TABLE OF CONTENTS

I. INTRODUCTION 1

II. HUMAN SERVICES 4
- Public Aid, Department of 5
- Human Services, Department of 12
- Children and Family Services, Department of 27
- Aging, Department on 32
- Public Health, Department of 36
- Veterans' Affairs, Department of 42
- Comprehensive Health Insurance Plan 50
- Guardianship and Advocacy Commission 53
- Illinois Council on Developmental Disabilities 60
- Illinois Deaf and Hard of Hearing Commission 62

III. GOVERNMENT SERVICES 64
- Revenue, Department of 65
  - Illinois Gaming Board 70
- Central Management Services, Department of 72
- Capital Development Board 84
- Teachers' Retirement System 87
- Supreme Court 90
- State Appellate Defender, Office of the 96
- State's Attorneys Appellate Prosecutor 98
- Lottery, Department of 100
- Court of Claims 102
- State Comptroller, Office of the 104
- State Board of Elections 111
- Property Tax Appeal Board 116
- Illinois Labor Relations Board 118
- Civil Service Commission 121

IV. EDUCATION 123
- Part 1: *Elementary and Secondary Education* 123
  - State Board of Education 124
- Part 2: *Higher Education* 135
  - Board of Higher Education Summary 136
  - University of Illinois 139
    - Urbana-Champaign 139
    - Chicago 145
    - Springfield 151
  - Southern Illinois University 156
    - Carbondale 156
    - Edwardsville 162
  - Northern Illinois University 167
  - Illinois State University 172
  - Western Illinois University 176
  - Eastern Illinois University 181
  - Northeastern Illinois University 186
  - Governors State University 191
  - Illinois Student Assistance Commission 196
  - Illinois Community College Board 201
  - Illinois Mathematics and Science Academy 204

TABLE OF CONTENTS

V. ECONOMIC DEVELOPMENT AND INFRASTRUCTURE 210

Part 1: *Infrastructure* 210
- Transportation, Department of 211
- Illinois State Toll Highway Authority 219

Part 2: *Economic Development* 224
- Commerce and Community Affairs, Department of 225
- Employment Security, Department of 237
- Agriculture, Department of 244
- Metropolitan Pier and Exposition Authority 258
- Illinois Arts Council 260
- Historic Preservation Agency 263
- Labor, Department of 268
- Illinois Medical District Commission 272
- East St. Louis Financial Advisory Authority 275
- Illinois Development Finance Authority 277

VI. PUBLIC SAFETY 281
- Corrections, Department of 282
- Illinois State Police 291
- Illinois Criminal Justice Information Authority 299
- Military Affairs, Department of 303
- Nuclear Safety, Department of 305
- Illinois Emergency Management Agency 311
- State Fire Marshal, Office of the 317
- Law Enforcement Training and Standards Board 327
- Liquor Control Commission 329
- Prisoner Review Board 337

VII. ENVIRONMENT AND BUSINESS REGULATION 339

Part 1: *Environment* 339
- Environmental Protection Agency 340
- Natural Resources, Department of 345
- Pollution Control Board 350

Part 2: *Business Regulation* 352
- Illinois Commerce Commission 353
- Insurance, Department of 357
- Office of Banks and Real Estate 362
- Professional Regulation, Department of 369
- Financial Institutions, Department of 372
- Illinois Racing Board 376

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INTRODUCTION

THE PUBLIC ACCOUNTABILITY PROJECT

The Illinois Office of the Comptroller (IOC) continues its priority to expand governmental accountability and financial reporting beyond financial data into the area of performance measurement. This ongoing and expanding effort will improve the accountability of state governmental agencies to the public they serve by making sure that state resources are used efficiently and effectively to accomplish the purposes for which they were earmarked. This report contains data from state agencies that summarize the accomplishments achieved by the programs they administer.

The format for state agency data is Service Efforts and Accomplishments (SEA) reporting as suggested by the Governmental Accounting Standards Board (GASB), the agency designated to set standards for financial reporting by state and local governments. The goal of SEA reporting is to improve financial reports by linking financial information with the performance (or results) of government programs.

SEA reporting reviews "*Service Efforts*" - financial and other resources allocated to programs - and "*Accomplishments*" - quantifiable measurements of how well programs have realized their missions. Recognizing the incompleteness of traditional financial reporting, the GASB is promoting experimentation by governments under their purview before issuing standards on SEA reporting. Through the IOC, Illinois has been designated by the GASB as an official "experimentation site" for SEA reporting.

The Goals of Public Accountability

In broad terms, the public accountability project seeks to:

· Make state government more result-oriented.
State agencies should be judged on what they are accomplishing, rather than merely on the volume of their activities. SEA reporting enables agencies to measure the effectiveness of the services they provide to taxpayers and to gauge how their outcomes and efficiencies have changed over time and how they stack up against other entities offering the same services.

· Increase public awareness of the efficacy of state government programs.
Budget and financial information have traditionally been available. Information about the success or failure of certain services or programs is made public from time to time on a piecemeal basis. The *Public Accountability Report* aims to make comprehensive information about the results of state government programs available to the public and government decision-makers on an annual basis - in a simple, understandable format.

· Facilitate informed decision-making on the allocation of state resources.
A comprehensive review of the results attained by state government programs can bring about an approach to budgeting that allows programs to be judged by the results they produce. SEA reporting reveals whether a program is performing up to expectations as laid out in its mission and goals. Also, by comparing its resources and results to similar programs in other states or a national average (external benchmarking), SEA reporting can provide guidance as to whether state programs are performing up to standard and whether additional resources are warranted or necessary.

· Increase public accessibility to information on state government programs.
Accountability is impossible unless the public receives lucid information on the activities of government and can avail themselves of the opportunity to have input into decision-making. This report attempts to meet this need Other avenues for both disseminating information and collecting input need to be explored. The IOC encourages all citizens to make suggestions for improving the report. The *Public Accountability Report* is available in digital format at the IOC's web site: http://www.ioc.state.il.us.

In keeping with these goals, the *Public Accountability Report* for fiscal year 2002 expands the coverage of the report to 69 selected state agencies. This is an increase of 21 percent from the 57 agencies reporting in fiscal year 2001 and a 263 percent jump from the 19 agencies in the fiscal year 1999 report.

The report offers detailed information that goes beyond the typical financial data on the programs administered by these agencies and raises important questions about what state government is and is not accomplishing.

Ranking Illinois' Efforts: Expenditures by Program Area
(Appropriated Spending in Millions)

Program Area	FY 2001	FY 2002	FY 2001 % of Budget	FY 2002 % of Budget
Human Services	**$13,786.9**	**$14,264.1**	**33.3%**	**32.8%**
Government Services	**$10,789.1**	**$11,400.0**	**26.1%**	**26.2%**
Education	**$9,138.5**	**$9,320.6**	**22.1%**	**21.4%**
Elementary and Secondary Education	$6,656.9	$6,633.2	16.1%	15.3%
Higher Education	$2,481.6	$2,687.4	6.0%	6.2%
Economic Development and Infrastructure	**$4,967.0**	**$5,602.0**	**12.0%**	**12.9%**
Infrastructure	$3,560.3	$4,084.0	8.6%	9.4%
Economic Development	$1,406.7	$1,518.0	3.4%	3.5%
Public Safety	**$1,804.6**	**$1,866.1**	**4.4%**	**4.3%**
Environment and Business Regulation	**$905.5**	**$1,022.7**	**2.2%**	**2.4%**
Environment	$748.0	$862.9	1.8%	2.0%
Business Regulation	$157.5	$159.8	0.4%	0.4%
Total	**$41,391.6**	**$43,475.5**	**100.0%**	**100.0%**

Numbers may not add due to rounding.

Reading the Public Accountability Report

The *Public Accountability Report* contains detailed information about programs administered by state agencies. To help organize the report, the agencies and programs are divided into the same functional areas used in the state budget. Ranked from high to low based on fiscal year 2002 appropriated expenditures, those areas are:

- **Human Services**
- **Government Services**
- **Education**
- **Economic Development and Infrastructure**
- **Public Safety**
- **Environment and Business Regulation**

There are six sections in the report corresponding to the six functional areas. Each of the sections begins with an expenditure table and relevant statistics. Within each section, the agencies and programs are organized in descending order according to fiscal year 2002 appropriated expenditures.

In general, service efforts are measured by the expenditures and the number of staff used for a program, and accomplishments are measured by various outcome, output and efficiency indicators.

The fiscal year 2002 *Public Accountability Report* presents information about state agencies and their programs in the following format:

I. Program Table
The first part is an agency table that summarizes **all** programs administered by the agency along with the resources (or efforts), in terms of expenditures and staffing, dedicated to them.

II. Agency Narrative
The narrative gives the reader a brief description of the agency's mission, organization and performance. This overview helps to place the program descriptions in context.

III. Data Table
The third section is a table containing data on each program including:

A *Mission Statement* that gives a brief description of the purpose of the program;

Program Goals or broad statements of the overall outcomes that the program is designed to accomplish;

Objectives that provide measurable targets describing the results that the program is expected to accomplish during the fiscal year;

Input Indicators that measure the "effort" put into the program, usually measured by actual expenditures and staffing;

Output Indicators or activity measures, generally presenting the number of items or services produced;

Outcome Indicators or measures of how well the program has addressed the stated goals, i.e., the program's "accomplishments"; and

Efficiency/Cost-Effectiveness Indicators, which are measures of costs per unit of outputs or outcomes.

Both *Outcome* and *Efficiency/Cost Effectiveness Indicators* may also include "*External Benchmarks*" or comparisons to similar programs in other states (or a national/regional average or ranking).

VALIDITY AND RELIABILITY OF SELF-REPORTED SEA INFORMATION

The SEA program information presented here is compiled by the state agencies and constitutes self-reporting to the IOC under a format and standards established by the IOC. While the IOC has made every effort to obtain and report valid and reliable SEA information, the content is ultimately the responsibility of the agencies. The IOC does not verify or reconcile reported expenditures or performance data, including the funding and statutory sources reported by the agencies. None of the reported performance data has been audited, nor does it fall within the scope of the audit opinion.

The information provided has been reported or submitted by each agency unless explicitly noted otherwise. The verifiability and reliability of reported performance data remain a challenge for future SEA reporting.

Reporting Standards

SEA reporting is in its experimental stages. (Illinois has been designated as an "experimental site" by GASB.) Therefore, at present, no generally accepted standards have been set for this type of reporting. The evolving process of performance reporting in Illinois is a part of the larger process for setting standards in the future.

Currency of Performance Data

Please keep in mind that, while the figures on spending are current, data collection and reporting on the results or outcomes of government programs often take months or years. Thus, some of the results reported here do not correlate to the year of spending; they do, however, provide a reflection of what the programs are accomplishing.

HUMAN SERVICES

Human Services Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Department of Public Aid	$7,234,176.1	$7,652,966.7	5.8%
Department of Human Services	$4,557,786.5	$4,567,340.8	0.2%
Department of Children and Family Services	$1,374,816.8	$1,363,118.9	-0.9%
Department on Aging	$284,058.0	$297,555.5	4.8%
Department of Public Health	$229,328.3	$268,307.2	17.0%
Department of Veterans' Affairs	$66,848.3	$69,812.7	4.4%
Comprehensive Health Insurance Plan	$27,324.3	$32,000.0	17.1%
Guardianship & Advocacy Commission	$8,229.1	$8,700.4	5.7%
IL Planning Council on Develop. Disabilities	$2,402.2	$2,301.8	-4.2%
IL Health Care Cost Containment Council	$1,384.5	$1,421.4	2.7%
IL Deaf & Hard of Hearing Commission	$574.7	$624.0	8.6%
TOTAL	**$13,786,928.8**	**$14,264,149.4**	**3.5%**

Numbers may not add due to rounding

Senior Citizens and Prescription Drugs – 2001

	IL	MI	NY	PA	CA	OH	TX
Percent of Seniors without Rx drug coverage	**31**	25	19	21	18	22	31
Percent of Seniors at/below 200 Percent FPL without Rx coverage	**34**	38	20	25	20	30	38
Percent of Seniors at/below 200 Percent FPL skipping Rx doses*	**35**	25	26	28	24	40	44
Percent of Seniors at/below 100 Percent FPL with Medicaid Rx	**14**	32	45	25	56	16	44

Source: Kaiser Family Foundation, Seniors and Prescription Drugs, 2001

Illinois Immunization Rates - Children under Age Two

	1999	2000	2001	2002
Immunization rate excluding Chicago	80%	81%	81%	78%
Immunization rate including Chicago	76%	78%	77%	76%

Source: Department of Public Health

Incidence of Disease

	1990 State Rank	2001 State Rank	2002 Illinois	2002 State Rank
Heart disease (deaths per 100,000 pop.)	43	31	279.9	32
Cancer deaths (per 100,000 pop.)	35	30	215.0	31
Infectious disease (cases per 100,000 pop.)	19	30	888.1	31

Source: United Health Foundation, State Health Rankings 2002

Percent of People without Health Insurance for the Entire Year

	3-year Avg. 1999-2001	Average 2000-2001	Average 1999-2000
United States	14.5	14.4	14.4
Illinois	**13.6**	**13.7**	**13.6**
State Rank	30	31	29

Source: U.S. Census Bureau

Child Abuse and Neglect in Illinois

	2000	2001	2002
Calls to Abuse/Neglect Hotline	306,818	306,506	304,804
Percent of calls resulting in reports of abuse/neglect	20.2%	19.6%	19.4%
Children investigated	103,577	100,421	98,507
Percent of investigations initiated within 24 hours	99.7%	99.8%	98.9%
Percent of investigations completed within 60 days	94.0%	92.5%	90.9%

Source: Department of Children and Family Services

Elder Abuse in Illinois

	2000	2001	2002
Total elder abuse cases received	7,372	7,359	7,500
Estimated number of substantiated cases	4,202	4,213	4,290
Percent of cases substantiated	57%	57%	57%

Source: Department of Aging

Incidence of Disease

	1990 State Rank	2001 State Rank	2002 Illinois	2002 State Rank
Heart disease (deaths per 100,000 pop.)	43	31	279.9	32
Cancer deaths (per 100,000 pop.)	35	30	215.0	31
Infectious disease (cases per 100,000 pop.)	19	30	888.1	31

Source: United Health Foundation, State Health Rankings 2002

Public Aid
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Medical Programs	$7,066,924.2	1,604.0	$7,433,389.4	1,591.0
Child Support Enforcement	$167,248.0	1,298.0	$219,577.3	1,275.0
Totals	$7,234,172.2	2,902.0	$7,652,966.7	2,866.0

Mission and Organization

The Department of Public Aid (DPA) is committed to improving the health of Illinois' families by providing access to quality health care and enforcing child support payment obligations for Illinois' most vulnerable children. The agency provides health benefits to low income families, as well as elderly and disabled individuals and ensures that children receive the financial support they are entitled to from non-custodial parents. The two primary program areas within the department are Medical Assistance (MA) and Child Support Enforcement (CSE). The Office of Inspector General (OIG) also resides within the agency but functions as a separate, independent entity and reports directly to the governor's office.

The fiscal year 2002 all funds appropriation was $8.0 billion, 97 percent of this total is MA and 3 percent is CSE. The total increase from fiscal year 2001 to fiscal year 2002 was $682.2 million. The department collected approximately $4.6 billion in federal funds for fiscal year 2002.

Medical Assistance (MA)

In fiscal year 2002, the MA program provided medical coverage to 1.9 million uninsured persons, including pregnant women; infants needing immunizations; children and teenagers needing school check-ups; residents living in nursing homes; people with disabilities; people struggling with one-time catastrophic medical bills; and children and adults with chronic health problems. Licensed practitioners, hospital and nursing facilities, and other non-institutional providers enrolled in the MA program provide these medical services. The primary goal of this program is to improve the health of MA and KidCare participants by providing access to quality healthcare.

About two-thirds of the MA program budget is expended for health care to seniors and persons with disabilities. Nearly 25 percent of the department's budget is attributed to long-term care expenditures. Long-term care caseloads have remained relatively stable over the last few years. The average monthly resident count in fiscal year 2002 was approximately 58,000 individuals. The total number of recipients age 65 and over was 169,000 in fiscal year 2002, excluding SeniorCare, compared to 163,600 in fiscal year 2001.

Enrollment in the KidCare health insurance program continued to grow in fiscal year 2002. KidCare offers health care coverage to children and pregnant women and also helps to pay premiums of employer-sponsored or private health plans. The department now covers over 970,000 children through all its health benefits programs. In addition, the department continues working with the federal government on a waiver to expand coverage to parents of KidCare children.

Building upon the state's highly successful Circuit Breaker/Pharmaceutical Assistance program, Illinois also began the SeniorCare program in June 2002. The Illinois Medicaid waiver was the first of its kind in the nation and has become a model touted by the federal government to other states. SeniorCare makes drugs truly affordable for low-income seniors - paying over 90% of the average eligible senior's drug costs. SeniorCare covers all major prescription drugs for eligible seniors for a modest co-payment, thereby increasing access to prescription drugs for the elderly and improving health. Eligible seniors are those 65 years of age and older with income at or below 200% of the Federal Poverty Level (FPL) or approximately $17,200 annual income for a single person and $23,200 for a couple.

Although providing access to quality health care is the overriding mission of DMA, another goal is to be accountable to the citizens of Illinois and to perform this function in the most cost effective and efficient manner. The mission of the Office of Inspector General (OIG) is to prevent, detect, and eliminate fraud, waste, abuse, misconduct and mismanagement in the programs administered by DPA. The OIG also conducts investigations for former DPA programs now administered by the DHS. OIG combats fraud and abuse by: implementing innovative Medicaid fraud prevention and

detection techniques, preventing ineligible applicants from receiving benefits, conducting client eligibility investigations, performing client Medicaid fraud investigations, restricting clients who abuse their benefits to one physician and/or pharmacy, conducting post-payment audits and Quality of Care reviews of Medicaid providers and identifying assets which were not disclosed by applicants for long-term care.

Child Support Enforcement

The Division of CSE serves all Temporary Assistance to Needy Families (TANF) clients and any other Illinois citizens requesting child support enforcement services by helping single parents secure support for their children. It also assists other states to obtain child support on behalf of their residents. Together, these TANF and non-TANF cases are known as Title IV-D cases. The division locates non-custodial parents, provides genetic testing and establishes paternity, obtains and enforces child support orders, collects and distributes child support payments, maintains records and provides status of child support orders, obligations and payments, as well as, reviews and modifies child and medical support orders, as appropriate.

Total program expenditures reflect administrative expenses from the CSE Trust Fund (CSETF), the General Revenue Fund (GRF) and allocation of DPA indirect administrative expenditures. Not included are the dollars expended from the Trust Fund as payments to custodial parents, refunds to non-custodial parents who have overpaid support and expenditures from the Illinois Department of Revenue.

For fiscal year 2002, total collections of $806.6 million exceeded the fiscal year 2002 goal by $22 million. Total collections include non-IV-D collections made to the State Disbursement Unit (SDU). The SDU is currently managed by IDPA, with the assistance of a third-party management consulting firm.

Medical Programs

Mission Statement: To improve the health of Illinois' children and families by providing access to quality medical care.

Program Goals:
Objectives:

1. Improve and maintain access to quality healthcare services.
   a. Increase the number of physicians actively enrolled in the Medical Assistance and KidCare programs.
   b. Increase the enrolled percentage of the eligible KidCare population.
2. Increase revenue and improve cost effectiveness.
   a. Ensure federal matching funds are received for all eligible services.
   b. Avoid Medicaid liability for clients who have Third Party Liability (TPL) such as private health insurance.
   c. Avoid Medicaid liability for clients no longer eligible.
   d. Implement various measures to prevent inappropriate Medicaid expenditures.
3. Improve the health status of Medicaid and KidCare participants.
   a. Prevent increase in the percent of very low birth-weight Medicaid babies.

Source of Funds: General Revenue Fund, University of Illinois Hospital Services Fund, County Hospital Services Fund, Provider Inquiry Trust, Care Provider Fund for Persons with Developmental Disability, Long Term Care Provider Fund, Special Education Medicaid Matching Fund, Trauma Center Fund, Public Aid Recoveries Trust Fund, Medical Research and Development Fund, Post-Tertiary Clinical Services Fund, Juvenile Rehabilitation Services Medicaid Matching Fund, Drug Rebate Fund, Downstate Emergency Response Fund, Tobacco Settlement Recovery Fund, Independent Academic Medical Center Fund, Medicaid Buy-In Program Revolving Fund, DPA Special Purpose Trust Fund

Statutory Authority: 305ILCS5/5-1
215ILCS106/1

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$6,445,576.9	$7,184,326.0	$7,918,650.4	$7,579,794.8	$8,493,660.2
* Total expenditures - state appropriated funds (in thousands) (a,b)	$6,347,638.9	$7,066,924.2	$7,795,650.4	$7,433,389.4	$8,370,860.2
* Average monthly full-time employees	1,525.0	1,604.0	1,704.0	1,591.0	1,552.0
* Dollars spent on contract for training nursing facility staff in aggressive behavior risk assessment and management (in thousands)	N/A	N/A	$50.0	$33.7	$50.0
* Dollars spent for Supportive Living Facility services (in thousands)	$68.8	$678.5	$3,200.0	$3,200.0	$7,500.0
* Number of persons in Illinois who are aged, blind or disabled with income at or below 100% of poverty	367,000	371,000	374,000	374,000	377,000
* Number of Medicaid births to Moms receiving Women, Infants, and Children and/or Family Case Management (WIC/FCM) services (c)	57,540	N/A	58,633	N/A	N/A
Output Indicators					
* Number of actively enrolled physicians billing over 100 claims per year	13,865	14,591	15,000	15,251	15,300
* Medicaid Federal Financial Participation Earned (in thousands)	$3,961,200.0	$4,331,015.5	$4,619,400.0	$4,455,271.5	$4,660,000.0
* Federally approved TPL cost avoidance numbers (in thousands)	$94,200.0	$113,026.0	$85,000.0	$123,500.0	$90,000.0
* Number of applicants with denied, reduced or canceled benefits	2,038	2,317	2,080	3,085	2,400
* Annual number of medical services with prepayment review	2,236,246	2,125,753	2,000,000	1,991,255	2,600,000
* Total children enrolled in the Medical Program (Medicaid)	867,424	946,138	962,000	960,000	970,000
* Number of fraud prevention investigations completed	3,913	4,017	4,000	4,000	4,000
* Number of actively enrolled dentists	N/A	1,692	1,750	1,638	1,750
* Number of nursing facilities for which at least one staff person attends aggressive behavior risk assessment and management training	N/A	N/A	40.0	126.0	166.0
* Number of Supportive Living Facility Medicaid funded residents	40.0	111.0	360.0	280.0	1,385

