrew charges prior to the hearing process; one employee resigned during the hearing process; one employee resigned prior to the hearing process; one employee resigned after the hearing process; one employee withdrew request after the hearing process; one employee was discharged based on no show at the Hearing; one employee reached a settlement agreement prior to the hearing process; one employee reached a settlement agreement after the hearing was held.

## FY 20 AGENCY ACTION PLAN

The Agency's Action Plan for FY 2020 will continue to concentrate on customer service, communications, business process upgrades, efficiency, and an overall modernization of the University System. As a facilitator of the teaching and research mission of each university and affiliated agency, we will continue in our effort to positively redefine our culture and organizational perception through the efficient and effective administration of a quality human resource program. Consistent with this objective, the following initiatives are planned for FY 2020.

### **Act/Code/Procedure Revisions**

*We continue to systematically review and update our Administrative Rules and procedures, developing a legislative strategy for improvement and upgrade. Over the last few years, we have taken some significant actions in this regard. Our plan is to be even more aggressive in our efforts in this respect. The Merit Board, along with our many advisory groups, will be routinely consulted and actively involved in these developments and activities.*

### **Electronic Applicant Testing**

*The E-Test system is an electronic web-based testing system, available for use at all university/agency employment locations, streamlining testing operations and creating a customer friendly testing interface. Currently there are 483 classification exams in our electronic system and we continually add new examinations each fiscal year. The University System would like to continue this trend and add/upgrade an additional 30 exams in the E-Test system by the end of FY 2020.*

### **Classification Plan Revisions**

*This is a long term, ongoing project designed to eliminate redundancy in classification designations, upgrade associated employment protocols, and develop new pre employment testing/credentials review processes. Due to recent year fiscal restraints the University System office has been unable to continue a partnership with the University of Illinois College of Labor and Industrial Relations and Department of Psychology to provide long term professional support for this ongoing project. It is the goal of the agency to reestablish this relationship in FY 2021 depending on financial issues. Our overall goal is to reduce the number of classifications and move to establish a routine classification revision process based on national occupational standards/trends and employer operational needs.*

### **Other Projects**

*The University System is continually looking to enhance the agency and some of the other projects the agency is considering is:*

- ◆ *Technology advancements to improve the interface for specialty factors, supported employees, contract appointments, and other areas;*
- ◆ *Training and Webinars;*
- ◆ *Accelerated implementation of converting high level professional classifications to "Custom Classifications"*
- ◆ *Intern programs based on EEO goals*

**FY 20 AGENCY ACTION PLAN continued . .**

*We continue to coordinate statewide consolidation of resources to assist in the final development and implementation of these plans. Collaboration with major universities and their various employee groups has become a critical element in our strategic plan. Through these initiatives, there will be significant system wide gains in productivity, cost effectiveness, and accountability. We have already experienced some significant financial gains primarily through our technology improvements in communications and website developments. There is an enormous savings potential in these programs and we are committed to aggressively pursuing these operational goals and action plans.*