Medical Programs (Continued)	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Number of TANF canceled cases where Medicaid should continue and does	46,908	37,931	N/A	39,088	N/A
* Number of people enrolled in Health Benefits for Workers with Disabilities by end of fisca yearl	N/A	N/A	500.0	82.0	500.0
* Number of provider audits performed	339.0	335.0	402.0	492.0	436.0
* Total children enrolled since Feb. 1999	77,153	155,900	171,000	170,000	188,000
* Number of persons enrolled for Aid to the Aged,Blind, or Disabled with no spend-down	286,340	314,000	330,000	324,157	335,000
* Number of very low birth weight Medicaid babies to WIC/FCM moms (c)	828.0	N/A	844.0	N/A	N/A
* Number of physicians enrolled at the beginning of the year (d)	25,116	25,575	31,700	29,621	30,000
* Number of providers receiving payments	61,915	65,854	65,444	71,901	65,000
* Number of FTE in TPL Section	59.0	57.0	57.0	57.0	57.0
* Temporary Assistance to Needy Families (TANF) canceled cases where Medicaid should continue	54,156	38,603	N/A	39,278	N/A
* Number of Health Benefits for Workers with Disabilities applications received	N/A	N/A	600.0	378.0	2,000
Outcome Indicators					
* Percent increase in actively enrolled physicians billing over 100 claims per year	5.35 %	5.21 %	4 %	4.52 %	4 %
* Percent of eligible children enrolled since February 1999 study	40 %	82 %	90 %	89 %	99 %
* Percent increase in (TPL) Medicaid costs avoided	36 %	20 %	6.3 %	9.3 %	5.9 %
* Percent increase in actively enrolled dentists	N/A	8.95 %	6 %	-3.3 %	4 %
* Overpayments collected in the Medical Assistance Program (in thousands)	$14,419.2	$17,470.0	$15,890.0	$18,290.0	$19,000.0
* Percent of nursing facilities for which at least one staff person attends aggressive behavior risk assessment and management training	N/A	N/A	5 %	16 %	21 %
* Additional costs that would have been incurred if residents served in Supportive Living Facilities had been served in Nursing Facilities (in thousands)	$106.5	$516.5	$1,900.0	$2,300.0	$3,500.0
* Percent of TANF canceled cases whose Medicaid should continue and does	86.6 %	98.3 %	97 %	99.5 %	97 %
* Percent of aged, blind or disabled persons in Illinois with income under 100% of poverty who are enrolled in Medicaid with no spenddown-	78 %	85 %	88 %	87 %	89 %
* Percent of people enrolled in Health Benefits for Workers with Disabilities who increase earnings as percent of total income	N/A	N/A	N/A	N/A	10 %
* Medicaid cost savings due to denied, reduced or canceled benefits (in thousands)	$5,257.9	$4,842.7	$4,800.0	$4,885.2	$4,900.0
* Savings from prepayment review of medical services (in thousands)	$32,700.0	$39,800.0	$44,200.0	$41,700.0	$45,000.0
* Percent of very low birth weight babies with moms receiving WIC and/or FCM (c)	1.44 %	N/A	1.44 %	N/A	1.44 %
* Average days needed to process a complete Health Benefits for Workers with Disabilities applications	N/A	N/A	30.0	14.0	30.0
* Percent of applicants with denied, reduced, or canceled benefits compared to the number of fraud prevention investigations completed	52 %	57 %	52 %	77 %	60 %
External Benchmarks					
* Percent of U.S. very low birth weight babies (e)	1.4 %	N/A	N/A	N/A	N/A

Medical Programs (Concluded))					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Percent of Illinois very low birth weight babies (e)	1.66 %	N/A	N/A	N/A	N/A
* Percent of Illinois non-low income, non-Medicaid very low birth weight babies (f)	1.56 %	N/A	N/A	N/A	N/A
* Illinois very low birth weight babies (e)	3,067	N/A	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Third Party Liability dollars cost avoided per FTE in TPL section (in thousands)	$1,652.6	$1,982.9	$1,491.2	$2,170.0	$2,183.7
* Average hospital cost per Medicaid birth (in dollars)	$2,467.88	$2,472.11	$2,485.78	$2,485.78	$2,498.21
* Difference between average Supportive Living Facility and average Nursing Facility rate per day (in dollars)	$42.66	$35.96	$37.82	$37.82	$33.18
* Costs per facility trained to assess and manage aggressive behavior (in dollars)	N/A	N/A	$1,250.00	$268.00	$300.00

Footnotes

(a) Total expenditures - state appropriated funds are based on SAMS expenditures through October 2002. Total expenditures - all sources are the appropriated funds amounts plus non-appropriated item amounts from agency records through October 2002.

(b) State fiscal situation and the Early Retirement Incentive may impact target spending.

(c) Numbers are calendar year, not fiscal year.

(d) Fiscal year 2000 and fiscal year 2001 were changed because of a correction to the calculation used in fiscal year 2002.

(e) Based on the total population.

(f) Not at risk births (non-low income, non-Medicaid).

Child Support Enforcement

Mission Statement: To enforce child support payment obligations of non-custodial parents for Illinois' most vulnerable children.

Program Goals: Objectives:

1. Locate Non-Custodial Parents (NCP).
   a. Increase the percentage of cases with a located non-custodial parent.
2. Establish parentage.
   a. Increase the percentage of total paternity establishments.
   a. Increase the percentage of voluntary paternity establishments.
3. Establish support orders.
   a. Increase the percentage of cases with support orders established.
4. Enforce the NCP obligation of support.
   a. Increase the amount of collections for established support orders.
   a. Increase the percentage of cases paying toward arrearages.
5. Distribute and disburse child support payments.
   a. Improve State Disbursement Unit (SDU) operations.

Source of Funds: General Revenue Fund, Child Support Administrative Fund, Child Support Enforcement Trust Fund

Statutory Authority: 305 ILCS 5/10-1 et seq.

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$332,914.0	$243,962.0	$353,898.8	$327,281.6	$366,234.7
* Total expenditures - state appropriated funds (in thousands) (a,b)	$239,821.0	$167,248.0	$251,637.5	$219,577.3	$243,952.7
* Average monthly full-time employees	1,101.0	1,270.0	1,317.0	1,257.0	1,233.0
* Average monthly part-time employees	216.0	28.0	0.0	18.0	9.0
* State Disbursement Unit (SDU) expenditures (in thousands) (c)	$17,617.0	$23,207.2	$26,674.5	$26,362.6	$25,700.0
Output Indicators					
* Number of IV-D children with a new paternity established (FFY)	23,364	36,986	38,898	33,890	38,000
* Number of IV-D cases with new orders established (FFY)	33,234	38,656	45,000	46,867	50,000
* Amount of total child support collections disbursed by the SDU (in thousands)	$360,388.0	$608,528.7	$652,661.0	$682,793.9	$740,771.3
* Number of NCP locates established	560,640	438,540	450,000	408,117	425,000
* Amount of IV-D child support collections (includes TANF & non-TANF) (in thousands)	$365,075.8	$420,769.5	$461,006.5	$476,690.7	$531,369.8
* Amount of total child support arrearages collected (includes all Title IV-D, TANF & Non-TANF) (in millions)	$152.3	$174.5	$190.0	$224.6	$240.0
* Number of SDU payments disbursed (includes all IV-D and non-IV-D)	2,899,375	4,944,418	5,191,638	5,563,266	5,825,000
* Number of cases with arrearage payments collected (includes all Title IV-D, TANF & Non-TANF)	151,620	165,057	170,000	176,383	181,000
* Number of child support cases with collections made(includes all Title IV-D, TANF & Non-TANF)	172,089	188,229	227,000	206,281	238,000
* Amount of total child support payments disbursed (in thousands) (d)	$555,694.0	$728,908.4	$784,552.4	$806,615.9	$883,400.0
* Child Support Federal Financial Participation earned (in thousands)	$102,802.2	$116,181.8	$127,039.9	$119,344.2	$123,120.0
* Number of cases without a Non Custodial Parent (NCP) located	103,849	83,165	80,000	69,132	65,000
* Number of cases requiring court orders	776,341	708,585	562,585	599,803	532,585
* Number of child support cases with orders	322,012	323,296	381,000	366,353	400,000
* Number of child support cases with arrearanges	287,335	322,663	330,000	323,871	344,000
* Total number of children born out of wedlock in the IV-D caseload (d,e)	701,619	814,903	785,000	812,637	820,000

Child Support Enforcement (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Outcome Indicators					
* Percent of children with a paternity established	55.5 %	55.5 %	95 %	61.2 %	62 %
* Percent of IV-D cases with support orders established	29.3 %	31.3 %	40.4 %	37.9 %	43 %
* Percent of IV-D cases, with orders, receiving payment	53.4 %	58.2 %	60 %	56.3 %	58 %
* Percent of payments disbursed by SDU within 48 hour time frame	100 %	98 %	99 %	98 %	99 %
* Percent of cases with support orders established	29.3 %	31.3 %	40.4 %	37.9 %	43 %
* Percent of child support cases with orders receiving payment	53.4 %	58.2 %	60 %	56.3 %	58 %
* Percent of child support cases in arrearage receiving payments	52.8 %	51.15 %	51.2 %	54.5 %	56 %
External Benchmarks					
* U.S. percent of child support cases with paternity established (d)	64.8 %	75.9 %	N/A	N/A	N/A
* U.S. percent of child support cases with orders receiving payment	64.3 %	68 %	N/A	N/A	N/A
* U.S. collections per dollar of administrative expenditure	$4.21	N/A	N/A	N/A	N/A
* U.S. cases per full-time equivalent (d)	299.0	N/A	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Dollar of disbursement per dollar of SDU expenditure (in dollars) (c)	$20.46	$26.22	$24.47	$25.90	$28.82
* Total amount collected per paying case (in dollars)	$2,107.56	$2,206.98	$2,066.96	$2,383.46	$2,450.00
* Total arrearage amount collected per paying case (in dollars)	$1,004.38	$1,057.51	$1,117.65	$1,273.38	$1,300.00
* Dollar of disbursement per dollar of collections per FTE (in thousands) (f)	$458.1	$569.9	$627.6	$698.4	$758.9
* Collections per dollar of administrative expenditure (in dollars)	$2.32	$4.36	$3.12	$3.67	$3.62
* Percent of current amount due that is actually collected	33.7 %	39.5 %	41.5 %	35.2 %	38.2 %

Explanatory Information

Child support cases in which the custodial parent is in neither the IV-A program (TANF) or the child is not in the IV-E program (foster care) or the custodial parent has not requested DCSE services are non-IV-D cases.

Footnotes

(a) Total expenditures - state appropriated funds are based on SAMS expenditures through October 2002. Total expenditures - all sources are the appropriated funds amounts plus non-appropriated item amounts from agency records through October 2002.

(b) State fiscal situation and the Early Retirement Incentive may impact target spending.

(c) Check re-issuances were not previously included in fiscal year 2002 or prior fiscal year actual data reported.

(d) Beginning in fiscal year 2001, IV-D collections are included; prior to fiscal year 2001, only collections were counted.

(e) Federal Fiscal Year (FFY) data not yet available .

(f) This does not include Child Support Intermittent Staff or Agency Staff indirect allocation to Child Support.

HUMAN SERVICES:
DEPARTMENT OF HUMAN SERVICES

Human Services
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Developmental Disabilities Community & Facility Services	$1,156,630.4	5,913.2	$1,235,959.8	5,865.8
Community Operations and Transitional Services	$715,357.5	4,580.7	$634,594.9	4,554.5
Child Care	$655,187.4	57.5	$623,394.5	64.4
Mental Health Community & Facility Services	$584,326.9	4,112.0	$614,984.4	4,027.2
Home Services	$197,985.9	107.8	$228,944.0	103.8
Women, Infants and Children (WIC)	$216,172.8	56.9	$222,138.9	55.6
Addiction Treatment and Related Services	$205,464.7	0.0	$210,086.4	0.0
Community Health and Prevention	$210,985.0	189.1	$206,533.4	184.8
Vocational Rehabilitation	$101,105.7	661.2	$105,605.4	677.6
Office of Rehabilitation Services	$94,726.0	1,072.9	$99,144.0	1,070.0
Administration and Program Support	$104,399.4	891.4	$97,044.8	851.8
Early Intervention	$115,770.2	8.4	$80,904.1	9.8
Management Information Services	$59,447.2	360.3	$65,491.9	330.4
Developmental & Behavioral Health Prog & Admin Support	$45,449.2	334.3	$48,992.8	322.9
Family Case Management	$45,907.7	0.0	$46,006.6	0.0
Welfare to Work	$28,600.0	618.0	$23,300.0	465.0
Treatment and Detention Facilities	$10,990.4	115.8	$14,315.0	156.4
Medicaid and Food Stamps	$9,300.0	201.0	$9,900.0	198.0
Totals	$4,557,806.4	19,280.5	$4,567,340.9	18,938.0

Explanatory Notes

Due to the multitude of programs and integration across programs areas, the majority of agency administrative headcount are assigned to central office rather than to distinct programs. Therefore, Addiction Treatment and Related Services and Family Case Management have zero headcount for 2001 and 2002.

Mission and Organization

The mission of the Department of Human Services (DHS) is to assist Illinois residents in achieving self-sufficiency, independence and health to the maximum extent possible by providing integrated family-oriented services, promoting prevention and establishing measurable outcomes, in partnership with communities. A fundamental key to accomplishing the mission resides in the agency's ability to provide a vast array of services that are tailored to the individual circumstances of the client. Services are delivered by a combination of agency staff, community-based organizations, faith-based organizations, advocacy groups and other governmental agencies.

By necessity, the DHS budget is allocated based on organizational structure, but it does not reflect the integration of services that are delivered across program areas. For example, substance abuse treatment can be provided to victims of domestic violence, mental health screening is available to juvenile delinquents, and clients who are dual-diagnosed as needing treatment for both mental illness and substance abuse receive combined services. Because of the multitude of programs and integration across program areas, the majority of agency administrative headcount are assigned to central office, rather than to distinct programs.

The agency emphasizes prevention and early identification of potential problems so that individuals can receive age-appropriate services that reduce the likelihood of problems later in life. This is evidenced by programs such as Early Intervention, which screens for potential developmental delays; Family Case Management, which assists with prenatal care and parenting skills; Women and Infant Children, which ensures adequate nutrition and medical care; Teen Reach, which provides mentoring, homework assistance, activities and goal setting; Teen Parent Services, which assist young parents in parenting skills, finishing school, caring for their children; and Alcohol, Tobacco and Drug Prevention programs, which deter use of these substances by the young.

Besides prevention services, part of the mission is to help clients function as effectively in society as possible. The agency authorizes services that are designed to support the client in moving through a life issue while maintaining their independence. DHS provides evaluation, diagnosis, treat-

ment and rehabilitation to alcohol and other drug-abusing persons and families. Community mental health services include assessment and support services, outpatient programs and crisis intervention to help children, adolescents and adults. A wide range of service options are available for persons with disabilities. These include support for families whose children have serious medical conditions; individually tailored support services for persons who can live in their own homes with assistance; living arrangements with staff for intermittent care or 24-hour care; and facility-based services.

The agency also has responsibility for providing basic supports that ensure individuals and families have minimum income, food, child and medical care while they either work or prepare for entering the work force. These are considered transitional services since the goal is to help the client be gainfully employed and financially responsible for their household. DHS administers the Temporary Assistance to Needy Families (TANF) program that provides cash assistance with a maximum limit of 60 months. In the last five years, DHS has reduced the number of cases receiving cash assistance from 188,069 to 46,801 active cases as of July, 2002. The agency's success in assisting clients to move from TANF is in great part due to the comprehensive services that are available. DHS local offices are no longer just 'welfare' offices but rather a "one-stop shop" for an integrated array of services designed to promote self-sufficiency and independence.

In the last five years, Illinois has been one of the few states to spend all of its authorized TANF money. This has been accomplished by reallocating the dollars to fund day care and the other services needed by working parents. While the number of clients receiving cash assistance has declined dramatically, many still need and receive medical assistance for their children under Kid Care and many receive food stamps. DHS works with these cases to ensure benefits are received, timely case changes are made, and customers get the right kind of intervention and referrals to appropriate services to further assist their transition to self-sufficiency.

Developmental Disabilities Community & Facility Services

Mission Statement: Provide a full array of quality, outcome-based, person- and community-centered services and supports for individuals with developmental disabilities and their families in Illinois.

Program Goals: Objectives:

1. Provide comprehensive service and supports to individuals with developmental disabilities and their families to encourage active participation in life choices at home, school, work and in recreational activities in their community.
   a. By June 30, 2002, identify individuals living in State-Operated Developmental Centers (SODC's) who would be more appropriately served in community settings, and offer them the option of community residential alternatives reducing the statewide SODC census from 3,151 to 3,078.
   b. By June 30, 2002, increase the number of individuals in the Medicaid waiver from 8,322 to 8,600.
2. Improve on an ongoing basis the quality of services and supports provided.
   a. By June 30, 2002, improve statewide staffing ratios at SODC's from 1.9 to 1.99, moving the staffing ratio to 81% of the May 1998 national average (2.46).
   b. By June 30, 2002, implement a quality assurance survey program and complete 195 surveys.
3. Provide service and supports in safe environments.
   a. By June 30, 2002, reduce by 5% the number of community service providers with repeat findings of the same category of abuse/neglect within a 12-month period.
   b. By June30, 2002, implement additional monitoring requirements for new community-based residential service providers.

Source of Funds: General Revenue Fund, Mental Health Fund, Persons with a Developmental Disability Fund, Community MH/DD Service Provider Participation Fee Fund, Care Provider Fund for Persons with Developmental Disability

Statutory Authority: 20 ILCI705/1502 & 40 ILCS 30/3

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,064,029.7	$1,156,660.4	$1,252,720.1	$1,235,959.8	$1,243,517.3
* Total expenditures - state appropriated funds (in thousands)	$1,063,979.7	$1,156,630.4	$1,252,720.1	$1,235,959.8	$1,243,517.3
* Average monthly full-time employees	5,949.4	5,913.2	6,060.6	5,865.8	5,672.3
Output Indicators					
* Number of clients provided molded seating systems (a)	22.0	25.0	100.0	60.0	75.0
* Number of individuals served in waiver settings (b)	7,031	8,322	7,920	8,577	9,677
* Number of individuals served in private Intermediate Care Facilities and Mental Retardation facilities (ICF/MR), including Skilled Nursing Facility/Pediatrics	7,119	6,964	6,889	6,851	6,814
* Number of individuals served in SODC's	3,192	3,151	3,042	3,078	2,892
Outcome Indicators					
* Percent of community-based residential service providers monitoring visits with acceptable outcomes (c)	100 %	100 %	100 %	100 %	100 %
* Percent of substantiated cases of abuse or neglect at community providers	N/A	28 %	25 %	N/A	25 %
* Percent reduction in end of year census in large state Mental Retardation/Developmental Disabilities (MR/DD) facilities	3 %	1 %	3 %	2.3 %	4.59 %
* Percent of individuals readmitted to a SODC within 12 months of discharge	18 %	24 %	20 %	23 %	20 %
External Benchmarks					
* Community provider agencies accredited by a national body	100 %	45 %	100 %	100 %	100 %
* SODC's accredited by a national body	100 %	2.15 %	100 %	100 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Cost effectiveness: community settings vs. ICF/MR (d)	46.3 %	47 %	50 %	N/A	45 %
* Maintain average statewide overtime at 8% or lower for SODC's	N/A	8 %	8 %	8.59 %	8 %
* Average length of stay in SODC's in years	16.0	17.1	16.0	17.1	16.5
External Benchmarks					
* Medicaid Claiming Rate per resident per day at SODC'S (e)	292.7	292.9	N/A	N/A	N/A

Developmental Disabilities Community & Facility Services (Concluded)

Footnotes

(a) Molded seating is any sort of aids or appliances to help the individual. In fiscal year 2002, funding was redirected from molded seating program to other resources, as necessitated by budget issues.

(b) The waiver is a federal agreement that allows the state to be reimbursed through the Medicaid program for covered services.

(c) An acceptable outcome means no findings.

(d) Estimated average per capita cost for ICF's/MR was $51,485 in fiscal year 2001. The actual average for community settings reimbursed by CMS was $21,649. Fiscal year 2001 data was obtained from the 372 initial reports, final report available in November 2002. Fiscal year 2002 is not yet available. These statistics are monitored by federal HHS Centers for Medicaid and Medicare Services (CMS).

(e) The Medicaid Claiming Rate represents the claim per resident per day across all facilities.

(f) It is an Office of Developmental Disabilities goal to improve the quality of services by increasing the staff-to-resident ratio. Per a national survey conducted by the University of Minnesota, the current national average for this benchmark is 2.38 staff per resident.

Child Care

Mission Statement: The Bureau of Child Care and Development is dedicated to enhancing the quality, affordability and supply of child care available to families in Illinois.

Program Goals: Objectives:

1. To provide low income families access to affordable, quality child care while they are working or participating in approved education/training activity.
   a. By June 30, 2002, increase the current number of children receiving child care subsidy to 202,000.
2. To ensure that children are cared for in a safe and healthy environment that supports their overall development.
   a. By June 30, 2002, promote quality care by providing wage bonuses to 2,800 child care workers who stay in their jobs and receive training or education beyond their required licensing standards.

Source of Funds: General Revenue Fund, DHS Special Purpose Trust Fund ***Statutory Authority:*** 20 ILCS 505/5.15

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$544,857.9	$655,187.4	$657,557.3	$623,394.5	$611,249.5
* Total expenditures - state appropriated funds (in thousands)	$544,857.9	$655,187.4	$657,557.3	$623,394.5	$611,249.5
* Average monthly full-time employees	51.2	57.5	49.0	64.4	49.0
Output Indicators					
* Number of cases/families served - avg. month (a)	95,000	99,000	110,500	101,000	101,500
* Number of children served - avg. month (a)	189,000	198,000	221,000	202,000	203,000
Outcome Indicators					
* Percent of families eligible for child care services served	100 %	100 %	100 %	100 %	100 %
* Number of wage bonuses provided to child care workers	N/A	N/A	2,800	2,792	3,900
Efficiency/Cost-Effectiveness Indicators					
* Average cost per case/family - avg. month (in dollars) (a)	$461.00	$475.00	$468.00	$475.00	$486.00
* Average cost per child - avg. month (in dollars) (a)	$440.00	$238.00	$234.00	$238.00	$243.00

Explanatory Information

The exact number of families in Illinois needing child care is unknown. Child care subsidies are provided to low-income working families whose annual income is no greater than 50% of the state's median income. Parent co-pay is based on a sliding scale.

Footnotes

(a) Based on estimates, final figures are not yet available.

Mental Health Community & Facility Services

Mission Statement: The primary mental health mission of the Office of Mental Health is to help maximize community supports and develop skills for persons with serious mental illness and children with serious emotional disturbance.

Program Goals: Objectives:

1. Foster the continual development of a comprehensive public mental health system of care.
   a. By June 30, 2002, ensure that the state-operated hospitals continue to provide hospitalization services through provision of 670,000 days of care for the fiscal year.
   b. By June 30, 2002, ensure that the DHS/OMH (Department of Humans Services - Office of Mental Health) funded community mental health system continues to provide ongoing community-based mental health services, as evidenced by registration of at least 140,000 individuals for services.
   c. By June 30, 2002, for all individuals admitted, the continuity of care between State Hospital and community services will be maintained as reflected by a re-admission rate within 30 days of discharge of less than or equal to 12%.
   d. By June 30, 2002, at least 93% of all adults presenting for admission to a State Hospital will receive a pre-admission screening (from a DHS/OMH-funded community provider) for consideration of less restrictive community service alternatives prior to admission.
2. Improve the appropriateness and effectiveness of clinical interventions to match the changing needs of clients.
   a. By June 30, 2002, ensure that 85% of individuals being prescribed antipsychotic medications have received a trial on new generation antipsychotic medications, which compiles with the evidence-based service model as cited in 'Mental Health: A Report of the Surgeon General' (DHHS, US Public Health Service).

Source of Funds: General Revenue Fund, Mental Health Research Fund, DHS Federal Projects Fund, Community Mental Health Services Block Grant Fund

Statutory Authority: 20 ILCS 1705, et. al.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$549,584.2	$584,329.5	$639,895.3	$615,031.4	$619,599.5
* Total expenditures - state appropriated funds (in thousands)	$549,568.4	$584,326.9	$639,841.7	$614,984.4	$619,397.0
* Average monthly full-time employees	4,129.0	4,112.0	4,288.3	4,027.2	3,524.3
Output Indicators					
* Number of individuals served in DHS/OMH grant funded community-based mental health programs	142,547	156,026	140,000	167,131	160,000
* Number of inpatient bed days in state hospitals	681,893	620,533	670,000	614,618	670,000
Outcome Indicators					
* Percent of re-admissions to state hospitals within 30 days of discharge	11.6 %	10.12 %	11 %	12 %	12 %
* Percent of presentations to state hospitals that receive a pre-admission screening for less restrictive alternatives prior to admission	92.65 %	97 %	93 %	97 %	97 %
* Percent of individuals on antipsychotics treated with new generation antipsychotic drugs	N/A	77 %	85 %	77 %	80 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per unduplicated persons served in DHS/OMH grant funded community-based mental health programs (in dollars)	$2,190.00	$2,011.00	$2,100.00	$2,092.00	$2,100.00
* Patient annual average cost in OMH State Hospitals (in dollars)	$138,802.00	$154,480.00	$146,000.00	$158,969.00	$167,000.00

Home Services

Mission Statement: The mission of the Office of Rehabilitation Services is to assist individuals with disabilities in achieving their goals in the areas of employment, education and independent living.

Program Goals: Objectives:

1. Increase the number of persons receiving needed in-home services by 3% over the number for fiscal year 2001.
2. Increase the number of persons moved out of nursing homes by 25% over the number for fiscal year 2001.
3. Increase the number of new service plans developed by 3% over the number for fiscal year 2001.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 2405/3

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$166,734.4	$197,985.9	$230,538.2	$228,944.0	$271,494.2
* Total expenditures - state appropriated funds (in thousands)	$166,734.4	$197,985.9	$230,538.2	$228,944.0	$271,494.2
* Average monthly full-time employees	108.4	107.8	113.7	103.8	113.7
Output Indicators					
* Persons with disabilities receiving in-home services to prevent institutionalization	24,357	27,531	28,357	30,016	30,915
* New service plans developed	4,187	5,071	5,223	5,855	6,030
Outcome Indicators					
* Persons moved out of nursing homes	97.0	178.0	222.0	204.0	225.0
Efficiency/Cost-Effectiveness Indicators					
* Average monthly cost of in-home services per client	$817.00	$957.00	$995.00	N/A	N/A

Women, Infants and Children (WIC)

Mission Statement: To assist Illinois residents to achieve self-sufficiency, independence and health to the maximum extent possible by providing integrated family oriented services, promoting prevention and establishing measurable outcomes, in partnership with communities.

Program Goals: Objectives:

1. Reduce infant mortality and morbidity.
   a. By June 30, 2002, increase the percentage of women in WIC who start prenatal care in the first trimester.
2. Reduce child mortality and morbidity.
   a. By June 30, 2002, increase the percentage of post partum women who breast-feed.

Source of Funds: USDA Women, Infants and Children Fund ***Statutory Authority:*** 20 ILCS 1305/10-25

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$208,340.7	$216,172.8	$226,418.2	$222,138.9	$242,895.8
* Total expenditures - state appropriated funds (in thousands)	$208,340.7	$216,172.8	$226,418.2	$222,138.9	$242,895.8
* Average monthly full-time employees	55.6	56.9	60.0	55.6	60.0
Output Indicators					
* Number of WIC participants	470,000	470,657	470,000	485,872	485,000
* Number of WIC participants' births	62,012	64,879	N/A	N/A	65,000
* Number of WIC food coupons issued	11,400,000	11,800,000	11,600,000	12,100,000	12,300,000
Outcome Indicators					
* Proportion of clients receiving prenatal care in the first trimester - WIC	75.5 %	74.8 %	N/A	74.2 %	75 %
* Proportion of clients receiving prenatal care in the first trimester - WIC and Family Case Management (FCM)	72.8 %	72.5 %	N/A	73.3 %	75 %
* Infant mortality rate per 1,000 births (a)	N/A	N/A	7.0	N/A	7.0
* Very low birth weight rate per 1,000 births (b)	1.4 %	1.4 %	1.4 %	N/A	1.3 %
* Proportion of post-partum clients breast-feeding	42.5 %	44.6 %	42.5 %	48.1 %	48 %
External Benchmarks					
* National first trimester care goal	N/A	N/A	90 %	N/A	90 %
* National infant mortality goal, rate per 1,000 births	N/A	N/A	7.0	N/A	7.0
Efficiency/Cost-Effectiveness Indicators					
* Dollars saved in medical care by providing prenatal care for WIC and FCM (c)	$142.0	$106.0	N/A	N/A	N/A

Explanatory Information

Family Case Management is a state program that offers services for medical issues as well as non-medical issues such as child care, housing, education, education for training, transportation, substance abuse and domestic violence. Women and Infant Children is a federally mandated nutrition program that provides coupons for healthy food products and nutritional counseling to pregnant women and new mothers.

Footnotes

(a) Infant Mortality Rate for participants of both FCM & WIC was 7.0/1000 in 1999, while the state Infant Mortality Rate for all births was 8.3/1000 in 1999.

(b) The Very Low Birth Rate (VLBW) for participants of both FCM & WIC was 1.4% in 2000, while the state VLBW rate for all births was 1.7% in 2000.

(c) Cost savings are based on the additional Medicaid dollars that would have been neede to pay for delivery and the first year life costs for VLBW babies if neither FCM nor WIC served these clients in their programs.

Addiction Treatment and Related Services

Mission Statement: The human suffering, social and economic losses caused by addictions exceed $6 billion in Illinois each year. These losses can be prevented or reduced through the implementation of appropriate public policy and a comprehensive coordinated strategy. The Office of Alcoholism and Substance Abuse (OASA) is responsible for identification of service needs, coordination of all state program efforts, the maximization of new and existing resources, and the expansion of accessible and appropriate community-based prevention, intervention and treatment efforts to meet the needs of the citizens of this state.

Program Goals: Objectives:

1. Meet the Needs of Illinois Citizens - Support prevention, intervention and treatment services in whole or in part so that individuals, families and communities may reduce the negative impact caused by abuse and addiction.
   a. By June 30, 2002, increase intervention case openings by 15% for those aged through 17. (From 851 to 979)
   b. By June 30, 2002, increase intervention case openings by 10% for those aged 18 and above. (From 2,362 to 2,598)
   c. By June 30, 2002, provide treatment services for a minimum of 65,000 individuals. (110,000 program admissions)
   d. By June 30, 2002, provide child care services for 300 children whose mothers are in treatment.
   e. By June 30, 2002, provide assessment and case coordination services to 4,000 individuals through Treatment Alternatives for Special Clients(TASC)
   f. By June 30, 2002, provide treatment services to 800 individuals in community corrections settings.
   g. By June 30, 2002, provide intervention and treatment services to an additional 900 youth between the ages of 12 and 17. (From 9,104 to 10,004)
2. Provide a Comprehensive Strategy - Evaluate the needs of Illinois citizens by geographic area and population group. Implement knowledge/research-based prevention, intervention and treatment services and support strong appropriate community knowledge, lea
   a. By June 30, 2002, transition 50% of current community substance abuse prevention programs to knowledge/research-based services. (From 0 to 50%)
   b. By June 15, 2002, evaluate the distribution of current treatment services by time and distance and by percent of need currently met. Identify the top 10% of areas and populations of greatest unmet need and produce one report.
   c. By June 30, 2002, increase the number of Medicaid eligible publicly supported programs with Medicaid certification to 75%.
   d. By December 1, 2001, increase use of electronic communications by 25% (e-mail and the Internet) for distribution of Illinois plans, best practice guidelines, service data, research findings, public information, treatment availability and location, Illinois specific evaluation, outcomes and needs assessment studies.
   e. By June 30, 2002, increase availability of community intervention activities from 0% to 2% of available services.
3. Coordinate a Strategy - Develop, enhance and maintain joint projects/efforts with other units of state, federal and local government, public and private health care, and other interested parties.
   a. By June 30, 2002, reconvene and revitalize the Illinois Advisory Council on Alcohol, Other Drugs and Addictions. Hold four quarterly meetings.
   b. By June 15, 2002, evaluate effectiveness of services within the OASA/DCFS initiative and produce one fact sheet. Continue work in progress with the OASA/DCFS services steering committee and utilize evaluation findings and recommendations of the steering committee for reconfiguration of the current system.
   c. By June 30, 2002, evaluate the efficiency and efficacy of co-related assessment and referral services in 62 local offices (Community Operations/Transitional Services) and produce one report. Develop and maintain mobile paperless reporting system. Analyze data and make systems modifications as appropriate.
   d. By June 30, 2002, review evaluation data for joint OASA/OMH (Office of Alcoholism and Substance Abuse/ Office of Mental Health) service initiatives and produce one report. Complete the local consortia strategic planning process (to standardize assessment and placement). Hold one MISA (Mental Illness Substance Abuse) conference.
   e. By June 30, 2002, complete and distribute one probationer and one incarcerated youth needs assessment study. Complete one study of probationer utilization of OASA supported services.
4. Maximize Current Resources - Evaluate the current services system to maximize positive outcomes for individuals, families and communities.
   a. By August 1, 2001, modify ten data elements in DARTS data systems to capture change in patient function from opening to discharge.
   b. From July 1, 2001 to June 30, 2002, use benchmarked fiscal year 2001 data to develop one plan for systems changes to affect patient outcomes.
   c. By June 30, 2002, complete and distribute findings from one OASA supported patient follow up/outcome study. Utilize findings to enhance Illinois Best Practices. Post findings as appropriate on OASA web page.
   d. By June 30, 2002, complete analysis of one web-based reporting and client outcomes system for utilization as a comprehensive provider evaluation and patient outcomes tracking system.
   e. By June 30, 2002, evaluate one web-based prevention reporting system for effectiveness in provider reporting and systems management.

Source of Funds: General Revenue Fund, Alcoholism and Substance Abuse Block Grant Fund, Group Home Loan Revolving Fund, Drunk and Drugged Driving Prevention Fund, Drug Treatment Fund, Alcoholism and Substance Abuse Fund, Youth Drug Abuse Prevention Fund

Statutory Authority: Public Act 85-965, Chap. 111

Addiction Treatment and Related Services (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$177,567.3	$205,464.7	$233,292.4	$210,086.4	$230,648.9
* Total expenditures - state appropriated funds (in thousands)	$177,567.3	$205,464.7	$233,292.4	$210,086.4	$230,648.9
* Estimated number of individuals in prevalence population (a)	1,111,611	1,111,611	1,111,611	1,111,611	1,111,611
* Annual desired treatment capacity (b)	103,264	103,264	103,264	103,264	103,264
Output Indicators					
* Number of discharges classified as "positive" (transfers, completions etc.)	34,925	33,000	35,000	45,706	43,000
* Number of unduplicated patients served (patient service data)	64,942	74,000	60,200	73,218	70,000
Outcome Indicators					
* Percentage of discharges classified as "positive" (transfers, completions etc)	67.7 %	68 %	67 %	64 %	64 %
* Unduplicated clients served as a percent of the desired capacity (patient service data)	62.9 %	61.9 %	60 %	70.9 %	67.8 %
Efficiency/Cost-Effectiveness Indicators					
* There is a $7.00 savings to the State of Illinois for every $1.00 spent on treatment (in billions) (c)	$1.4	$1.1	N/A	$1.5	N/A
* There is a savings of between $250,000 and $500,000 for every drug-free baby born (in millions) (d)	N/A	$28.0	N/A	$28.0	N/A

Explanatory Information

Services are contracted through providers. Administrative headcount is included in the overall agency administrative headcount.

Footnotes

(a) From Illinois Needs Assessment Studies of general and specific populations that estimate the numbers in need who would benefit from treatment. The estimates are revised upon completion of each study.

(b) The goal for systems development is “adequate and appropriate treatment capacity” to service 15% of the adult and 20% of the youth population in need of services each year.

(c) Alcohol, Tobacco & Other Drug (ATOD) abuse and dependence costs our nation $246 billion each year or $965 for every person in the U.S. These costs include alcohol-related crimes, health care, government services, criminal justice costs, absenteeism and lost productivity. National estimates are currently in process of being updated, and these estimates are anticipated to increase.

(d) The Texas Commission of Alcohol and Drug Abuse; "For every mother that we assist in having a drug free baby, we save the community $200,000 - $500,000, just one drug addicted baby is usually a minimum of $250,000." Illinois uses its own estimate.

Vocational Rehabilitation

Mission Statement: The Office of Rehabilitation Services assists individuals with disabilities in achieving their goals in the areas of employment, education and independent living.

Program Goals: Objectives:

1. Increase the number of persons achieving employment outcomes by 15% over the number for fiscal year 2001 by June 30, 2002.
2. Increase the number of persons in supported employment placements by 10% over the number for fiscal year 2001 by June 30, 2002.
3. Increase the number of persons placed into competitive employment by 25% over the number for fiscal year 2001 by June 30, 2002.
4. Increase the rehabilitation rate (success rate) to 68% by June 30, 2002.
5. Increase the number of new applications taken by 5% over the number for fiscal year 2001 by June 30, 2002.
6. Increase the number of new services plans developed by 10% over the number for fiscal year 2001 by June 30, 2002.
7. Limit the increase in the average cost per rehabilitation to no more than 3% over the value for fiscal year 2001 by June 30, 2002.

Source of Funds: General Revenue Fund, Illinois Veterans' Rehabilitation Fund, Vocational Rehabilitation Fund

Statutory Authority: 20 ILCS 2405

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$109,100.0	$101,293.5	$130,877.7	$106,056.4	$133,933.2
* Total expenditures - state appropriated funds (in thousands)	$108,897.5	$101,105.7	$130,374.7	$105,605.4	$133,423.2
* Average monthly full-time employees	659.5	661.2	676.0	677.6	676.0
Output Indicators					
* New applications taken	17,011	17,931	18,828	20,637	22,700
* New service plans developed	11,142	11,443	12,587	12,779	14,050
Outcome Indicators					
* Persons in supported employment (a)	1,441	3,019	3,321	3,482	3,650
* Persons competitively employed (b)	5,162	6,758	8,533	8,369	10,308
* Rehabilitation rate (success rate) (c)	55.3 %	67.2 %	68 %	65.5 %	70 %
Efficiency/Cost-Effectiveness Indicators					
* Average lifetime cost per rehabilitation (in dollars)	$3,736.00	$3,766.00	$3,880.00	$3,165.00	$2,925.00

Footnotes

(a) Supported employment is a program in which individuals with the most severe disabilities received on-the-job assistance from a paid worker in order to begin employment. This assistance is gradually reduced as the worker's skills and experience increase. In many cases, ongoing supports are provided by co-workers who are trained to assist the person.

(b) Competitive employment means work in the competitive labor market at or above the minimum wage.

(c) The rehabilitation rate (or success rate) is the percentage of individuals whose cases are closed after having received services and who are successfully employed. A rehabilitation rate of 65% means that almost two out of three individuals who received services and had their cases closed during that time were successfully employed.

Early Intervention

Mission Statement: To assure that families who have infants and toddlers, birth to age three, with diagnosed disabilities, developmental delays or substantial risks of developmental delays receive resources and supports that assist them in maximizing their child's development, while respecting the diversity of families and communities.

Program Goals: Objectives:

1. Reach as many infants and toddlers with disabilities and developmental delays as possible at the youngest age possible.
   a. During fiscal year 2002 at least 30% of infants and toddlers entering the system will do so by their first birthday.
   b. By June 30, 2002, the proportion of infants and toddlers in the state served in the program will be at least 2.15%.

Source of Funds: General Revenue Fund, Early Intervention Services Revolving Fund, DHS Federal Projects Fund

Statutory Authority: 20 USC 1431-1445;325 ILCS 20/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$91,304.6	$115,770.2	$165,000.0	$80,904.1	$165,000.0
* Total expenditures - state appropriated funds (in thousands)	$91,304.6	$115,770.2	$165,000.0	$80,904.1	$165,000.0
* Average monthly full-time employees	4.1	8.4	2.0	9.8	2.0
* Family fees (in thousands) (b)	N/A	N/A	$4,800.0	$1,127.6	$2,400.0
* Number of service coordinators in the provider agencies (c)	N/A	255.0	271.1	237.3	242.0
* Amount of federal reimbursement for IDEA Part C	$15,443.6	$9,630.4	$16,500.0	N/A	$16,764.0
* Amount of federal medicaid reimbursement (in thousands)	N/A	$13,236.5	$14,956.1	$14,994.6	$16,000.0
Output Indicators					
* Number of new initial (Individualized Family Service Plans) IFSP's developed (d)	9,576	12,558	12,000	8,834	10,800
* Number of children who have IFSP's (e)	11,355	11,698	14,982	11,061	12,000
Outcome Indicators					
* Percentage of clients receiving IFSP's prior to first birthday	24.3 %	31.4 %	30 %	28.9 %	30 %
* Percentage of children who are under age three who are served (f)	2.08 %	2.15 %	2.75 %	2.03 %	2.2 %
* Percentage of children under age 1 who are served (g)	0.87 %	0.83 %	1 %	0.7 %	1 %

Footnotes

(a) All spending from the Early Intervention Revolving Fund is defined as state funds, although federal IDEA Part C and Medicaid reimbursements as well as family fees are deposited into the fund.

(b) Fiscal year 2002 was the first year for the direct collection of family fees. Collections did not start until mid-year and were less per month than projected.

(c) The fiscal year 2002 target number of service coordinators was based on an anticipated increase in caseloads but caseloads fell. The target for fiscal year 2003 has been adjusted because of this and also because the agency has implemented performance contracting for service coordination.

(d) The number of initial IFSP's fell in fiscal year 2002 due to changes connected to the Early Intervention Systems Act but rebounded somewhat to the higher level anticipated for fiscal year 2003.

(e) When the fiscal year 2002 budget was passed, rapid growth was still anticipated, but passage of the Early Intervention System Act initially reduced caseloads and spending. Both have rebounded, but growth is slower than what was seen prior to the act.

(f) The national target/benchmark for percentage of children under 3 who are served is 2%. Illinois set a higher target than the national goal.

(g) The state target for percentage of children under 1 served matches the national target/benchmark of 1%.

Family Case Management

Mission Statement: To assist Illinois residents to achieve self-sufficiency, independence and health to the maximum extent possible by providing integrated family oriented services, promoting prevention and establishing measurable outcomes, in partnership with communities.

Program Goals: Objectives:

1. Reduce infant mortality and morbidity.
   a. By June 30, 2002, increase to 75% the proportion of pregnant women in the program who received prenatal care in the first trimester.
2. Reduce child mortality and morbidity.
   a. By June 30th, 2002, increase the percentage of 0-2 year olds who are fully immunized to 90%.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 42 USC 701/501-50

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$45,885.9	$45,907.7	$46,046.9	$46,006.6	$46,046.9
* Total expenditures - state appropriated funds (in thousands)	$45,885.9	$45,907.7	$46,046.9	$46,006.6	$46,046.9
Output Indicators					
* Number of pregnant women and infants enrolled in Family Case Management (FCM)	230,000	233,906	230,000	267,402	230,000
* Number of 0-2 year olds who received immunizations (a)	103,312	110,164	N/A	191,196	N/A
* Number of FCM births	54,082	59,136	60,000	N/A	60,000
Outcome Indicators					
* Proportion of FCM clients receiving prenatal care in the first trimester	61.8 %	60.8 %	N/A	62.8 %	75 %
* Proportion of FCM and WIC (Women, Infants and Children) clients receiving prenatal care in the first trimester	72.8 %	72.5 %	N/A	73.3 %	75 %
* Infant mortality rate per 1,000 births (b)	N/A	N/A	7.0	N/A	7.0
* Very low birth weight rate per 1,000 births (c)	1.4 %	1.4 %	1.4 %	N/A	1.3 %
External Benchmarks					
* National 1st trimester goal	N/A	N/A	90 %	N/A	90 %
* National infant mortality rate per 1,000 births	N/A	N/A	7.0	N/A	7.0
Efficiency/Cost-Effectiveness Indicators					
* Dollars saved in medical care by providing prenatal care (FCM & WIC) (d)	$142.0	$148.3	N/A	N/A	N/A

Explanatory Information

Family Case Management is a state program that offers services for medical issuesas well as non-medical issues such as child care, housing, education for training, transportation, substance abuse and domestic violence.

Women, Infants and Children is a federally mandated nutrition program that provides coupons for healthy food products and nutritional counseling to pregnant women and new mothers.

Footnotes

(a) Target to be established at a later date.

(b) Infant Mortality Rate for participants of both FCM & WIC was 7.0/1000 in 1999, while the state Infant Mortality Rate for all births was 8.3/1000 in 1999.

(c) The Very Low Birth Rate (VLBW)for participants of both FCM & WIC was 1.4% in 2000, while the state VLBW rate for all births was 1.7% in 2000.

(d) Cost savings are based on the additional Medicaid dollars that would have been needed to pay for delivery and the first year life costs for VLBW babies if neither FCM nor WIC served these clients in their programs.

Welfare to Work

Mission Statement: To help families and individuals achieve self-sufficiency.

Program Goals: Objectives:

1. Help families and individuals help themselves by increasing their ability to meet their responsibilities and consequently achieve self-sufficiency.
   a. By June 30, 2002, Illinois DHS will have canceled a monthly average of 5.4% of the Available-to-Work (ATW) caseload due to earnings.
   b. By June 30, 2002, only 6.0% of the Temporary Assistance for Needy Families (TANF) ATW caseload with earnings will stop employment.
   c. By June 30, 2002, 83.4% of the TANF ATW cases with a counter of 24-35 months will be working or in any activity.
   d. By June 30, 2002, 62.5% of the TANF ATW cases with a counter of 36-47 months will be working or in a countable activity 30 hours or more.
   e. By June 30, 2002, 74.0% of the TANF ATW cases with children under age one will be working and/or in any activity.
   f. By June 30, 2002, 88.5% of customers will not return to assistance 24 months after cancellation due to earnings.
2. Meet the Federal work participation rate requirements.
   a. By September 30, 2002, Illinois DHS will surpass the Federal fiscal year 2002 work participation rate of 50% for all families with one adult working or in work-related activities 30 hours per week.

Source of Funds: General Revenue Fund ***Statutory Authority:*** State: 305 ILCS 5/4-1

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$49,700.0	$28,600.0	$22,400.0	$23,300.0	$19,200.0
* Total expenditures - state appropriated funds (in thousands)	$49,700.0	$28,600.0	$22,400.0	$23,300.0	$19,200.0
* Average monthly full-time employees	1,158.0	618.0	466.0	465.0	373.0
* Estimated hours expended on interaction with customers	1,167,264	711,936	603,936	535,680	429,696
Output Indicators					
* Total number of customers canceled due to earnings	40,865	28,924	16,700	17,217	12,100
* Total number of TANF earnings cases whose employment stopped	24,691	14,838	11,653	8,287	6,590
* Average number of TANF ATW cases with a counter of 24-35 months working or in any activity (a)	N/A	7,810	5,700	4,944	3,545
* Average number of TANF ATW cases with a counter of 36-47 months working 30 hours or more	N/A	1,259	920.0	2,174	1,776
* Average number of TANF ATW cases with children under age one, working and/or in any activity	N/A	6,996	5,100	6,045	4,496
* Average number of TANF families engaged each month (Fed. participation rate) (b)	53,776	25,500	18,500	15,181	9,868
* Total number of TANF customers returning to assistance within 24 months of cancellation due to earnings	8,543	5,923	N/A	3,902	N/A
* Average monthly TANF ATW caseload (csld.)	69,044	46,249	N/A	31,236	20,500
* Total average monthly TANF csld.	97,079	72,279	N/A	56,191	43,000
Outcome Indicators					
* Average monthly percentage of the TANF ATW csld. canceled due to earnings	4.9 %	5.2 %	5.4 %	4.6 %	5 %
* Average percentage of TANF earnings cases with stopped employment	6.4 %	5.8 %	6 %	5.8 %	6 %
* Average percentage of TANF ATW cases with a counter of 24-35 months working or in any activity	N/A	78.7 %	83.4 %	80 %	84 %
* Average percentage of TANF ATW cases with a counter of 36-47 months working 30 hours or more	N/A	57.5 %	62.5 %	55 %	60 %
* Average percentage of TANF ATW cases with children under age one, working and/or in any activity	N/A	69.2 %	74 %	77.6 %	80 %

Welfare to Work (Concluded)

Outcome Indicators	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Average percentage of the TANF ATW csld. meeting the Federal Work Requirement for all families	60 %	67.3 %	60 %	59.78 %	55 %
* Average percentage of TANF families not returning to assistance within 24 months of cancellation due to earnings	78.9 %	85.9 %	88.5 %	87.5 %	88.5 %
External Benchmarks					
* Federal work participation rate for all families (b,c)	40 %	45 %	50 %	50 %	50 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per TANF client who entered employment (Estimate of 80% of total number of clients who obtained employment as a result of Local Office influence and intervention) (in dollars)	$790.00	$785.00	$768.00	$965.00	$1,220.00
* Time expended on clients who entered employment (in hours)	14.8	19.5	20.7	22.2	27.3
* Two year projected TANF Grant savings ratio ($:1) (in dollars) (d)	$4.21		$3.70	$3.73	$3.46
* Workload index (e)	N/A	303.7	N/A	321.6	N/A

Footnotes

(a) A 'counter' is considered to be the five-year limit for TANF assistance.

(b) Engaged means the customer is working and/or in a work-related countable activity, e.g., work experience, vocational education.

(c) The federal benchmark is scheduled for modification based upon federal reauthorization.

(d) Fiscal year 2001 Actual: The ratio for 2001 results in projected savings of $145,668,000 and labor costs of $28,600,000. Fiscal year 2002 Actual: The ratio for 2002 results in projected savings of $86,937,100 with labor costs of $23,277,900.
Fiscal year 2003 Target: The ratio for 2003 will result in projected savings of $66,510,600 with labor costs of $19,246,800.
Assumption: 80 percent of clients who entered employment were a result of Local Office Intervention.

(e) The workload index equals the total number of cases for all categories plus the total number of applications received for all categories divided by the number of on-board Human Service casework staff.

Treatment and Detention Facilities

Mission Statement: The mission of the Treatment and Detention Facility is to provide residents with intensive, specialized sex offender treatment within a safe, secure environment necessary to protect residents, facility staff, and the community.

Program Goals: Objectives:

1. Manage a highly secure environment for the protection of program staff and visitors, court-ordered detainees, and civilly committed sexually violent persons, as well as state and personal property.
   a. By June 30, 2002, manage the Treatment & Detention Program to achieve an average annual cost per detainee/sexually violent person of $85,000 or less.
2. Through the provision of effective treatment, reduce victimization, protect the survivors of sexual violence, and make transition to communities safer.
   a. By June 30, 2002, complete evaluations of all referrals from the Department of Corrections and admit those as appropriate, resulting in a census of 200 or less at the Treatment and Detention Facility.
   b. Through June 30, 2002, ensure successful transition to the community of all individuals who are conditionally discharged from the Treatment & Detention Facility resulting in zero (0) readmissions/returns to the facility.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 725 ILCS 207

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$7,789.3	$10,990.4	$17,976.0	$14,315.0	$19,798.7
* Total expenditures - state appropriated funds (in thousands)	$7,789.3	$10,990.4	$17,976.0	$14,315.0	$19,798.7
* Average monthly full-time employees	81.8	115.8	185.0	156.4	210.0
Output Indicators					
* Number of detainees and sexually violent persons in the TDF (a)	117.0	157.0	212.0	179.0	200.0
Outcome Indicators					
* Return Rate of individuals who are conditionally released to from the TDF	0.0	0.0	0.0	0.0	0.0
Efficiency/Cost-Effectiveness Indicators					
* Annual cost per detainee/sexually violent person in the TDF (in dollars)	$70,100.00	$88,500.00	$85,000.00	$83,760.00	$100,000.00

Medicaid and Food Stamps

Mission Statement: To provide appropriate and timely medical eligibility determinations for families and individuals to ensure initial and continued medical benefits. Ensure that Illinois is at or below the national food stamp error rate.

Program Goals: Objectives:

1. People medically indigent will be timely qualified for medical benefits.
   a. By June 30, 2002, 98% of eligible applicants will receive a medical card within 45 days of application for KidCare assistance for applications processed by agency local office.
   b. By June 30, 2002, 93% of eligible applicants will receive a medical card within 45 days of application for aged assistance or within 60 days of application for blind and disabled assistance.
2. Reduce the state food stamp Quality Control (Q.C.) error rate to a level that is at or below the national average.
   a. By June 30, 2002, reduce the state food stamp error rate to the national error rate of approximately 9%.

Source of Funds: General Revenue Fund, Electronic Benefits Transfer Fund ***Statutory Authority:*** 305 ILCS 5/51

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$9,000.0	$9,300.0	$9,200.0	$9,900.0	$11,100.0
* Total expenditures - state appropriated funds (in thousands)	$9,000.0	$9,300.0	$9,200.0	$9,900.0	$11,100.0
* Average monthly full-time employees	209.0	201.0	191.0	198.0	215.0
Output Indicators					
* Total number of KidCare Assist applications disposed timely	146,250	136,410	122,800	114,446	120,489
* Total number of KidCare Assist applications approved	105,205	98,316	90,100	91,841	96,391
* Total number of Medical Assistance No Grant (MANG) Aid to the Aged, Blind and Disabled (AABD)applications approved	53,879	55,972	55,000	60,297	67,441
* Total number of MANG AABD applications disposed timely	116,901	116,275	116,600	133,827	149,869
* Hours expended processing applications	289,466	277,954	263,340	273,100	297,394
Outcome Indicators					
* Timely local office disposition of KidCare Assist applications	97.5 %	96.8 %	98 %	94.7 %	95 %
* Timely disposition of MANG AABD applications	89.9 %	85.2 %	93 %	88.8 %	90 %
* Federal Q.C. payment error rate (FFY) (a)	9.26 %	9.22 %	9 %	8.93 %	8.66 %
Efficiency/Cost-Effectiveness Indicators					
* Workload index (b)	275.1	303.7	N/A	321.6	N/A

Explanatory Information

The Outcome Indicators, which measure the desired results or benefits, did not vary by 20% or more between thefiscal year 2002 targets and actual performance or between the targets established for fiscal year 2002 and fiscal year 2003. There was a 20% or more variance, however, in some of the input/output indicators. The number of MANG AABD applications received increased in fiscal year 2002. This resulted in an increase in the actual number of applications disposed. Although this increase is slightly less than 15% when compared to the fiscal year 2002 target, it is anticipated that the number of MANG AABD applications received, and therefore disposed, will continue to grow. The target established for fiscal year 2003 (149,869), which is 28.5% higher than the fiscal year 2002 target (116,600), reflects this predicted growth. This also has an impact on the projected number of MANG AABD applications approved during fiscal year 2003 as well as the budget expenditures in terms of casework staff associated with this activity.

Footnotes

(a) The food stamp Q.C. payment error rate is what the federal government uses to measure a state's performance in correctly issuing food stamp benefits - - the level of incorrect payment $ divided by the total amount of food stamp $ issued.

(b) The workload index equals the total number of cases for all categories plus the total number of applications received for all categories divided by the number of on-board Human Service casework staff.

HUMAN SERVICES:
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

Children and Family Services
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Family Reunification and Substitute Care	$899,086.7	1,493.0	$847,532.9	1,314.0
Adoption and Guardianship	$234,815.7	198.0	$267,328.7	187.0
Protective Services	$114,338.8	1,250.0	$114,579.1	1,232.0
Family Maintenance	$77,819.1	816.0	$80,253.7	780.0
Support Services	$48,756.5	395.0	$53,424.5	422.0
Totals	$1,374,816.8	4,152.0	$1,363,118.9	3,935.0

Mission and Organization

The mission of the department is to:

1) Protect children who are reported to be abused and neglected and to increase their families' capacity to safely care for them;
2) Provide for the well-being of children in its care;
3) Provide appropriate, permanent families as quickly as possible for those children who cannot safely return home;
4) Support early intervention and child abuse prevention activities; and
5) Work in partnership with communities to fulfill this mission.

To achieve this mission the department utilizes its 3,935 employees and a network of private service providers throughout the state. The primary service provider of more than three-fourths of children in foster care and all children in residential placements is private agencies.

In the first part of the 1990's the department's caseloads and budget increased dramatically. Spending increased from $335 million in fiscal year 1989 to almost $1.4 billion in fiscal year 1997, and the substitute care caseload increased from the 17,619 at the end of fiscal year 1989 to 50,727 at the end of fiscal year 1997. However, a series of reforms initiated in fiscal year 1997 have produced dramatic changes including improved safety, fewer kids in care and increased permanency rates for children in substitute care.

The department's major program areas are as follows:

Protective Services operates the Child Abuse Hotline, conducts child abuse/neglect investigations and licenses Day Care Centers, foster homes, child welfare agencies and institutions.

Family Maintenance delivers services to families to assure child safety so that children can remain in or return to the home.

Adoption and Guardianship recruits, supports and maintains adoptive/guardianship homes when children who cannot return home are placed for permanent settings.

Family Reunification & Substitute Care assures permanency for children, prepares families for reunification and ensures the well-being and safety of children who are placed outside their homes due to abuse, neglect or dependency.

Support Services establishes best practice standards, maintains department systems, reports on agency performance, provides administrative support and monitors many department accountability practices.

Family Reunification and Substitute Care

Mission Statement: Ensure the well-being, safety and permanency of children who are placed outside their homes due to abuse, neglect or dependency. Work in partnership with communities to fulfill this mission.

Program Goals: Objectives:

1. Children placed outside of the home are protected from abuse and neglect.
2. When in care, children are placed close to home, in the least restrictive setting, and in a stable environment.
3. Return children home or move them into an alternative permanency quickly.
4. Have a process in place to allow children to achieve their highest educational outcomes, given their capabilities and desires.
5. When in care, children receive appropriate and necessary physical and mental health care services.

Source of Funds: General Revenue Fund, DCFS Training Fund, DCFS Children's Services Fund, DCFS Federal Projects Fund, DCFS Special Purposes Trust Fund, DCFS Refugee Assistance Fund

Statutory Authority: Children & Family Services Act

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$935,084.5	$899,090.4	$891,613.7	$847,611.7	$817,878.5
* Total expenditures - state appropriated funds (in thousands)	$935,046.0	$899,086.7	$891,613.7	$847,532.9	$817,878.5
* Average monthly full-time employees	1,500.0	1,493.0	1,474.0	1,314.0	1,300.0
Output Indicators					
* Children in independent living	969.0	930.0	917.0	896.0	950.0
* Children in regular foster care	8,895	8,892	7,902	7,679	7,372
* Children in relative care	12,490	10,167	8,821	8,537	7,415
* Children in residential placements	2,471	2,286	2,076	1,992	1,775
* Children in specialized foster care	5,847	4,315	4,456	4,121	3,626
* Children with "return home" goal	9,965	8,423	7,650	8,095	6,975
* Children placed outside home (end of year) - paid placements	30,672	26,590	24,172	23,225	21,768
* Children in corrections or detention placements	536.0	511.0	500.0	441.0	500.0
Outcome Indicators					
* Child cases closed	12,460	10,241	9,005	8,596	7,618
* Children in out-of-home care per 1,000 state child population	9.7	8.4	7.6	7.3	6.8
* Children moved from residential to less intensive settings	1,994	1,985	1,900	1,832	1,900
* Number of children to adoption or guardianship per 1,000 in out-of-home care	207.1	190.0	190.9	168.1	184.1
* Percentage of children returned home	10.5 %	10.3 %	10.4 %	11.7 %	11 %
* Percentage of children served within the year moved to permanency	33.6 %	30 %	32.4 %	30.8 %	32 %
* Of children returned home or adopted, percent who achieved permanency within 24 months	24 %	28.2 %	50 %	29.7 %	30 %
* Of children returned home, percent who remained home at least 12 months	90.2 %	92 %	92 %	92.8 %	92 %
* Percentage of sibling groups placed all or partially together	78.7 %	77.7 %	80 %	77 %	80 %
* Number of children adopted	6,281	4,208	4,000	3,393	3,141
* Number of children to guardianship	1,618	1,140	1,105	1,081	1,135
* Number of children returned home	3,571	2,813	2,450	2,740	2,241
* Children placed in out-of-state facilities	79.0	36.0	25.0	22.0	10.0
* Median length of time open for children in substitute care	3.6	3.3	3.0	3.2	3.0
* Percentage of children in home Local Area Network	45.8 %	48 %	50 %	47.5 %	50 %
* Percentage of children with healthworks primary care physician (Cook Co. only)	96.4 %	95 %	96.5 %	96.9 %	98 %
Efficiency/Cost-Effectiveness Indicators					
* Annualized savings from new guardianships (in thousands)	$9,370.2	$8,213.1	$8,120.1	$7,788.0	$8,379.4
* Annualized savings from newly adopted children (in thousands)	$36,374.5	$30,316.3	$29,394.1	$24,444.7	$23,189.2

Family Reunification and Substitute Care (Concluded)	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Efficiency/Cost-Effectiveness Indicators					
* Annualized savings from reunification of families (in thousands)	$37,589.3	$33,648.3	$29,892.3	$32,775.1	$27,125.4
* Estimated reduction in substitute care expenditures due to movement of children from residential to less intensive settings (in thousands)	$105,525.2	$105,222.8	$100,717.0	$96,684.4	$108,595.2

Adoption and Guardianship

Mission Statement: Provide new permanent homes for children in Department's care who cannot safely return to or remain with their biological families. To provide for the well-being of children in adoptive placement. To provide support to adoptive parents before and after adoption-consummation. Work in partnership with communities to fulfill this mission.

Program Goals: Objectives:

1. Support and maintain children in adoptive and guardianship homes.
2. Maintain children in adoptive and guardianship homes.
3. Stabilize placements in adoptive homes and subsidized guardianships.

Source of Funds: General Revenue Fund, DCFS Training Fund, DCFS Children's Services Fund, DCFS Federal Projects Fund

Statutory Authority: Children & Family Services Act

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$189,136.6	$234,815.7	$278,355.5	$267,328.7	$294,228.4
* Total expenditures - state appropriated funds (in thousands)	$188,912.6	$234,815.7	$278,355.5	$267,328.7	$294,228.4
* Average monthly full-time employees	213.0	198.0	213.0	187.0	185.0
Output Indicators					
* Number of children receiving adoption payments (end of year)	27,601	30,656	33,529	32,492	34,484
* Number of children receiving guardianship payments (end of year)	4,888	5,500	6,225	6,324	6,986
* Number of families receiving adoption preservation services	756.0	766.0	1,000	908.0	1,200
Outcome Indicators					
* Adoptions stayed in custody for 12 mos. (did not disrupt)	99.4 %	99 %	99.5 %	99.7 %	99.5 %
* Guardianships stayed in custody for 12 mos. (did not disrupt)	98.4 %	98 %	98 %	99.1 %	98 %
Efficiency/Cost-Effectiveness Indicators					
* Estimated savings from movement of children from substitute care to adoption (in thousands)	$159,842.9	$220,859.3	$246,388.8	$234,086.7	$254,587.1
* Estimated savings from movement of children from substitute care to guardianship (in thousands)	$28,307.4	$39,624.4	$45,744.6	$45,560.9	$51,576.0

Protective Services

Mission Statement: Protect children, who are reported to be abused and neglected, by assuring their safety in making service provision, placement and permanency planning decisions; by licensing of foster homes, group homes, child care institutions and day care facilities; and by enhancing their families' capacity to safely care for them. Provide for the well-being of children in our care. Support early intervention and child abuse prevention activities. Work in partnership with communities to fulfill this mission.

Program Goals: Objectives:

1. Reports of child abuse/neglect reports will be investigated promptly, safety insured, and subsequent abuse/neglect prevented.
2. Increase child safety after agency involvement.
3. Improve responsiveness of the child abuse and neglect hotline.

Source of Funds: General Revenue Fund, DCFS Children's Services Fund, DCFS Federal Projects Fund, Child Abuse Prevention Fund

Statutory Authority: Children & Family Services Act

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$107,811.9	$114,338.8	$119,029.9	$114,579.1	$120,976.0
* Total expenditures - state appropriated funds (in thousands)	$107,811.9	$114,338.8	$119,029.9	$114,579.1	$120,976.0
* Average monthly full-time employees	1,422.0	1,250.0	1,280.0	1,232.0	1,233.0
Output Indicators					
* Family reports investigated	61,791	60,169	62,000	59,243	60,000
* Hotline calls	306,818	306,506	307,000	304,804	306,000
* Children investigated	103,577	100,421	102,000	98,507	100,000
* Number of licensed day care centers and homes	12,200	12,555	12,600	13,737	14,000
Outcome Indicators					
* Percentage of hotline calls resulting in a family report of abuse or neglect	20.2 %	19.6 %	20.2 %	19.4 %	19.8 %
* Children removed per 1,000 state total child population	1.9	1.8	1.9	1.7	1.8
* Number of indicated family reports	18,883	16,657	18,500	15,967	17,000
* Percentage of investigations indicated	30.6 %	27.7 %	31.2 %	27 %	28 %
* Percentage of investigations initiated within 24 hours	99.7 %	99.8 %	100 %	98.9 %	100 %
* Percentage of investigations completed within 60 days	94 %	92.5 %	98 %	90.9 %	98 %
* Percentage of cases with no new indicated reports within 6 months	89.6 %	90.3 %	87 %	91.4 %	92 %
Efficiency/Cost-Effectiveness Indicators					
* Investigations per worker per month	9.6	9.4	9.6	9.3	9.6

Family Maintenance

Mission Statement: Support and stabilize families so that children can safely return home or, if they have been removed, quickly return home.

Program Goals: Objectives:

1. Provide effective in-home services to maintain stable family environments and prevent subsequent abuse.
2. Provide effective programs to minimize intake into substitute care.
3. Improve parenting skills and deter substance abuse.

Source of Funds: General Revenue Fund, DCFS Children's Services Fund, DCFS Federal Projects Fund

Statutory Authority: Children & Family Services Act

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$76,716.0	$77,869.0	$88,038.9	$80,291.4	$89,947.4
* Total expenditures - state appropriated funds (in thousands)	$76,716.0	$77,819.1	$88,038.9	$80,253.7	$89,947.4
* Average monthly full-time employees	726.0	816.0	816.0	780.0	783.0
Output Indicators					
* Intact families served (end of year)	8,858	9,277	9,000	8,072	8,500
* Families served by cash assistance	3,801	4,405	4,600	4,218	4,300
* Families served by housing locator services	1,287	1,362	1,490	1,404	1,500
* Family cases closed	11,929	11,909	11,000	11,612	11,000
Outcome Indicators					
* Percentage of children in open intact family cases without a substantiated report within 12 months	89.6 %	88.7 %	90 %	90.6 %	90 %
* Of children in open intact family cases, what percentage did not experience an out-of-home placement within 12 months	93 %	94 %	95 %	94.4 %	95 %
* Intact family cases opened over 12 months	1,352	1,434	1,250	1,352	1,300
* Families with no paid services for at least 12 months	319.0	398.0	300.0	288.0	300.0

Support Services

Mission Statement: Ensure that the highest quality of service is effectively and efficiently delivered, and that Department systems operate in an efficient and effective manner.

Program Goals: Objectives:

1. Service provided to children and families will be of the highest quality.
2. Improve results for wards by following best practice standards.
3. Performance and outcomes will be measured consistently throughout the system, and results will be used to improve performance.
4. Make the Department's various performance reporting mechanisms more easily understood and useful to Department staff and stakeholders.
5. All agencies and DCFS offices are to be accredited under the Council on Accreditation or similar body.
6. Facilitate a more uniform distribution and understanding of Department rules and regulations.
7. Increase the proportion of total expenditures that are comprised of federal funds.
8. Facilitate a culture that produces continuous quality improvement in all the services the Department delivers.

Source of Funds: General Revenue Fund, DCFS Children's Services Fund

Statutory Authority: Children & Family Services Act

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$49,944.3	$48,756.5	$56,408.9	$53,424.5	$53,486.6
* Total expenditures - state appropriated funds (in thousands)	$49,944.3	$48,756.5	$56,408.9	$53,424.5	$53,486.6
* Average monthly full-time employees	415.0	395.0	375.0	422.0	455.0
Outcome Indicators					
* Percentage of DCFS managed cases that were handled by an accredited field office	62 %	88 %	100 %	89 %	100 %

Explanatory Information

The accredidation process was initiated in fiscal year 2000. As of today, DCFS is the largest accredited child welfare agency in the nation.

HUMAN SERVICES: DEPARTMENT ON AGING

Aging
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Community Care Program	$203,438.3	25.0	$211,644.2	29.0
Community Support Services	$63,150.8	17.0	$67,906.0	20.0
Central Management	$7,314.4	57.0	$7,697.1	64.0
Elder Abuse and Neglect Program	$6,387.9	6.0	$6,220.9	7.0
Employment Services	$3,316.4	1.0	$3,623.4	1.0
Training and Staff Development	$450.2	5.0	$463.9	6.0
Totals	$284,058.0	111.0	$297,555.5	127.0

Mission and Organization

The creation of the Department on Aging as a Cabinet-level agency in 1973 underscored the emphasis that the state's leaders, policy makers and citizens placed on a coordinated approach to the development of programs designed specifically to serve the state's older population.

In fulfilling its mission, the department responds to the dynamic needs of society's aging population through a variety of activities including: planning, implementing and monitoring integrated service systems; coordinating and assisting the efforts of local community agencies; advocating for the needs of the state's senior population; and, cooperating with federal, state, local and other agencies of government in developing programs and initiatives.

The department is the single state agency authorized to administer specified programs for the elderly and to receive and disburse federal funds through the Older Americans Act. The department's enabling legislation includes the responsibility to establish and fund services as alternatives to premature institutionalization of older individuals. The department's Community Care Program, a home and community-based services program for eligible older persons, is a direct response to this mandate.

The department's mission is to serve and advocate for older Illinoisans through programs and partnerships that encourage independence, dignity and quality of life. The department also funds services for caregivers, grandparents raising grandchildren and volunteer and intergenerational programs. These efforts have been expanded with the development of the National Family Caregiver Support Program which provides information and assistance, counseling, support groups, training and education, respite and supplemental services for caregivers regardless of their age and grandparents raising grandchildren. Through the use of volunteers, Intergenerational programs help frail elders to live independently and share their wisdom with the younger generation by tutoring in schools and participating in other intergenerational activities. Senior volunteers promote positive values in the lives of the next generation.

Thus, Aging Network services are designed to assist both well and vulnerable older persons as well as their caregivers by providing services which enhance and improve their quality of life. These programs provide supportive services for individuals capable of self-care; encourage, to the extent possible, economic and personal independence for older individuals; and support a continuum of long-term care services.

Community Care Program

Mission Statement: To provide a cost-effective and accessible system of home and community-based services that provide alternatives to premature nursing home placement.

Program Goals: Objectives:

1. The Department on Aging will maintain the Community Care Program (CCP) as an alternative to nursing home placement.
   a. CCP will maintain CCP costs at 33% of nursing home facility geriatric client costs by the end of the year.
   b. CCP will maintain 3% increase in the overall Adult Day Service hours provided from the previous year.
2. The Department on Aging will ensure that potential clients of the CCP have the opportunity to have face-to-face screening interviews with a certified case manager.
   a. CCP will maintain that 95% of all pre-screens be conducted face-to-face with the older adult.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 105/1-11

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$189,756.8	$203,438.3	$211,644.2	$211,644.2	$225,425.9
* Total expenditures - state appropriated funds (in thousands)	$189,756.8	$203,438.3	$211,644.2	$211,644.2	$225,425.9
* Average monthly full-time employees	23.0	25.0	29.0	29.0	27.0
Output Indicators					
* CCP average monthly caseload (b)	36,470	37,638	38,978	38,650	40,400
* Total assessments conducted (c)	153,019	147,103	151,516	155,684	159,600
* Number of deinstitutionalizations conducted (d)	367.0	295.0	372.0	452.0	452.0
* CCP units provided	18,069,059	18,601,868	18,833,078	18,833,078	19,965,000
* Adult Day Service hours	2,169,109	2,246,462	2,311,707	2,302,526	2,302,526
Outcome Indicators					
* Face-to-face screens	97.5 %	97.22 %	95 %	97.9 %	95 %
* Non-face-to-face screens	2.5 %	2.78 %	5 %	2.1 %	5 %
* CCP caseload cost vs. nursing facility geriatric caseload costs	20.98 %	22.54 %	22.74 %	22 %	33 %
* Percent increase in Adult Day Service hours	N/A	3.57 %	3 %	2.5 %	3 %
Efficiency/Cost-Effectiveness Indicators					
* Average monthly cost of Medicaid nursing home (in dollars)	$2,000.00	$2,010.00	$2,010.00	$2,010.00	$2,010.00
* CCP average monthly cost of care (in dollars)	$419.50	$453.00	$457.00	$454.00	$462.00
* Potential monthly savings Federal/State (in thousands)	$57,640.8	$58,602.3	$60,532.8	$60,139.4	$62,539.2

Footnotes

(a) Expenditures also include Federal USDA, Alzheimer's Initiative grant, and Area Agencies on Aging System Development grants.

(b) Fiscal year 2003 Target "CCP average monthly caseload" includes CCP, Community Based Residential Facilities, and Managed CCP Demonstration Project caseloads.

(c) Includes redeterminations of eligibility.

(d) Deinstitutionalization refers to an assessment process and return of an individual to the community following institutionalization for more than 60 days.

Community Support Services

Mission Statement: The mission of Community Support Services is to establish a comprehensive and coordinated system of services that will meet the nutritional and social support needs of older persons in order to maximize their independence, stability, and well-being and to delay premature and unnecessary nursing home placement.

Program Goals: Objectives:

1. To provide a comprehensive array of community-based services which will help frail older adults remain in their communities and in their own homes, including support to family members and other persons providing care to older adults.
   a. At a minimum, 90% of all home-delivered meal participants will have difficulties performing 2 or more Instrumental Activities of Daily Living (IADL) and/or 2 or more Activities of Daily Living (ADL).
   b. At a minimum, 90% of all case-management clients will have difficulties performing 2 or more Instrumental Activities of Daily Living (IADL) and/or 2 or more Activities of Daily Living (ADL).
2. To target services to older adults, informal caregivers and grandparents raising grandchildren in greatest economic and social need.
   a. At a minimum, 30% of the total number of older adults served in Community Support Services will be older adults in greatest economic need.
   b. At a minimum, 25% of the total number of older adults served in Community Support Services will be minorities.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 105/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected(a)	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$54,968.1	$63,360.3	$68,066.8	$68,066.8	$76,203.8
* Total expenditures - state appropriated funds (in thousands)	$54,831.7	$63,150.8	$67,906.0	$67,906.0	$76,203.8
* Average monthly full-time employees	17.0	17.0	20.0	20.0	17.0
Output Indicators					
* Number of persons served	458,338	460,000	460,000	571,084	575,000
* Number of home-delivered meals provided	6,908,566	7,420,000	7,370,000	6,988,210	6,879,260
* Number of persons served in home-delivered meals	50,185	46,094	46,147	47,243	44,648
* Number of case-management hours provided	294,673	232,049	212,192	304,892	295,258
* Number of persons served in case-management services	84,840	65,365	65,912	79,903	81,071
Outcome Indicators					
* At a minimum, 90% of all home-delivered meal customers will have difficulties performing 2 or more IADLs or ADLs	91 %	91 %	90 %	75 %	90 %
* At a minimum, 90% of all case management customers will have difficulties performing 2 or more IADLs or ADLs	87 %	87 %	90 %	85 %	90 %
* At a minimum, 30% of the total number of older adults served will be in greatest economic need	29 %	29 %	35 %	28 %	30 %
* At a minimum, 25% of the total number of older adults served will be minorities	22 %	22 %	25 %	27 %	25 %
Efficiency/Cost-Effectiveness Indicators					
* Average cost per home-delivered meal (in dollars)	$3.92	$4.11	$3.92	$3.57	$4.11
* Average cost per unit (hour) of case management service (in dollars)	$19.63	$24.16	$22.86	$17.45	$23.78
External Benchmarks					
* National average cost per home-delivered meal (in dollars)	N/A	$3.74	$3.92	$3.71	$3.71
* National average cost per unit (hour) of case management service (in dollars)	N/A	$26.04	$27.58	$24.81	$24.81

Explanatory Information

The fiscal year 2003 Targets are based on the fiscal year 2003 area plans submitted by the 13 area agencies on Aging.

Footnotes

(a) Fiscal year 2002 Target for "percent of total number of older adults served in greatest economic need" is 30% based on a national benchmark from the fiscal year 2000 State Performance Reports for Title III of the Older Americans Act compiled by the Administration on Aging.

Elder Abuse and Neglect Program

Mission Statement: The mission of the Elder Abuse and Neglect Program is to protect and promote the rights and quality of life of older people who live in the community and are alleged to be abused, neglected or financially exploited.

Program Goals: Objectives:

1. The Elder Abuse & Neglect Program will respond to reports of alleged mistreatment of older persons who reside in the community.
   a. Elder abuse provider agencies will respond to elder abuse reports within the required timeframes in 100% of the cases.
   b. Elder abuse provider agencies will complete investigations within 30 days of receipt of all reports of abuse, neglect and financial exploitation.
2. The Elder Abuse & Neglect Program will reduce additional abuse in elder abuse cases.
   a. At a minimum, 70% of closed cases will have no/low risk by the end of the fiscal year.
   b. Subsequent reports (follow-up reports) will be less than 25% of all elder abuse reports by the end of the fiscal year.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 320 ILCS 20/1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$6,038.7	$6,387.9	$7,375.8	$6,220.9	$7,375.8
* Total expenditures - state appropriated funds (in thousands)	$6,038.7	$6,387.9	$7,375.8	$6,220.9	$7,375.8
* Average monthly full-time employees	5.0	6.0	7.0	7.0	7.0
Output Indicators					
* Total elder abuse reports received	7,372	7,359	7,996	7,500	7,955
* Estimated number of substantiated reports	4,202	4,213	4,638	4,290	4,550
* Average monthly caseload (statewide)	2,326	2,326	2,473	2,386	2,530
Outcome Indicators					
* Initial face-to-face visits with elder abuse victims will be conducted within required timeframes	98 %	98 %	100 %	98 %	100 %
* Investigations of elder abuse must be completed within 30 days of when the report is received	99 %	99 %	100 %	99 %	100 %
* At a minimum, 70% of closed cases will have no/low risk by the end of the fiscal year	70 %	70 %	75 %	67 %	70 %
* Subsequent reports will be less than 25% of all elder abuse reports by the end of the fiscal year	28 %	28 %	25 %	30 %	25 %
Efficiency/Cost-Effectiveness Indicators					
* Estimated average monthly caseload per caseworker	34.0	34.0	25.0	35.0	25.0
* Average monthly cost per report (in dollars)	$71.39	$72.34	$76.87	$69.20	$77.27

Explanatory Information

Changes in the Average Monthly Cost Per Report Indicator are due to differences in the number of elder abuse reports received verse total expenditures for that respective year.

Public Health
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Health Protection	$113,174.2	455.0	$114,237.3	450.0
Health Promotion	$27,282.2	67.0	$64,529.0	74.0
Health Care Regulation	$38,560.6	416.0	$36,251.3	400.0
Epidemiology and Health Systems Development	$16,584.5	86.0	$18,293.1	81.0
Administration	$15,684.0	174.0	$16,050.3	171.0
Women's Health	$8,253.4	13.0	$9,606.2	15.0
Information Technology	$6,147.1	55.0	$5,170.0	51.0
Vital Records	$2,626.3	50.0	$2,647.7	49.0
Refugee Assistance	$1,016.1	3.0	$1,177.7	3.0
Illinois Health Care Cost Containment Council	$0.0	0.0	$344.5	0.0
Totals	$229,328.4	1,319.0	$268,307.1	1,294.0

Explanatory Notes
Epidemiology and Health Systems Development includes Medical Student Scholarship Program appropriated to IDPH in the IBHE appropriation bill.

Mission and Organization

The mission of the Illinois Department of Public Health is to promote the health of the people of Illinois through the prevention and control of disease and injury. The department, in partnership with local health departments and other agencies, employs population-based approaches in its prevention programs. The department carries out its mission through five major program areas:

Epidemiology and Health Systems Development promotes health and access to health care through assessment of health status, the health care system and health programs, through development of policy alternatives, and through health planning activities. This program includes the Center for Rural Health, which preserves and enhances access to primary health care for rural and underserved areas of Illinois through a wide range of grant programs.

Health Promotion provides preventive health services with respect to chronic diseases, including tobacco-related diseases, as well as to metabolic and genetic disorders in newborns, childhood lead poisoning, vision and hearing disorders in children, oral health, and unintentional injuries and violence. Preventive health services include health education, screening, counseling, and follow-up.

Health Care Regulation promotes quality care in long-term care facilities, hospitals, emergency medical systems and other health care delivery systems through licensure and certification. Health Care Regulation evaluates health care facilities, agencies and individuals to determine if they are complying with state licensure and federal certification rules and regulations; follows-up on required corrective actions; and initiates legal action related to non-compliance.

Health Protection engages in the prevention and control of infectious diseases, including vaccine-preventable diseases and AIDS; and in protection from environmental health hazards and dangers related to contaminated food, drugs and dairy products. Program activities include childhood immunizations, AIDS prevention and drug treatment, inspection of dwellings of children identified with elevated blood lead levels, regulation of private water supplies, and provision of public health laboratory testing services.

Women's Health improves the health of Illinois women through screening and early detection services. The program provides breast and cervical cancer screenings and follow-up for women age 40 and over with incomes under 200% of the federal poverty level. The program promotes awareness and education on a variety of women's health issues through grants and the Women's Health Helpline.

Health Protection

Mission Statement: To protect individuals from infectious diseases, environmental exposures, toxic substances and dangers related to contamination of food, drugs and dairy products.

Program Goals: Objectives:

1. To protect the citizens of Illinois from infectious diseases.
   a. By June 30, 2003, increase statewide immunization rates for children less than two years of age to 79%.
   b. By June 30, 2003, maintain the AIDS Drug Assistance application processing time to less than 5 days to ensure that clients have access to medication in order to improve the quality of life of people living with HIV.
2. To protect the public from diseases and injury due to environmental hazards.
   a. By June 2003, assure that the dwellings of all children identified with elevated blood lead (EBL) are investigated and remediated or referred for enforcement within 210 days.
   b. Ensure the quality of water by increasing the percent of non-community public water supplies without a coliform violation to 90% by June 30, 2003.
3. To provide accurate, reliable and timely state laboratory services and to ensure the quality of environmental laboratories.
   a. By June 30, 2003, report within 4 working days the six newborn screening specimen results of immediate health concern.
4. To protect the public from dangers related to food, drug and dairy products.
   a. By June 30, 2003, increase the percentage of high-risk (serious problems) food service establishments that receive the required three inspections.

Source of Funds: General Revenue Fund, Food and Drug Safety Fund, Public Health Services Fund, Facility Licensing Fund, Illinois School Asbestos Abatement Fund, Public Health Water Permit Fund, Used Tire Management Fund, Lead Poisoning, Screening, Prevention and Abatement Fund, Tanning Facility Permit Fund, Plumbing Licensure and Program Fund, Pesticide Control Fund, Fund for Illinois' Future, Tobacco Settlement Recovery Fund, Public Health State Projects Fund

Statutory Authority: 20 ILCS 2310/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$91,836.1	$113,174.2	$136,211.6	$117,970.0	$157,364.2
* Total expenditures - state appropriated funds (in thousands)	$91,836.1	$113,174.2	$130,211.6	$114,237.3	$157,364.2
* Average monthly full-time employees	446.0	455.0	481.0	450.0	470.0
Output Indicators					
* Number of prescriptions filled through AIDS Drug Assistance Program (ADAP)	83,679	89,893	100,000	99,242	110,000
* Number of lead poisoning cases investigated	136.0	206.0	200.0	203.0	200.0
* Total newborn screening tests performed	1,466,052	1,470,604	1,471,000	1,328,649	1,471,000
* Number of all other tests performed	885,904	925,523	900,000	1,060,908	900,000
Outcome Indicators					
* Immunization Rate for children under two years of age (a) (b)	81 %	80.6 %	82 %	78.2 %	83 %
* Immunization Rate for all Illinois children under two years of age, including Chicago (b)	78 %	76.8 %	80 %	76 %	81 %
* Percent of lead poisoning cases brought to resolution within 210 days	90.4 %	95.7 %	99.5 %	95 %	98 %
* Percent of non-community public water supplies with no coliform positive samples (c) (d)	89.6 %	87 %	90 %	99.3 %	90 %
* Number of lead poisoning cases remediated or referred for enforcement within 210 days	119.0	132.0	205.0	185.0	196.0
* Total newborn screening test results reported	1,145,353	1,153,800	1,175,000	1,075,688	1,175,000
* Total positive newborn screening test results reported (e)	555.0	600.0	600.0	N/A	N/A
* Turn-around time for positive newborn screening results (working days)(f)	6.0	2.1	4.0	1.9	4.0

Footnotes

(a) Excludes the City of Chicago, which administers its own immunization program.

(b) 4:3:1 series (4 DPTAP-Diphtheria, Tetanus, and Accelular Pertussis; 3 polio; 1 MMR-Measles, Mumps, and Rubella) prior to age 2.

(c) Non-Community water supply is defined by U.S. E.P.A. as a public water supply which has at least 15 connections used by non-residents or which regularly serves 25 or more residents daily at least 60 days per year. Examples include water wells, supplying highway rest areas, schools and restaurants.

(d) A coliform positive means there is bacteria in the sample above standard testing levels.

(e) Positive NBS tests are results that fall outside normal ranges indicating the potential for severe harm or fatality to the patient.

(f) Turn around time is the time elapsed (in working days) from the time the specimen arrives in the laboratory until the time the corresponding results are sent to the provider.

Health Promotion

Mission Statement: Promoting health and safety through education, information and partnering with communities to provide quality services.

Program Goals: Objectives:

1. Protect the health of Illinois' children.
   a. By January 1, 2003, ensure that 99% of all newborns receive appropriate metabolic newborn screening and follow-up as necessary.
   b. By June 30, 2003, decrease the percentage of children tested with blood lead levels in excess of 10mcg/dl from 10% to 9%.
2. Reduce the burden of chronic disease on Illinoisans of all ages.
   a. By June 30, 2003, decrease the prevalence of teens using tobacco in Illinois by 5%.
   b. By June 30, 2003, decrease the prevalence of adults using tobacco by 5%.
3. Decrease premature death and disability resulting from unintentional injury and violence.
   a. By January 1, 2004, decrease the number of deaths of unrestrained or improperly restrained children in motor vehicle crashes by 10%.

Source of Funds: General Revenue Fund, Alzheimer's Disease Research Fund, Public Health Services Fund, Lead Poisoning, Screening, Prevention and Abatement Fund, Prostate Cancer Research Fund, Post Transplant Maintenance and Retention Fund, Tobacco Settlement Recovery Fund, Public Health Federal Projects Fund, Maternal and Child Health Services Block Grant Fund, Preventive Health and Health Services Block Grant Fund, Public Health State Projects Fund, Metabolic Screening and Treatment Fund, Hearing Instrument Dispenser Examining and Disciplinary Fund

Statutory Authority: 410 ILCS 240

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$17,420.3	$27,282.2	$78,960.1	$64,529.0	$43,475.0
* Total expenditures - state appropriated funds (in thousands)	$17,420.3	$27,282.2	$78,960.1	$64,529.0	$43,475.0
* Average monthly full-time employees	67.0	67.0	77.0	74.0	77.0
* Number of Children Born (Calendar Year)	N/A	182,141	182,141	N/A	182,141
Output Indicators					
* Number of newborns screened for genetic/metabolic disorders	180,145	179,072	177,000	173,612	178,000
* Number of children screened for blood lead poisoning	242,040	244,442	249,442	274,841	254,317
* Number of vision and hearing screenings performed	2,539,919	2,466,100	2,546,000	2,537,597	2,546,000
* Number of children targeted for lead screening	1,201,118	1,201,100	1,201,000	1,182,865	1,201,000
* Number of children eligible for vision and hearing screening	1,300,000	1,300,000	1,300,000	1,300,000	1,300,000
Outcome Indicators					
* Percentage of newborns screened	98.3 %	99 %	99 %	98 %	99 %
* Number of infants confirmed with genetic/metabolic conditions	277.0	210.0	250.0	204.0	290.0
* Number of children referred for lead follow-up exceeding 10mgc/dl	24,395	23,063	23,500	20,792	23,900
* Percentage of children tested with blood lead levels exceeding 10mcg/dl	10.07 %	9.4 %	9 %	7 %	9 %

Health Care Regulation

Mission Statement: To assure a safe and healthy environment and to promote quality care for people who use primary health care agencies and services.

Program Goals: Objectives:

1. To ensure access to and quality of Emergency Medical Services (EMS).
   a. Inspect 25% of emergency medical services system resource hospitals each fiscal year.
   b. Process license applications for emergency medical technician applicants within 10 days after taking the required test by June 30, 2003.
   c. By June 30, 2003, assure that Illinois' trauma system maximizes survival and functional outcomes of trauma patients through distribution of targeted funding to maintain the trauma care network and by ensuring designated trauma hospitals are in compliance with state regulations.
2. To ensure the quality of care for residents of health care facilities and those served by ambulatory health services.
   a. Work with Long Term Care (LTC) facilities to increase the percent in compliance with standards of care at the first revisit to 80% by June 30, 2003.
   b. Work with hospitals to increase the percent in compliance with standards of care at the first revisit to 72% by June 30, 2003.

Source of Funds: General Revenue Fund, Public Health Services Fund, Long Term Care Monitor/Receiver Fund, Regulatory Evaluation and Basic Enforcement Fund, Trauma Center Fund, EMS Assistance Fund, Health Facility Plan Review Fund, Assisted Living and Shared Housing Regulatory Fund, Preventive Health and Health Services Block Grant Fund

Statutory Authority: 20 ILCS 2310

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$32,501.2	$38,560.6	$53,928.0	$36,251.3	$42,401.0
* Total expenditures - state appropriated funds (in thousands)	$32,501.2	$38,560.6	$53,928.0	$36,251.3	$42,401.0
* Average monthly full-time employees	404.0	416.0	399.0	400.0	379.0
Output Indicators					
* Grants to trauma center hospitals (in thousands)	$4,427.4	$4,141.8	$5,000.0	$4,345.6	$6,000.0
* Number of trauma cases	26,560	25,826	35,000	36,964	35,000
* Number of EMS system resource hospitals inspected	N/A	9.0	13.0	13.0	13.0
* Number of new Emergency Medical Technicians (EMT) licensed	4,200	4,386	4,400	3,808	4,400
* Number of licensed LTC beds	121,209	122,429	123,360	121,880	123,360
* Number of complaints received against LTC facilities	5,302	4,929	5,000	5,099	5,100
* Number of LTC facility annual inspections	1,182	1,163	1,175	1,211	1,185
* Number of LTC facility follow-up inspections	1,991	1,142	1,100	1,186	1,100
* Number of LTC state licensed facilities (as of July 1)	1,208	1,196	1,204	1,164	1,204
* Number of hospitals designated as trauma centers	66.0	65.0	65.0	67.0	65.0
* Number of EMS resource hospitals	64.0	62.0	62.0	62.0	62.0
Outcome Indicators					
* Percent of EMS system resource hospitals inspected	N/A	14.3 %	25 %	21 %	25 %
* Percent of hospital trauma centers in compliance with state regulations	100 %	80 %	80 %	99 %	90 %
* Percent of LTC facilities in compliance at annual inspection	34 %	33.6 %	38 %	38 %	38 %
* Percent of LTC facilities in compliance at first revisit of annuals	78 %	79.1 %	78 %	83 %	80 %
* Number of LTC facilities with licensure Type "A" violation	51.0	54.0	50.0	65.0	50.0
* Percent of LTC facilities with a licensure Type "A" violation	4.2 %	5 %	4.1 %	1.3 %	4.1 %

Epidemiology and Health Systems Development

Mission Statement: To facilitate the development of state health policy that assures effective, accessible and affordable health services in Illinois.

Program Goals: Objectives:

1. Improve access to primary health services for residents of rural and underserved areas of Illinois.
   a. By June 2003, assist 12 rural hospitals to become certified as critical access hospitals, ensuring their ability to meet local health care needs.
   b. By June 30, 2003, increase by 90 the number of health professional scholarship recipients initiating practice or employment obligations in rural or underserved areas of Illinois.
2. Assure appropriate care is available for the treatment of newborns in need of advanced prenatal care.
   a. By June 30, 2003, implement an expanded case definition of birth defects within Adverse Pregnancy Outcomes Reporting System in order to increase case ascertainment from 60% to 70% and increase referral efficiency by 50%.
3. Provide timely and accurate health information and studies to facilitate the identification of and response to adverse health occurrences.
   a. By June 30, 2003, develop web-based applications and systems that will enable local health departments to transmit and receive information addressing public health needs in their jurisdictions.
   b. Consolidate several existing department data reporting requirements for birth-related data into a single web-based system and have at least 25% of births in Illinois hospitals reported through the system by June 30, 2003.
4. Enhance state and local capacity to formulate informed public health policy.
   a. By June 30, 2003, conduct a comprehensive statewide assessment of health needs that identifies priority health concerns for the citizens of Illinois.

Source of Funds: General Revenue Fund, Rural/Downstate Health Access Fund, Public Health Services Fund, Community Health Center Care Fund, Illinois Health Facilities Planning Fund, Nursing Dedicated and Professional Fund, Regulatory Evaluation and Basic Enforcement Fund, Tobacco Settlement Recovery Fund, Public Health Federal Projects Fund, Preventive Health and Health Services Block Grant Fund, Public Health State Projects Fund, Illinois State Podiatric Disciplinary Fund

Statutory Authority: 20 ILCS 2310/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$13,754.6	$16,584.5	$24,657.1	$18,293.1	$24,287.7
* Total expenditures - state appropriated funds (in thousands)	$13,754.6	$16,584.5	$24,657.1	$18,293.1	$24,287.7
* Average monthly full-time employees	88.0	86.0	90.0	81.0	85.0
Output Indicators					
* Number of hospitals receiving grants to assess potential impact of critical access hospital certification	27.0	6.0	10.0	6.0	10.0
* Number of new medical scholarship awards	26.0	17.0	20.0	25.0	20.0
* Number of continuing medical scholarship awards	85.0	70.0	80.0	55.0	80.0
* Number of hospitals eligible for critical access hospital certification	38.0	36.0	32.0	32.0	32.0
Outcome Indicators					
* Number of Medicare certified rural health clinics	258.0	265.0	265.0	188.0	265.0
* Number of hospitals certified as critical access hospitals	5.0	8.0	6.0	3.0	6.0
* Number of medical scholarship recipients currently in practice in rural and underserved areas	121.0	105.0	110.0	202.0	110.0
* Percentage of eligible hospitals obtaining critical access hospital certification	13 %	62.5 %	100 %	100 %	100 %

Women's Health

Mission Statement: To improve the health of Illinois women, to encourage healthier lifestyles among women, and to promote equitable public policy on women's health issues.

Program Goals: Objectives:

1. To improve women's health through screening and early detection programs.
   a. Reduce the diagnosis of late stage breast and cervical cancer through the provision of breast and cervical cancer screening to no less than 14,752 women age 40 and over with incomes under 200% of the federal poverty level by June 30, 2003.
2. To increase the knowledge of providers and the public about gender specific health issues and resources.
   a. Increase to 1,440 the number of calls to the Women's Health Helpline.

Source of Funds: General Revenue Fund, Penny Severns Breast and Cervical Cancer Research Fund, Public Health Services Fund, Public Health State Projects Fund

Statutory Authority: 20 ILCS 2305/

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$6,719.9	$8,253.4	$12,188.7	$9,606.2	$13,296.4
* Total expenditures - state appropriated funds (in thousands)	$6,719.9	$8,253.4	$12,188.7	$9,606.2	$13,296.4
* Average monthly full-time employees	13.0	13.0	17.0	15.0	15.0
Output Indicators					
* Number of requests to Women's Health Helpline	264.0	1,127	1,200	1,263	1,440
* Women's Health Initiative and Osteoporosis Grant Awards (in thousands)	$1,675.0	$2,054.2	$2,123.8	$2,123.8	$2,200.0
* Number of Women's Health Initiative and Osteoporosis Grant Awards	81.0	66.0	67.0	66.0	70.0
* Number of women receiving screening services	N/A	13,405	14,050	15,841	14,752
Outcome Indicators					
* Percent of women with abnormal screening results who received diagnostic follow-up	100 %	67.4 %	100 %	64.6 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Average turn-around time for requests received through the Women's Health Helpline (business days)	3.0	5.9	5.0	5.2	5.0

Veterans' Affairs
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Illinois Veterans' Home Quincy	$30,783.9	564.0	$32,604.1	585.0
Illinois Veterans' Home Manteno	$19,359.9	324.0	$20,003.6	332.0
Illinois Veterans' Home LaSalle	$7,170.1	130.0	$7,717.0	135.0
Field Services Division	$3,892.9	73.0	$3,720.4	69.0
Illinois Veterans' Home Anna	$2,831.6	3.0	$3,075.5	3.0
Awards/Grants/Records Section	$2,093.0	6.0	$2,085.5	6.0
State Approving Agency	$571.1	7.0	$597.0	7.0
Illinois Veterans Home John J. Kelly	$145.8	0.0	$9.6	0.0
Totals	$66,848.3	1,107.0	$69,812.7	1,137.0

Explanatory Notes
The John J. Kelly facility never opened in 2002 and due to budget constraints, the Department has decided not to open the facility.

Mission and Organization

The State of Illinois has a long history of service to veterans beginning in 1887 with the establishment of the Illinois Soldiers' and Sailors' Home for Civil War veterans. Following World War I, legislation provided compensation to war veterans and gave employment preference to veterans in public works. The Illinois Veterans' Commission was created through legislation enacted in 1945. The Commission was succeeded by the Illinois Department of Veterans' Affairs in 1976, when it was created by Public Act 79-376.

The mission of the department is to assist Illinois' 900,000 veterans, their dependents and survivors in obtaining any federal, state, or local benefit to which he or she may be entitled.

The department maintains administrative offices in Springfield and Chicago and works in conjunction with several federal and state agencies to coordinate the services and activities of all state and federal agencies servicing veterans. It has de-centralized service offices accessible to veterans in every county in the state and operates the Illinois Veterans' Home System.

The Awards, Grants and Records Section administers state benefits, including education grants, the MIA/POW scholarship, housing grants, burial benefits, no-fee hunting/fishing and camping permits, and bonuses for wartime service.

Forty-three permanent field offices and sixty-four itinerant (part-time) offices located statewide are available to veterans, their families and survivors. Benefits counseling and assistance in preparing applications are provided, as well as the Service Officer acting on behalf of the applicant as a representative in presenting and prosecuting claims, which include requests for compensation, education, pensions, insurance, hospitalization and rehabilitation. Services also include assisting veterans in matters requiring coordination and cooperation with local, state and federal agencies.

The department operates four Veterans' Homes in Quincy, Manteno, LaSalle, and Anna. These homes provide nursing and domiciliary care to eligible care veterans. The department currently has a total of 1,179 beds for providing long-term care to veterans: 1,023 nursing care beds and 156 domiciliary care beds. There are currently over 600 persons on the waiting list. The Quincy Veterans' Home was opened in 1887, the Manteno Veterans' Home in April, 1986, the LaSalle Veterans' Home in December, 1990 and the Anna Veterans home in August, 1994.

The Illinois Veterans' Homes provide the highest possible level of quality nursing care to Illinois veterans. Their objective is to rehabilitate each resident to the maximum attainable level of independent functioning by utilizing all necessary governmental and community services and therapies and to provide a comfortable, safe, sanitary environment conducive to personal happiness. A further goal is to make available for residents social and cultural activities of personal interest designed to foster feelings of dignity and self-respect.

The State Approving Agency program evaluates and approves veterans' education and training programs available at colleges, universities and vocational training centers in Illinois. Information in this report is based on federal fiscal year data (October 2000 - September 2002).

Illinois Veterans' Home Quincy

Mission Statement: To provide quality long-term skilled nursing and domiciliary care to all eligible residents.

Program Goals: Objectives:

1. To provide skilled care to Illinois veterans and their spouses who reside at the Illinois Veterans' Home, Quincy.
   a. Provide a minimum of 2.5 hours of skilled care per resident per day.
   b. Provide appropriate activity and social service staff sufficient to meet Illinois Department of Public Health and United States Department of Veterans' Affairs standards.
2. To provide resident care plans to achieve maximum level of independent functioning.
   a. Provide skilled nursing care service and domiciliary program.
   b. Providing transportation for residents to obtain specialized medical treatment outside the facility.

Source of Funds: General Revenue Fund, Quincy Veterans Home Fund

Statutory Authority: 20 ILCS 2805/2 - 2805/2.06

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$28,749.4	$30,783.9	$35,693.7	$32,621.9	$37,275.7
* Total expenditures - state appropriated funds (in thousands)	$28,749.4	$30,783.9	$35,673.7	$32,604.1	$37,249.7
* Average monthly full-time employees	544.0	564.0	625.0	585.0	628.0
Output Indicators					
* Average Daily Census (ADC)- skilled	518.0	513.0	551.0	509.0	551.0
* Average Daily Census (ADC) - domiciliary	0.0	65.0	132.0	70.0	132.0
* Number of nursing hours per resident	2.2	2.2	2.5	2.4	2.5
Outcome Indicators					
* Number of decubiti (monthly average)	24.0	17.0	22.0	6.1	0.0
* Number of falls resulting in injury	108.0	83.0	95.0	130.0	0.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of nursing care per resident per day (in dollars)	$133.75	$144.10	$144.10	$144.10	$144.10
* Cost of domiciliary care per resident per day (in dollars)	$85.65		$89.90	$89.93	$89.93

Explanatory Information

The department does not anticipate any falls, injuries or decubiti for 2003.

The way in which the "Number of falls resulting in injury" were calculated was changed in 2002 to include all injuries, not just those that required hospitalization.

The "Average Daily Census - domiciliary" fell below the 2002 target becasue of a lack of demand, but the department anticipates an increase in demand in 2003.

Illinois Veterans' Home Manteno

Mission Statement: To provide quality long-term skilled nursing and domiciliary care to all eligible residents.

Program Goals: Objectives:

1. To provide skilled care to Illinois veterans who reside at the Illinois Veterans' Home Manteno.
   a. Provide a minimum of 2.5 hours of skilled care per resident per day.
   b. Provide appropriate activity and social service staff sufficient to meet Illinois Department of Public Health and United States Department of Veterans' Affairs standards.
2. To provide resident care plans to achieve maximum level of independent functioning.
   a. Provide skilled nursing care service and domiciliary program.
   b. Provide transportation for residents to obtain specialized medical treatment outside the facility.

Source of Funds: General Revenue Fund, Manteno Veterans Home Fund

Statutory Authority: 20 ILCS 2805/2 - 2805/2.06

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$17,100.7	$19,359.9	$22,904.8	$20,033.6	$21,969.0
* Total expenditures - state appropriated funds (in thousands)	$17,100.7	$19,359.9	$22,874.8	$20,003.6	$21,904.1
* Average monthly full-time employees	296.0	324.0	379.0	332.0	350.0
Output Indicators					
* Average Daily Census (ADC) - skilled	289.0	286.0	300.0	292.0	300.0
* Average Daily Census (ADC) - domiciliary	9.0	8.0	9.0	7.0	12.0
* Number of nursing hours per resident	2.4	2.5	2.5	2.6	2.5
Outcome Indicators					
* Number of decubiti (monthly average)	24.0	15.0	10.0	17.2	0.0
* Number of falls resulting in injury	226.0	138.0	100.0	233.0	0.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of nursing care per resident per day (in dollars)	$149.11	$168.70	$168.70	$168.44	$168.44
* Cost of domiciliary care per resident per day (in dollars)	$120.79	$106.10	$106.10	$106.13	$78.00

Explanatory Information

The department does not anticipate any falls, injuries or decubiti for 2003.

The way in which the "Number of falls resulting in injury" were calculated was changed in 2002 to include all injuries, not just those that required hospitalization.

Illinois Veterans' Home LaSalle

Mission Statement: To provide quality long-term skilled nursing and domiciliary care to all eligible residents.

Program Goals: Objectives:

1. To provide skilled nursing care to Illinois veterans who reside at the Illinois Veterans' Home, LaSalle.
   a. Provide a minimum of 2.5 hours of skilled care per resident per day.
   b. Provide appropriate activity and social service staff sufficient to meet Illinois Deaprtment of Public Health and United States Department of Veterans' Affairs standards.
2. To provide resident care plans to achieve maximum level of independent functioning.
   a. Provide skilled nursing care services.
   b. Provide transportation for residents to obtain specialized medical treatment outside the facility.

Source of Funds: General Revenue Fund, LaSalle Veterans Home Fund

Statutory Authority: 20 ILCS 2805/2 - 2805/2.06

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$6,942.8	$7,170.1	$8,453.2	$7,747.0	$8,376.6
* Total expenditures - state appropriated funds (in thousands)	$6,942.8	$7,170.1	$8,423.2	$7,717.0	$8,347.1
* Average monthly full-time employees	129.0	130.0	140.0	135.0	140.5
Output Indicators					
* Average Daily Census (ADC) - skilled	116.0	109.4	120.0	104.0	120.0
* Number of nursing hours per resident	2.4	2.4	2.5	2.7	2.5
Outcome Indicators					
* Number of decubiti (monthly average)	7.0	6.7	0.0	8.0	0.0
* Number of falls resulting in injury	19.0	20.0	0.0	70.0	0.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of nursing care per resident per day (in dollars)	$155.06	$171.30	$171.30	$171.38	$171.38

Explanatory Information

The department does not anticipate any falls, injuries or decubiti for 2003.

The way in which the "Number of falls resulting in injury" were calculated was changed in 2002 to include all injuries, not just those that required hospitalization.

The Illinois Veterans' Home LaSalle does not have domiciliary.

Field Services Division

Mission Statement: To assist veterans, their dependents and survivors in obtaining the benefits they are entitled to under the laws of the United States, the State of Illinois or any other governmental agency, through 107 (43 full time and 64 part time) veterans' service offices located statewide.

Program Goals: Objectives:

1. To provide service to veterans, their dependents and survivors.
   a. Increase availability of services to veterans from 82 counties to all 102 by end of fiscal year 2003.
2. To increase benefit awareness.
   a. Increase benefits paid to veterans by 10% during fiscal year 2003.
   b. Decrease benefit approval turnaround time 10% by networking federal and state agencies by June 2005.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 330 ILCS 5 - 110

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$3,828.3	$3,892.9	$4,487.9	$3,720.4	$4,221.1
* Average monthly full-time employees	75.0	73.0	77.0	69.0	75.0
Output Indicators					
* Permanent full time offices	43.0	43.0	43.0	43.0	43.0
* Part-time itinerant offices	54.0	54.0	54.0	54.0	64.0
Outcome Indicators					
* Number of veterans, their dependents & survivors served	175,400	168,344	165,292	167,040	170,000
Efficiency/Cost-Effectiveness Indicators					
* Estimated return on federal monies (in thousands)	$593.0	$600.0	$600.0	$615.0	$615.0
* State monies received by actual clients (in thousands)	$1,771.9	$1,834.3	$2,111.4	$1,542.7	$2,111.4

Illinois Veterans' Home Anna

Mission Statement: To provide quality long-term skilled nursing and domiciliary care to all eligible residents.

Program Goals: Objectives:

1. To provide skilled care to Illinois veterans and their spouses who reside at the Illinois Veterans' Home, Anna.
   a. Provide a minimum of 2.5 hours of skilled care per resident per day.
   b. Provide appropriate activity and social service staff sufficient to meet Illinois Department of Public Health and United States Department of Veterans' Affairs standards.
2. To provide resident care plans to achieve maximum level of independent functioning.
   a. Provide skilled nursing care services and domiciliary program.
   b. Providing transportation for residents to obtain specialized medical treatment outside the facility.

Source of Funds: General Revenue Fund, Anna Veterans Home Fund

Statutory Authority: 20 ILCS 2805/2 - 2805/2.06

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,689.8	$2,831.6	$3,056.7	$3,105.5	$3,641.3
* Total expenditures - state appropriated funds (in thousands)	$2,689.8	$2,831.6	$3,026.7	$3,075.5	$3,612.6
* Average monthly full-time employees	3.0	3.0	3.0	3.0	3.0
Output Indicators					
* Average Daily Census (ADC)-skilled	48.0	49.0	49.5	49.0	49.5
* Average Daily Census (ADC)-domiciliary	8.0	10.0	11.0	11.0	11.0
* Number of nursing hours per resident	2.6	3.4	2.5	2.6	2.5
Outcome Indicators					
* Number of decubiti (monthly average)	3.0	2.0	0.0	4.0	0.0
* Number of falls resulting in injury	49.0	3.4	0.0	126.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost of domiciliary care per resident per day (in dollars)	$48.03	$51.40	$51.40	$65.35	$65.35
* Cost of nursing care per resident per day (in dollars)	$126.13	$147.60	$147.60	$171.38	$171.38

Explanatory Information

The department does not anticipate any falls, injuries or decubiti for 2003.

The way in which the "Number of falls resulting in injury" were calculated was changed in 2002 to include all injuries, not just those that required hospitalization.

Awards/Grants/Records Section

Mission Statement: Administers numerous awards and state grants to assist veterans with their financial responsibilities, physical disabilities and employment opportunities. Service includes grants for special adapted housing; awards and scholarships for primary, secondary and post-secondary education at many state schools, colleges and universities for veterans' dependents; bonus payments for wartime service for IL veterans and their families; free hunting and fishing licenses for disabled veterans as well as free camping permits for certain disabled veterans and payment for setting a government headstone or marker for a deceased veteran.

Program Goals: Objectives:

1. Administration of awards and grants as mandated by state statute.
   a. To interface MIA/POW Scholarship with the Central Veterans' Database to reduce processing time by 50% at the end of fiscal year 2003.
2. Publication of the State Veterans' Honor Roll by December 2004.
   a. Input 180,000 Veterans' Honor Roll cards from the period of 1956 through 1992.
3. Administration and maintenance of the veterans' database.
   a. Interface 100% of field office data input with Central Veterans' Database by the end of fiscal year 2003.
   b. Network Central Veterans' Database with federal and state agencies for verification of veteran status/claims.
   c. Input 1.3 million (100%) records into Central Veterans' Database by the end of fiscal year 2004.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 330 ILCS 5 - 110

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,193.3	$2,093.0	$2,596.5	$2,085.5	$2,011.4
* Total expenditures - state appropriated funds (in thousands)	$2,193.3	$2,093.0	$2,596.5	$2,085.5	$2,011.4
* Average monthly full-time employees	5.0	6.0	5.0	6.0	6.0
Output Indicators					
* Total number of claims processed	9,844	7,044	11,314	7,026	9,726
Outcome Indicators					
* Number of students improving the quality of life through college education	909.0	942.0	994.0	920.0	944.0
* Number of children improving educational opportunities through post-secondary schools	570.0	512.0	710.0	537.0	710.0
* Number of Disabled Veterans improving the quality of life through Adaptive Housing	11.0	9.0	11.0	8.0	11.0
Efficiency/Cost-Effectiveness Indicators					
* Per unit cost of services provided (in dollars)	$180.00	$229.00	$186.00	$231.00	$207.00

State Approving Agency

Mission Statement: The primary mission of the State Approving Agency is to perform all duties necessary for the inspection, approval and supervision of those courses offered by qualified educational institutions and/or training establishments in accordance with the standards and provisions of Chapter 30, 32, 34, 35 and 36 of United States Code and Chapter 1606 of Title 10, United States Code. To ensure quality, assist all educational institutions & eligible persons by providing in-depth technical assistance, outreach and liaison with all related organizations, agencies, individuals & activities. Actively encourage and promote increased usage of the Montgomery G.I. Bill through vigorous and aggressive outreach programs.

Program Goals: Objectives:

1. Perform duties necessary for the inspection, approval and supervision of institutions/courses for the training and education of eligible persons and insure schools/training establishments comply with standards relating to the courses and training programs
2. Provide outreach and liaison activities that promote and encourage increased usage of the G.I. Bill.
3. Provide effective, efficient and timely contract management.
4. Perform duties necessary for the approval of exams required for licensing and certification.

Source of Funds: GI Education Fund ***Statutory Authority:*** 38 U.S.C. 3671 (a)

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$553.7	$571.1	$708.4	$597.0	$743.7
* Average monthly full-time employees	7.0	7.0	7.0	7.0	7.0
Output Indicators					
* Number of program approvals	12,872	13,459	14,132	19,974	20,973
* Number of visits scheduled for supervisory, inspection, other	500.0	555.0	531.0	636.0	667.0
* Number of technical assistance contacts with institutions, training programs	2,184	2,177	2,200	2,151	2,366
* Number of outreach & liaison activities that promote usage of the G.I. Bill	837.0	806.0	1,000	1,006	1,106
Outcome Indicators					
* Number of active, approved programs & training establishments	505.0	562.0	590.0	616.0	648.0
* Number of visits accomplished	478.0	555.0	531.0	627.0	658.0
* Number of technical assistance contacts	1,860	2,177	2,200	2,151	2,366
* Number of outreach & liaison contacts	1,126	806.0	1,000	1,006	1,106
Efficiency/Cost-Effectiveness Indicators					
* Cost per approval action (in dollars)	$44.70	$46.70	$50.20	$26.19	$28.80
* Cost per visitation (in dollars)	$48.00	$34.50	$44.60	$36.15	$39.80

Comprehensive Health Insurance Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Comprehensive Health Insurance Plan	$27,324.0	24.0	$32,000.0	27.0
HIPAA-CHIP Pool	$0.0	0.0	$0.0	0.0
Traditional CHIP Pool	$0.0	0.0	$0.0	0.0
Totals	$27,324.0	24.0	$32,000.0	27.0

Mission and Organization

The Illinois General Assembly created the Comprehensive Health Insurance Plan (CHIP) to provide access to health insurance coverage for certain eligible Illinois residents who have been denied major medical coverage because of their health by private insurers, and to serve as an acceptable alternative mechanism for complying with the individual portability requirements of the federal Health Insurance Portability and Accountability Act (HIPAA). CHIP is a state program operated by a board of directors pursuant to the Comprehensive Health Insurance Plan Act (215 ILCS 105/1 et seq.).

Since 1989, CHIP has provided coverage to thousands of otherwise uninsurable individuals throughout the State of Illinois who qualify under Section 7 of the CHIP Act. This portion of the program (Plans 2 and 3) is known as the Traditional CHIP or Section 7 pool. The coverage provided by this pool is funded in part by the premiums paid by its participants. The remainder of the cost of Traditional CHIP is funded by an annual appropriation from the General Revenue Fund of the State of Illinois. Since 1989, the Traditional CHIP pool has paid out over $500 million in benefits on behalf of its participants, and has provided coverage to almost 20,000 Illinois residents from every county in the State.

Illinois residents can generally qualify for Traditional CHIP, unless otherwise ineligible under Section 7 of the CHIP Act, if they meet one of the following criteria:

· If they have applied for health insurance coverage and have been rejected because of a pre-existing condition;

· If they have an individual policy that is substantially similar to CHIP which costs them more than they would pay for CHIP coverage, or if they have one of 31 presumptive medical conditions, i.e., conditions presumed to result in automatic rejection by an insurance company.

On July 1, 1997, CHIP also began offering a choice of four different deductible options to Illinois residents who qualify for CHIP coverage as federally eligible individuals under Section 15 of the CHIP Act. This portion of the program is known as the HIPAA-CHIP or Section 15 pool. Plan 5 is similar to the traditional PPO option (Plan 3), except there is no preexisting conditions limitation and benefits for inpatient treatment of mental health are limited to 45 days per calendar year for all hospitals.

The coverage provided by this pool is also funded in part by premiums paid by its participants. The remainder of the cost of this HIPAA-CHIP pool is funded by an assessment levied on all health insurers doing business in Illinois. Since its inception in fiscal year 1998, this pool has paid out almost $150 million in benefits on behalf of its participants, and has covered over 13,000 federally eligible Illinois residents from every county in the State of Illinois.

To qualify for HIPAA-CHIP, Illinois residents must be a federally eligible individual, which requires that they satisfy the following requirements:

· They must have accrued a total of 18 or more months of prior creditable coverage, and have no more than a 90-day break between periods of creditable coverage;

· Their most recent creditable coverage must have been provided under a group health plan, governmental plan or church plan;

· They must not be eligible for coverage under a group health plan, Medicare due to age or Medicaid, and must not have any other health insurance coverage;

· Their most recent coverage must not have been terminated due to nonpayment of premium or fraud; and

· If offered continuation of coverage under federal COBRA or state continuation laws, they must have elected and exhausted such continuation coverage.

HIPAA-CHIP Pool

Mission Statement: The mission of HIPAA is to serve as an acceptable alternative mechanism under the federal HIPAA law, and as such to provide portable and accessible individual health insurance coverage for Illinois residents who are federally eligible individuals and qualify for coverage under Section 15 of the Comprehensive Health Insurance Plan (CHIP) Act.

Program Goals: Objectives:

1. Continue to implement the provisions of HIPPA which allows CHIP to serve as an alternate mechanism for providing portable and accessible individual health insurance coverage for federally eligible individuals.
   a. Attempt to inform and provide coverage to as many Illinois federally eligible individuals as possible through various consumer outreach and public education activities.
   b. Attempt to achieve better than anticipated claims experience through cost containment measures or by taking advantage of any other resources that might become available.
   c. Periodically review premium rates to be paid by participants so as to remain in compliance with the requirements of the CHIP Act.
   d. Strictly enforce eligibility requirements in order to efficiently utilize available resources.

Source of Funds: Comprehensive Health Insurance Fund ***Statutory Authority:*** 215 ILCS 105/1, et.seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Premium income (in thousands)	$11,394.5	$21,205.4	$30,915.0	$30,907.3	$40,073.0
* Net investment income (in thousands)	$828.9	$1,234.4	$985.0	$677.6	$662.0
* Assessments (in thousands)	$5,370.0	$18,483.1	$18,500.0	$18,500.0	$19,600.0
* Total revenues (in thousands)	$17,593.4	$40,922.9	$50,400.0	$50,084.9	$60,335.0
Output Indicators					
* Applications received	3,033	4,357	4,350	4,894	4,500
* Net incurred claims (in thousands)	$21,971.6	$33,826.5	$49,471.0	$44,486.7	$57,533.0
* Administrative expenses (in thousands)	$1,663.7	$2,616.2	$3,495.0	$3,102.9	$3,708.0
* Total expenditures (in thousands)	$23,635.3	$36,442.7	$52,966.0	$47,589.6	$61,241.0
* Claim turnaround (a)	89.82 %	97.87 %	90 %	98.42 %	90 %
* Financial accuracy of claim payments (b)	99.62 %	99.65 %	98 %	99.5 %	98 %
* Procedural accuracy of claim payments (c)	98.91 %	97.87 %	98 %	97.93 %	98 %
* Telephone inquiry accessibility and response (d)	65.81 %	88.65 %	85 %	90.73 %	85 %
Outcome Indicators					
* Participants added	2,286	3,333	3,480	3,698	3,600
* Average enrollment	2,817	4,799	6,415	6,471	8,000
* Average net claim cost per participant (in dollars)	$7,800.00	$7,050.00	$7,710.00	$6,875.00	$7,192.00
* Average premium paid per participant (in dollars)	$4,045.00	$4,419.00	$4,819.00	$4,776.00	$5,009.00
Efficiency/Cost-Effectiveness Indicators					
* Provider discounts (in dollars)	$5,874.1	$11,800.60	$21,968.00	$18,736.30	$23,499.00
* Administrative expenses as percentage of total revenues	9.46 %	6.39 %	6.93 %	6.2 %	6.15 %

Footnotes

(a) Percentage of claims processed within 14 calendar days of receipt.
(b) Percentage of claims processed per month with no financial errors.
(c) Percentage of claims handled per month with no procedural errors.
(d) Percentage of calls answered within 30 seconds.

Traditional CHIP Pool

Mission Statement: The mission of Traditional CHIP is to provide, within available resources, health insurance coverage for as many eligible Illinois residents as possible who qualify for coverage under Section 7 of the CHIP Act.

Program Goals: Objectives:

1. Continue to provide health insurance coverage for those Ilinois residents who, because of a medical or physical condition, have been unable to obtain health insurance coverage elsewhere.
   a. Attempt to provide coverage to as many other uninsured Illinoisans as possible within available resources.
   b. Attempt to achieve better than anticipated claims experience through cost containment measures or by taking advantage of any other resources that might become available.
   c. Periodically review premium rates required to be paid by program participants so as to remain in compliance with the requirements of the CHIP Act.
   d. Strictly enforce eligibility requirements in order to efficiently utilize scarce available resources.

Source of Funds: General Revenue Fund, Comprehensive Health Insurance Fund ***Statutory Authority:*** 215 ILCS 105/1, et.seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Premium income (in thousands)	$19,269.5	$21,000.9	$25,310.0	$25,155.2	$30,319.0
* Net investment income (in thousands)	$4,083.4	$4,865.6	$3,629.0	$3,958.9	$2,116.0
* General revenue funds (in thousands)	$17,324.3	$27,324.3	$32,000.0	$32,000.0	$.0
* Total revenues (in thousands)	$40,677.2	$53,190.8	$60,939.0	$61,114.1	$32,435.0
Output Indicators					
* Applications received	2,144	2,085	2,000	2,301	2,350
* Net incurred claims (in thousands)	$49,394.9	$44,726.2	$49,697.0	$39,138.7	$47,287.0
* Administrative expenses (in thousands)	$2,487.6	$2,491.8	$3,128.0	$2,476.7	$2,736.0
* Total expenditures (in thousands)	$51,882.5	$47,218.0	$52,825.0	$41,615.4	$50,023.0
* Claim turnaround (a)	89.82 %	97.87 %	90 %	98.42 %	90 %
* Financial accuracy of claim payments (b)	99.62 %	99.65 %	98 %	99.5 %	98 %
* Procedural accuracy of claim payments (c)	98.91 %	97.87 %	98 %	97.93 %	98 %
* Telephone inquiry accessibility and response (d)	65.81 %	88.65 %	85 %	90.73 %	95 %
Outcome Indicators					
* Participants added	1,359	1,197	1,400	1,138	1,640
* Average enrollment	5,248	5,365	5,675	5,618	5,846
* Average net claim cost per participant (in dollars)	$9,412.00	$8,337.00	$8,757.00	$6,967.00	$8,089.00
* Average premium paid per participant (in dollars)	$3,672.00	$3,914.00	$4,460.00	$4,478.00	$5,186.00
Efficiency/Cost-Effectiveness Indicators					
* Provider discounts (in dollars)	$12,444.5	$12,706.30	$22,068.00	$14,841.50	$15,762.00
* Administrative expenses as percentage of total revenues	6.12 %	4.68 %	5.13 %	4.05 %	5.5 %

Footnotes

(a) Percentage of claims processed within 14 calendar days of receipt.
(b) Percentage of claim paymetns processed per month with no financial errors.
(c) Percentage of claims handled per month with no procedural errors.
(d) Percentage of calls answered within 30 seconds.

HUMAN SERVICES: GUARDIANSHIP AND ADVOCACY COMMISSION

Guardianship and Advocacy Commission
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Office of State Guardian	$6,336.4	108.0	$6,742.8	109.0
Legal Advocacy Service	$1,316.7	19.0	$1,392.1	17.0
Human Rights Authority	$576.0	8.0	$565.5	10.0
Totals	$8,229.1	135.0	$8,700.4	136.0

Mission and Organization

The Illinois Guardianship and Advocacy Commission safeguards the rights of persons with disabilities by providing public guardianship services, legal representation, and a process to investigate alleged rights violations.

The commission is a state agency, established by the Guardianship and Advocacy Act of 1979, 20 ILCS 3955 et seq. It is governed by a board of eleven private citizens appointed by the governor for three-year terms. Each Commissioner is chosen to represent a particular area of expertise, consistent with the commission's mission to serve people with various types of disabilities.

The commission accomplishes its mission through the work of three distinct programs: the Human Rights Authority (HRA), which, through its regional panels of volunteers investigates alleged rights violations of persons with disabilities; the Legal Advocacy Service (LAS), which provides legal advice and representation to individuals with disabilities; and the Office of State Guardian (OSG), which serves as the court-appointed guardian of last resort for adults with disabilities.

Indicators used for the commission's HRA focus on the program's success in negotiating with service providers for improved rights protections. The recommendations made by the Authority and then accepted by service providers lead to changes in policies and practices that benefit persons with disabilities. Outcome indicators that focus on survey responses highlight positive stakeholder feedback on the HRA process. Output measures tally program activities.

For the commission's LAS, outcome indicators stress the program's ability to make an impact on mental health case law when cases are successfully appealed and moved to higher courts. Survey results represent an outcome in which key external stakeholders, specifically judicial officers, provide feedback on the LAS representation of mental health clients. The LAS program also uses external benchmarking with private attorney fees to show the potential costs if such cases were to be handled privately. Output indicators measure the number of program activities.

The OSG measures highlight the desired program outcome of serving as the guardian of last resort for adults with disabilities. The percentage of cases successfuly deflected from the program indicates that more appropriate, alternative sources of guardianship, such as family or close friends, were found. Surveys were used to measure satisfaction the the commission's intake function. In most cases, the intake service represents the public's first contact with the commission. Benchmark measures related to national standards have been included for fiscal year 2002 in an effort to compare agency caseloads with caseloads in other public guardianship programs across the country. Finally, output measures for the OSG reflect the numerous activities involved in this public guardianship program.

Office of State Guardian

Mission Statement: The Office of State Guardian serves as "Guardian of last resort" for adults with disabilities who are unable to make or communicate their own personal or financial decisions.

Program Goals: Objectives:

1. The Office of State Guardian (OSG) will ensure the provision of quality guardianship services to adults with disabilities.
   a. The OSG will continue to serve as legal guardian for more than 6,000 persons with disabilities that are unable to make personal or financial decisions.
   b. OSG will ensure that all wards for whom it acts as plenary guardian of the person shall be visited quarterly, completing over 23,000 visits annually.
   c. OSG will advocate for its wards through effective guardianship planning, assessment, monitoring, visitation and other case management activities. By the end of each fiscal year, OSG will participate in more than 6,000 care plan reviews which address placement, medical, therapeutic and vocational concerns.
   d. During each fiscal year, OSG will perform approximately 18,000 fiduciary transactions (receipts and disbursements) on behalf of wards' estates.
   e. OSG representatives will be sensitive to consumer needs.
   f. OSG will distribute surveys to measure customer satisfaction of its intake function.
2. The OSG will provide cost-effective and comprehensive services.
   a. OSG will conserve state resources by successfully exploring guardianship alternatives for at least 80% of all intakes and referrals prior to OSG appointment.
   b. During each fiscal year, OSG will ensure that more than 4,000 intakes and referrals are processed efficiently and will continue to offer a toll-free intake number to provide greater access to indigent citizens.
   c. OSG staff will utilize technology in the delivery of cost-effective, comprehensive and efficient services including Internet services, Alpha smarts, laptops, and upgraded data collection and documentation systems.
   d. OSG will collect fees on wards' estates valued at more than $6,500.
   e. OSG will continue to gather and submit claim data to the Illinois Department of Public Aid for Medicaid reimbursable activities.
3. The OSG will sensitively handle controversial issues and will aggressively advocate for each wards' human rights.
   a. OSG will continue to refine procedures for handling Do Not Resuscitate (DNR) orders.
   b. During fiscal year 2002, OSG will elicit input from medical providers, interest groups, courts and other stakeholders, to consider the need to adjust DNR and medical consent response procedures.
   c. During fiscal year 2002 and thereafter, all OSG staff will be trained in areas related to death and dying, religious values, cultural issues, abuse and neglect, and counseling of persons with disabilities.
4. The OSG will maintain a state of the art professional staff.
   a. During each fiscal year, OSG will coordinate at least 10 hours of continued professional training for each caseworker to meet requirements for continued Registered Guardian certification at the national level and to provide educational resources to provide support in managing the highest guardianship caseloads in the nation.
   b. OSG staff will demonstrate proficiency in guardianship standards and practices by participating in guardianship certification training. Within twelve months of employment, all new OSG staff will receive certification training through the National Guardianship Foundation.
   c. At least 95% of staff will successfully complete and pass the National Guardianship Foundation Registered Guardian exam.
5. The OSG will continue to play a leadership role at the national and state guardianship levels.
   a. OSG will continue to actively participate with the National Guardianship Association (NGA) as board members, training coordinators, and/or attendees at the annual NGA conference.
   b. OSG staff will actively participate with the statewide affiliate of the NGA, the Illinois Guardianship Association (IGA), as board members, officers and local training coordinators.
   c. OSG staff will continue participating in community training and public awareness events to provide ongoing education about adult guardianship issues to health care consumers, service providers and the citizens of Illinois.

Source of Funds: General Revenue Fund, Guardianship and Advocacy Fund ***Statutory Authority:*** 30 ILCS 3955/1 et seq.

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$5,924.3	$6,336.4	$6,742.8	$6,742.8	$6,892.2
* Total expenditures - state appropriated funds (in thousands)	$5,924.3	$6,336.4	$6,742.8	$6,742.8	$6,892.2
* Average monthly full-time employees	108.0	108.0	108.0	108.0	108.0
* Average monthly part-time employees	.0	0.0	1.0	1.0	1.0
Output Indicators					
* Number of visits completed to wards on a quarterly basis	23,183	23,588	23,500	23,879	23,000
* Number of medical consents given in response to requests from service providers	13,392	15,258	13,000	13,857	13,000
* Number of total Commission intakes	5,689	6,124	6,000	5,777	6,000
* Number of inquiries specifically about guardianship	3,284	2,795	3,300	2,923	3,300
* Number of pending guardianship cases	1,561	1,468	1,500	1,455	1,500

Office of State Guardian (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Output Indicators					
* Total number of wards served	6,004	5,804	6,000	5,666	6,000
* Total number of clients served	10,849	10,067	11,000	10,044	10,800
* Number of care plans reviewed in response to service provider requests	8,682	8,613	6,000	8,305	6,000
* Number of new temporary appointment petitions filed by outside attorneys appointing OSG	218.0	205.0	200.0	203.0	200.0
* Number of new plenary appointments - petitions filed by outside attorneys appointing OSG	395.0	360.0	390.0	399.0	390.0
* Number of cases closed	539.0	581.0	540.0	692.0	540.0
* Number of after hours on-call consents, inquiries and referrals	6,387	7,170	6,300	5,856	6,300
* Number of supplemental contacts with OSG wards	1,832	1,959	1,800	2,361	1,800
* Number of placement changes in response to ward needs	1,195	1,061	1,100	1,372	1,100
* Number of contacts with wards' family members	699.0	572.0	650.0	520.0	650.0
* Number of fiduciary transactions performed on behalf of wards' estates	18,580	17,568	18,000	17,165	18,000
* Dollar amount of ward transactions (receipts and disbursements) (in thousands)	$7,000.0	$6,254.3	$6,500.0	$6,787.8	$6,500.0
* Amount of fee collections (in thousands)	$116.2	$125.2	$120.0	$128.3	$120.0
* Percentage of wards who are Medicaid recipients	95 %	95 %	95 %	97 %	95 %
* Percentage of OSG guardianship representative and managerial staff time spent on Medicaid reimbursable activities	41 %	44 %	40 %	41 %	40 %
* Amount billed to the Health Care Financing Administration (in thousands)	$1,434.9	$1,699.8	$1,200.0	$1,313.6	$1,200.0
* Percentage of staff who are certified as registered guardians through the National Guardianship Foundation	95 %	95 %	93 %	95 %	95 %
* Average caseload per caseworker	132.0	122.0	80.0	125.0	80.0
Outcome Indicators					
* Percentage of cases in which OSG was appointed legal guardian	12 %	13 %	12 %	14 %	12 %
* Percentage of cases in which alternatives to OSG guardianship were located	88 %	87 %	88 %	86 %	88 %
* Percentage of survey respondents who report satisfaction with the Commission's intake process	100 %	100 %	70 %	82 %	70 %
* Percentage of OSG staff actively participating as members, board members, trainers and conference attendees with the National and Illinois Guardianship Associations.	N/A	N/A	20 %	25 %	20 %
External Benchmarks					
* Percentage of increase in ward visits in an effort to move toward standards set by the National Guardianship Association which recommends monthly visits.	N/A	N/A	50 %	0 %	50 %
* Average OSG caseload size not to exceed 1.5 times the ave. csld. size of other Public Guardianship Programs. The national ave. guardianship csld. size is 59. The current OSG csld. size is 125. The goal of 1.5 times the national ave. is 89.	N/A	N/A	89.0	125.0	80.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per client served (in dollars)	$546.00	$630.00	$646.00	$671.00	$638.00

Legal Advocacy Service

Mission Statement: The Legal Advocacy Service safeguards and promotes the rights of persons with disabilities by providing legal advice and representation services pursuant to court appointment or client request.

Program Goals: Objectives:

1. Legal Advocacy Service (LAS) will provide otherwise unavailable legal advocacy for vulnerable Illinois citizens with disabilities.
   a. By June 30, 2002, LAS attorneys will accept court appointments to represent approximately 6,800 individuals with disabilities in trial and appellate courts, providing the vital due process component of the judicial system and ensuring the protection of constitutional and statutory rights.
   b. During fiscal year 2002 LAS will provide services to those persons with disabilities in greatest economic need. LAS will provide sufficient and accurate information to the Office of Fiscal Operations for fee collections in appropriate cases, consistent with fee assessment guidelines. LAS will facilitate cost-effective representation of individuals with mental disabilities through referral of fee-generating clients whenever possible.
   c. During fiscal year 2002 LAS will maintain a cost per case handled at or below $220.
2. LAS representation will impact and improve case law to benefit persons with disabilities.
   a. LAS will shape the contours of the law consistent with enhancing the rights of individuals facing involuntary hospitalization and treatment by continuing to pursue issues of merit and legal significance in the trial and appellate courts, taking at least 50% of the cases to which appointed in the appellate courts through to decision in fiscal year 2002.
   b. During fiscal year 2002 LAS staff will identify developing trends to facilitate constructive presentations to courts on behalf of clients and will be made aware of pending appellate arguments and recent decisions through monthly updates.
   c. During fiscal year 2002, LAS will maintain at least semi-annual updates of a Mental Health Decisions Outline on the Commission's Web page to provide access to relevant decisions to attorneys, judges and others.
   d. During fiscal year 2002, LAS attorneys will maintain awareness of developing trends and arguments by individual monthly review and update of a central electronic Appellate Update.
3. LAS will continue to provide quality legal services to persons with mental disabilities.
   a. LAS staff will remain current in mental health law, civil practice and related areas through in-house and professional affiliation training. During fiscal year 2002 LAS will reimburse each attorney up to $200 per year for professional training and affiliation in accordance with bargaining unit contracts.
   b. LAS will continue to evaluate job descriptions that accurately reflect duties and responsibilities of LAS staff to the Office of Human Resources for review.
   c. LAS will comply with all applicable Office of Human Resources standards and procedures for hiring qualified individuals in any interview process undertaken in fiscal year 2002.
   d. LAS will remain as current as possible on information technology necessary to conduct efficient legal research, and will recommend upgrades, programs, equipment and training opportunities to the Office of Information Technology.
   e. LAS will gauge satisfaction with its services by surveying judicial officers every two years.
4. LAS will provide effective information and referral services.
   a. LAS staff will maintain a current list of, and links with, legal and other service providers.
   b. LAS staff will provide public information to interested groups and individuals about LAS services and availability and the Commission generally, providing information, referral or assistance to at least 1,900 individuals in fiscal year 2002.
   c. LAS staff will refer media inquiries to the Commission Public Information Officer and notify the Public Information Officer of public information opportunities and efforts.
   d. LAS will enhance knowledge of important disabilities rights cases for the general bar through semi-annual updates of the Illinois Guardianship and Advocacy Commission Web Page.
   e. LAS will empower individuals with mental disabilities in the exercise of self-advocacy by providing information about rights and responsibilities on request, including assistance with and advice regarding advance directives for health care. During Fiscal Year 2002 LAS will complete a survey of service providers and consumer organizations to gauge the success of advance directives outreach efforts.
5. LAS will actively participate in the legislative process.
   a. LAS will provide advice and assistance to legislators, participating in meetings with legislators or pursuant to committee assignments as requested during each fiscal year.
   b. LAS will monitor legislation impacting the due process rights of persons with disabilities on a weekly basis during the legislative session.
   c. As necessary, LAS will propose legislation in an effort to achieve judicial and legal service delivery economy while protecting the due process rights of persons with mental disabilities.

Source of Funds: General Revenue Fund, Guardianship and Advocacy Fund ***Statutory Authority:*** 20 ILCS 3955/10

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,231.0	$1,316.7	$1,392.1	$1,392.1	$1,308.6
* Total expenditures - state appropriated funds (in thousands)	$1,231.0	$1,316.7	$1,392.1	$1,392.1	$1,308.6
* Average monthly full-time employees	19.0	19.0	16.0	16.0	16.0
* Average monthly part-time employees	.0	0.0	1.0	1.0	1.0

Legal Advocacy Service (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Output Indicators					
* Total LAS cases handled	6,178	7,204	6,680	7,020	6,800
* Total clients served	8,241	8,838	8,500	9,113	9,090
* Requests for information, referrals or assistance	2,063	2,385	1,900	2,093	2,290
Outcome Indicators					
* Percentage of cases referred to higher courts	62 %	52 %	50 %	69 %	65 %
* Percentage of positive responses to LAS satisfaction surveys	N/A	100 %	N/A	N/A	70 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per case handled (in dollars)	$199.00	$183.00	$220.00	$198.00	$192.00
* Cost per client served (in dollars)	$149.00	$150.00	$173.00	$153.00	$144.00
External Benchmarks					
* Private sector cost for equivalent service hours (in thousands)	$5,578.9	$5,285.3	$5,578.9	$5,285.3	$5,578.9
* Average savings to the State of Illinois by LAS case (in dollars)	$701.00	$550.00	$620.00	$548.00	$590.00
* Total savings to the State of Illinois (in thousands)	$4,300.0	$4,000.0	$4,100.0	$3,850.0	$4,000.0

Human Rights Authority

Mission Statement: The Human Rights Authority ensures rights protections for persons with disabilities by conducting investigations of alleged rights violations committed against persons with disabilities by agencies that serve them.

Program Goals: Objectives:

1. The Human Rights Authority (HRA) will advocate for human rights protections for persons with disabilities.
   a. During fiscal year 2002, the Human Rights Authority (HRA) will handle at least 450 cases.
   b. The HRA will continue to meet its mandates, complete all required paperwork and maintain a file for each HRA case.
   c. The Regional Human Rights Authorities (HRAs) will recruit and maintain panels of 9 HRA members (81 total members) who are appointed by the Commissioners and who will carry out the HRA mission. In each region, three members will be service provider representatives; one from the field of mental health; one from the field of developmental disabilities; and one from the field of vocational training or rehabilitation services. The remaining six members will be consumers, family members and interested citizens.
   d. Human Rights Authority panels will meet at least six times during the fiscal year to review complaints for acceptance, conduct investigations, determine case findings, issue recommendations and negotiate for changes in services.
   e. A Human Rights Authority Coordinator will be assigned to each regional HRA to provide support to HRA members.
   f. During fiscal year 2002, the Illinois Guardianship and Advocacy Commission will meet at least four times to consider HRA Member appointments, reappointments, HRA enforcement referrals and other HRA action items.
2. The HRA will ensure positive changes in the policies and practices of service providers as a result of the HRA investigative process.
   a. By June 30, 2002, HRAs will issue reports of findings which will list a recommendation for each substantiated finding. A total of 200 recommendations will be issued during fiscal year 2002.
   b. During fiscal year 2002, service providers will comply with at least 82% of the recommendations issued.
   c. For unsubstantiated findings, the HRA will issue suggestions for improvement when appropriate. At least 120 suggestions will be issued by June 30, 2002.
3. The HRA will foster a resolution process that focuses on negotiated solutions rather than confrontation.
   a. Only 4% of HRA cases will be sent to the Commission to consider enforcement referrals for recommendations not implemented by service providers.
   b. At case closure, a survey will be sent to each service provider investigated to measure perceptions of the HRA investigative process. At least 75% of survey respondents will report that the HRA investigation was a cooperative process between the HRA and the service provider.
4. The HRA will build a consensus with its customers, while advocating on their behalf, that rights issues are adequately addressed.
   a. By June 30, 2002, at least 9,000 persons with disabilities will benefit from the HRA recommendations.
   b. At least 70% of complainants who respond to surveys will report that they would contact the HRA with future concerns of rights violations, if needed.
5. The HRA will deliver quality services by utilizing staff and members who are knowledgeable about disability rights and issues.
   a. During fiscal year 2002, at least two training sessions will be offered to HRA staff.
   b. During fiscal year 2002, annual training will be offered to HRA members.
6. The HRA will conduct continuous reviews of its effectiveness and efficiency.
   a. Annual results of surveys sent to service providers and complainants will be compiled and reviewed as part of the program's evaluation process.
   b. Human Rights Authority members will contribute at least 4,000 hours to the HRA during fiscal year 2002.
   c. During fiscal year 2002, the HRA will maintain a cost per client benefited below $100.
   d. During fiscal year 2002, the HRA will maintain a cost per case handled below $1,500.
   e. The HRA will utilize technology to promote more efficient program operations.
7. The HRA will promote public awareness of the HRA and disability rights.
   a. The HRA will maintain a description of the program and a listing of regional meeting dates and locations on the Illinois Guardianship and Advocacy Commission Web Page.
   b. Regional authorities will send press releases about the HRA to the media prior to regional HRA meetings.
   c. Regional HRAs will handle at least 300 inquiries about the HRA and disability rights issues through the IGAC intake system.
   d. During fiscal year 2002, regions will make contacts with state legislators to inform them of the HRA's purpose.
   e. At least 40% of service providers surveyed at the closure of HRA investigations will report that they learned more about laws that impact persons with disabilities as a result of the HRA investigation.
   f. At least 50% of survey responses from persons who presented complaints to the HRA will indicate that they learned more about disability rights as a result of the HRA investigation.

Source of Funds: General Revenue Fund, Guardianship and Advocacy Fund ***Statutory Authority:*** 20 ILCS 3955/14 - 29

Human Rights Authority (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$538.6	$576.0	$565.5	$565.5	$523.5
* Total expenditures - state appropriated funds (in thousands)	$538.6	$576.0	$565.5	$565.5	$523.5
* Average monthly full-time employees	8.0	8.0	9.0	9.0	9.0
* Average monthly part-time employees	.0	0.0	1.0	1.0	1.0
* Number of volunteer hours HRA members contribute to the HRA.	4,601	4,296	4,000	6,260	4,000
Output Indicators					
* Number of information and referral inquiries the HRA handled	381.0	362.0	300.0	362.0	350.0
* Number of HRA cases handled	459.0	518.0	450.0	619.0	475.0
* Number of recommendations for improvement issued to service providers for substantiated findings	235.0	135.0	200.0	202.0	200.0
* Number of recommendations accepted and implemented by service providers	215.0	130.0	164.0	198.0	164.0
* Number of suggestions issued for unsubstantiated findings	117.0	120.0	120.0	143.0	120.0
* Percentage of cases sent for enforcement as a result of noncompliance with HRA recommendations	3 %	0.5 %	4 %	0.3 %	4 %
* Number of persons with disabilities benefiting from HRA recommendations	10,890	8,655	9,000	14,797	9,500
Outcome Indicators					
* Percentage of HRA recommendations accepted and implemented by service providers investigated	91 %	96 %	82 %	98 %	82 %
* Percentage of service providers who responded in surveys that the HRA process is a cooperative process	83 %	81 %	75 %	94 %	70 %
* Percentage of service providers who responded in surveys that they learned more about disability laws as a result of the HRA process	46 %	63 %	40 %	75 %	40 %
* Percentage of complainants who responded in surveys that they would contact the HRA again for assistance with rights issues	86 %	67 %	70 %	57 %	70 %
* Percentage of complainants who responded in surveys that the HRA helped them to understand more about disability rights	43 %	60 %	50 %	43 %	40 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per recipient benefited (in dollars)	$49.00	$67.00	$66.00	$38.00	$55.00
* Cost per case handled (in dollars)	$1,173.00	$1,100.00	$1,324.00	$914.00	$1,102.00

Illinois Council on Developmental Disabilities
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Illinois Council on Developmental Disabilities	$2,402.2	10.0	$2,301.8	12.0
Totals	$2,402.2	10.0	$2,301.8	12.0

Mission and Organization

The Illinois Council on Developmental Disabilities makes investments with local statewide agencies, organizations and individuals to implement the performance targets in the Five-Year State Plan so that people with developmental disabilities and their families achieve independence, productivity, community integration and inclusion in all facets of community life. Community life includes the areas of emphasis of child care, transportation, employment, housing, health, education and early intervention, recreation, formal/informal community supports and quality assurance.

The Council promotes initiatives to coordinate services, supports and other assistance for individuals with developmental disabilities and their families.

The Council helps public and private entities respond to the needs and capabilities of persons with developmental disabilities through systems change, capacity building, outreach, coalition building, training and technical assistance.

Illinois Council on Developmental Disabilities

Mission Statement: Our vision is that every person in Illinois has the same rights, opportunities and the ability to exercise choices so they can achieve self-worth and personal fulfillment in all aspects of life.

Program Goals: Objectives:

1. People have control, choice and flexibility in the services/supports they receive.
   a. By September 2006, five hundred (500) self-advocates and family members will be trained as advocates and will demonstrate they used what they learned to assert their preferences/rights in the services they receive.
   b. By September 2006, fifteen hundred (1,500) people will use a centralized Advocacy/Information system at least once to assist in meeting their need(s).
2. People get and keep employment consistent with their interests, abilities and needs.
   a. By September 2006, people with developmental disabilities will use twenty-five (25) of the Workforce Investment Centers to get jobs and keep them for at least one year.
   b. By September 2006, fifty (50) businesses will employ people with developmental disabilities in full time positions at a prevailing wage.
   c. By September 2006, two hundred (200) people will have paid job supports replaced by natural supports within nine months of their employment.
3. Adults choose where and with whom they live.
   a. By September 2006, Project Ground Floor will be administered through the Illinois service system and will assist ten (10) people each year [total fifty (50)] to become homeowners.
   b. By September 2006, ten (10) agencies support individuals to live where they want, with whom they want and in a home/location they can afford.
4. People are healthy and benefit from the full range of needed health services.
   a. By September 2004, a maximum of two (2) models/curricula will be developed to provide medical professionals with training in perceiving people with developmental disabilities as capable of participating in their medical decisions.
   b. By September 2006, health care services will be available in three (3) rural or underserved areas.
5. Students reach their educational potential and infants and young children reach their developmental potential.
   a. By September 2006, at least one-half of the barriers identified by parents/providers will be lifted by the Department of Human Services to support 0-3 year olds to receive the services they need.
   b. By September 2006, seventy-five (75) schools will support students/parent choices to be included in their home school.
   c. By September 2006, two (2) Illinois colleges/universities will train all teachers to teach all students.
6. Every individual is a valued, participating member of their community.
   a. By September 2006, five (5) communities demonstrate community membership for all people.
   b. By September 2006, five hundred (500) people will have personal supports as needed and chosen by them to live in the community.
7. People use transportation systems to participate in their communities.
   a. By September 2006, ten (10) counties (at least three metropolitan and three rural) will have transportation systems that people use to get where they want to go when they want to go there.

Source of Funds: Planning Council on Developmental Disabilities Fund ***Statutory Authority:*** P.L. 106-402

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,837.0	$2,402.2	$4,120.8	$2,301.8	$4,124.8
* Total expenditures - state appropriated funds (in thousands)	$2,837.0	$2,402.2	$4,120.8	$2,301.8	$4,124.8
* Average monthly full-time employees	10.0	10.0	14.0	12.0	14.0
Output Indicators					
* Number of self-advocates and family members trained	N/A	N/A	35.0	3.0	80.0
* Number of Workforce Investment Centers used	N/A	N/A	2.0	2.0	1.0
* Number of models/curricula developed	N/A	N/A	N/A	N/A	N/A
* Number of colleges/universities	N/A	N/A	N/A	N/A	2.0
* Number of schools			N/A	N/A	2.0
* Number of communities	N/A	N/A	N/A	N/A	N/A
* Number of counties	N/A	N/A	N/A	N/A	N/A
Outcome Indicators					
* Number of people using centralized Advocacy/Information System	N/A	N/A	219.0	243.0	642.0
* Number of people with natural supports	N/A	N/A	N/A	N/A	N/A
* Number of businesses employing people with developmental disabilities	N/A	N/A	N/A	N/A	N/A
* Number of agencies supporting individuals in homes of their choice	N/A	N/A	1.0	1.0	1.0
* Number of people becoming homeowners	N/A	N/A	N/A	N/A	N/A
* Number of areas where health care services are available	N/A	N/A	N/A	N/A	N/A
* Percentage of barriers lifted	N/A	N/A	N/A	N/A	N/A
* Number of people having personal supports	N/A	N/A	N/A	N/A	N/A

Deaf and Hard of Hearing Commission
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Advocacy for Deaf and Hard of Hearing Population	$574.7	7.0	$624.0	7.0
Totals	$574.7	7.0	$624.0	7.0

Mission and Organization

Mission Statement: The Illinois Deaf and Hard of Hearing Commission is an executive agency of the state dedicated to advocating public policies, regulations, and programs to improve the quality and coordination of existing services for individuals with hearing loss, as well as promoting new services whenever necessary through a needs assessment. In addition, the commission serves as a conduit of information to the deaf and hard of hearing communities, general public, legislators, governmental agencies, service providers, organizations, and private entities. Furthermore, the commission will empower deaf and hard of hearing individuals, which shall affirm their indisputable right to equality, respect, independence, self-sufficiency, and accessibility to society.

Vision Statement: All individuals with a hearing loss, regardless of age, shall be able to live their lives and pursue their dreams free from barriers that cause a lack of functional equivalence and deprive individuals of access, opportunities, and respect as a citizen. In a fully accessible and barrier-free society that fosters acceptance and respect, all deaf and hard of hearing individuals are able to fully participate in and contribute to all aspects of society.

Value Statement: To provide effective, efficient and impartial leadership, education, advocacy and services to eliminate barriers that will assure equality, respect, independence, and accessibility for all individuals with a hearing loss.

Advocacy for Deaf and Hard of Hearing Population

Mission Statement: The Illinois Deaf and Hard of Hearing Commission is an executive agency of the state dedicated to advocating public policies, regulations, and programs designed to improve the quality and coordination of existing services for individuals with a hearing loss and to promote new services as necessary.

Program Goals:
Objectives:

1. Ensure full communication access for individuals with a hearing loss in Illinois.
   a. Establish and maintain quality services for deaf and hard of hearing citizens by: finalizing the Interpreter Certification and Licensure draft legislation as recommended by the Interpreter Task Force; enforcing current provisions of the Interpreter for the Deaf Act (225 ILCS 442), and; increasing the skills of current interpreters.
   b. Increase telecommunications accessibility by: promoting the inclusion of additional equipment into the current equipment distribution program, and; increasing public awareness concerning the utilization of TTY and relay services.
   c. Increase utilization and access to available services that remove barriers by: promoting the use of qualified, registered interpreters; maintaining the interpreter registry on the website, and; developing and distributing information on the effective utilization of interpreter services.
   d. Promote the ability of the general public to communicate with deaf and hard of hearing individuals by: providing twenty-five workshops on communication strategies; distributing 500 brochures; distributing information on the availability of sign language classes, and; distributing basic sign language and manual alphabet materials to the public.
2. Eliminate the discrimination against and the ignorance about individuals with a hearing loss in the state of Illinois.
   a. Increase public awareness, understanding, and knowledge of deafness, disability laws and regulations, and related issues by: educating the General Assembly of the programs, services, issues, and concerns of deaf and hard of hearing individuals; continuing the development of the Commission Information Series; distributing a combined total of 3,000 pieces of information literature; collaborating with various public and private entities to create special deaf awareness events; monitoring and responding to inaccurate or misleading media broadcasts relating to hearing loss; expanding the Commission lending library by 100 articles and increase its utilization by 50%; maintaining the Commission website, expecting 2,500 hits; maintaining the Commission listserve, and; increasing the number of subscribers to the Commission newsletter by 25%.
   b. Educate and empower individuals with a hearing loss by; providing twenty-five workshops related to the Americans with Disabilities Act (ADA) and other laws pertaining to hearing loss; providing five presentations on the political process, and; distributing 250 Commission Empowerment Manuals.
   c. Identify and collaborate with public and private entities to provide training on hearing loss and related issues by: maintaining working relationships with various State agencies and providing one statewide agency fair; monitor three selected State agencies to assure adequate and apporpriate services and programs, and; maintaining Commission representation on fourteen statewide commities and/or advisory boards.
3. Maximize the efficiency and effectiveness of agency operations.
   a. Increase agency's productivity, efficiency, and effectiveness by becoming the State clearinghouse for information, consultation, training, and referrals relating to hearing loss.
   b. Increase the use of office automation by: developing and maintaining the Commission website, expecting 2,500 hits; implementing computerized Voicemail and TTY systems, and; developing the Commission listserve to allow more than 200 deaf and hard of hearing persons communicate with one another about issues relating to hearing loss.
   c. Increase staff development by providing $4,500.00 for employee continuing education and professional development.
4. Ensure all deaf and hard of hearing children have access to appropriate education and services provided by qualified personnel and that well-informed parents contribute to the educational success of their deaf and hard of hearing children.
   a. Ensure quality education and services with well-qualified professionals for all deaf and hard of hearing children.
   b. Ensure well-qualified professionals and other staff working with deaf and hard of hearing children.
   c. Ensure that parents of deaf and hard of hearing children will be informed and educated about educational services, communication options, and their rights without being subject to the biases of professionals.
   d. Promote cooperation among agencies and service providers that are involved in the education of deaf and hard of hearing children.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 3932

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$510.4	$574.7	$726.0	$624.0	$688.0
* Total expenditures - state appropriated funds (in thousands)	$510.4	$574.7	$726.0	$624.0	$688.0
* Average monthly full-time employees	7.0	7.0	7.0	7.0	7.0
Output Indicators					
* Public inquiries addressed	7,282	7,965	8,500	9,755	10,000
* Web site hits	N/A	2,500	2,500	9,836	15,000
* Listserve members (a)	N/A	1,200	1,800	1,495	1,500
* Materials distributed	N/A	10,408	12,000	31,289	30,000
* Promotional items distributed	N/A	11,691	20,000	27,639	25,000
* Library materials loaned	N/A	250.0	800.0	733.0	800.0
* Newsletter subscribers	2,880	3.840	6.000	8.342	8.500
* Workshops presented	N/A	58.0	70.0	60.0	65.0
Outcome Indicators					
* Complaints satisfactorily resolved	69.0	80.0	65.0	54.0	60.0

Explanatory Information

The numbers for "Listserve members" and Newsletter subscribers" are annualized.

Footnotes

(a) Listserve is a broadcast e-mail or electronic bulletin board subscriber service.

GOVERNMENT SERVICES

Government Services Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Department of Revenue	$4,065,529.5	$3,681,339.9	-9.4%
Gaming Board	$115,301.9	$141,867.8	23.0%
Dept. of Central Management Services	$2,233,795.9	$2,322,793.2	4.0%
Office of the State Treasurer	$975,412.4	$1,344,435.8	37.8%
Capital Development Board	$837,841.5	$1,094,430.5	30.6%
Teacher's Retirement System	$766,057.7	$863,781.7	12.8%
Bureau of the Budget	$427,091.0	$519,746.2	21.7%
Supreme Court	$321,635.7	$347,061.2	7.9%
Office of the State Appellate Defender	$14,174.8	$18,326.3	29.3%
State's Attorneys Appellate Prosecutor	$7,899.6	$8,040.1	1.8%
Office of the Secretary of State	$338,199.0	$346,531.3	2.5%
Department of Lottery	$250,110.9	$280,424.3	12.1%
State Universities' Retirement System	$235,390.5	$243,392.3	3.4%
Legislative Agencies	$78,407.0	$84,435.6	7.7%
Chicago Teacher's Pension & Retirement	$65,094.7	$65,094.7	0.0%
Office of the Attorney General	$59,232.3	$60,696.0	2.5%
Court of Claims	$44,461.4	$54,364.1	22.3%
Office of the State Comptroller	$52,760.5	$54,217.9	2.8%
State Employees Retirement System	$10,606.6	$10,417.6	-1.8%
Office of the Governor	$9,804.6	$9,631.6	-1.8%
State Board of Elections	$7,965.4	$7,322.9	-8.1%
Office of the Lieutenant Governor	$3,040.1	$2,915.5	-4.1%
Property Tax Appeal Board	$2,579.4	$2,751.4	6.7%
Illinois Labor Relations Board	$2,011.9	$2,149.7	6.8%
Educational Labor Relations Board	$1,675.7	$1,618.0	-3.4%
Civil Service Commission	$417.8	$407.0	-2.6%
Sex Offender Management Board	$22.5	$27.0	20.0%
TOTAL	**$10,811,218.4**	**$11,426,351.8**	**5.7%**

Numbers may not add due to rounding

Electoral Participation - Percent of Eligible Population Casting Votes

	1992	1996	1998	2000	2002
United States	55.1%	49.1%	36.4%	51.3%	39.2%*
Illinois	58.9%	49.3%	38.8%	52.8%	51.9%
State Rank	N/A	**30**	**26**	**28**	**29***

Source: Federal Election Commission and Committee for the Study for American Electorate

*** Three states have not finalized voting information for 2002**

Distribution of Lottery and Riverboat Gaming Receipts
($ in millions)

	1990		1995		2000		2001		2002	
	$	%	$	%	$	%	$	%	$	%
Lottery Receipts - Total	**$1,523.0**		**$1,630.0**		**$1,503.9**		**$1,449.7**		**$1,589.9**	
Transfers to Common School Fund	$594.0	39.0%	$588.0	36.1%	$515.3	34.3%	$501.0	34.6%	$555.1	34.9%
Prizes	$779.0	51.2%	$876.0	53.7%	$831.2	55.3%	$791.8	54.6%	$866.6	54.5%
Retailer and Vendor Commissions	$98.0	6.4%	$107.0	6.6%	$97.0	6.4%	$95.2	6.6%	$105.5	6.6%
Operations Expenditures	$52.0	3.4%	$59.0	3.6%	$62.9	4.2%	$61.5	4.2%	$61.2	3.8%
State Gaming Fund - Total	$ -		$ 266.00		$ 475.50		$ 529.00		$ 580.20	

Source: Lottery Department and Comptroller's Records

Revenue
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Refunds and Distributions to Local Governments	$2,992,136.5	0.0	$2,756,462.8	0.0
Administer State and Local Tax Laws	$749,854.6	2,290.0	$460,317.9	2,207.0
Circuit Breaker/Pharmceutical Assistance	$125,456.1	84.0	$226,026.2	77.0
Funding Agent for the IHDA Affordable Housing Programs	$64,561.1	1.0	$80,421.3	1.0
Property Tax Oversight	$12,826.6	52.0	$11,591.7	52.0
Charitable Gaming Regulation	$4,021.1	19.0	$3,262.0	18.0
Collect Delinquent Child Support Payments for DPA	$1,372.6	23.0	$1,363.8	21.0
Totals	$3,950,228.6	2,469.0	$3,539,445.7	2,376.0

Explanatory Notes

The fiscal year 2001 expenditures for Administer State and Local Tax Laws includes $279,298,500 for the Homeowner's Property Tax Relief Program, a one-time expense reported in last year's Comprehensive Annual Financial Report. The fiscal year 2001 expenditures for Refunds and Distributions to Local Governments, and headcount totals for Administer State and Local Tax Laws and Circuit Breaker/Pharmaceutical assistance was incorrectly reported last year and have been corrected.

Mission and Organization

The Department of Revenue's primary function is to collect taxes and fees for the state and units of local government. In fiscal year 2002, the department collected $23.4 billion in tax revenues. The department also has several ancillary functions, including: administering tax relief and pharmaceutical assistance for senior and disabled persons; general oversight of the state's local property tax assessment system and equalization of property tax assessment among Illinois' 102 counties; and collection of delinquent child support on behalf of the Department of Public Aid.

The more efficiently the department can collect taxes, the greater the portion of tax monies that will be available for state programs. Efficiency can be measured by the cost to the department of collecting each $1,000 in tax revenues. In fiscal year 2002, it cost $6.62 to collect each $1,000 in taxes. Collection costs have declined significantly since 1989 when the cost was approximately $9.00 to collect $1,000 in taxes. The department has been taking advantage of electronic technology to improve customer service and reduce processing costs by allowing individual income tax filers to file electronically via the Internet and the telephone. The number of tax returns received by the department via these electronic filing methods has increased from 121,000 in fiscal year 1994 to more than 1.6 million in fiscal year 2002. The department is also utilizing electronic technology to reduce deposit timeframes, making funds available to the state for investment or for the provision of services on a timelier basis. Electronic payments have played a key role in speeding up the deposits into the State Treasury. The value of electronic funds transfers has soared from $200 million in fiscal year 1993 to $11 billion in fiscal year 2002. Electronic payments represent 47% of all tax receipts collected by the department.

Illinois has a 'voluntary' tax system, and most taxpayers comply willingly with the tax code. However, some taxpayers fail to pay taxes owed. Taxpayers that do not meet their obligation place an unfair burden on citizens that voluntarily comply with tax laws. The role of the department's enforcement activities is to address the delinquent tax issue. In fiscal year 2002, the department's delinquent tax collection function had a staff of 290 employees and direct operating expenses of $16.5 million. Delinquent tax debt collected has more than tripled since the early 1990's, increasing from $147.9 million in fiscal year 1991 to $449.6 million in fiscal year 2002. In fiscal year 2002, every dollar invested in collection of delinquent taxes returned $27.25 to the state treasury, compared to $22.22 in fiscal year 2001. On average each employee assigned to the delinquent tax collection function collected $1.54 million.

In fiscal year 2002 the department's Circuit Breaker/Pharmaceutical Assistance program experienced continued growth from the income eligibility increase and expanded medication coverage that became effective midway through fiscal year 2001. Program applications increased from 341,642 households in fiscal year 2001 to 381,724 in fiscal year 2002, and pharmaceutical assistance cardholders increased from 145,089 in fiscal year 2001 to 202,056 in fiscal year 2002. The department initiated prescription drug coverage to the new applicants on average

within 45 days of receiving their application.

On June 1, 2002, the new SeniorCare program took effect. The department acts as the enrolling agent for SeniorCare on behalf of the Department of Public Aid, the administering agency. SeniorCare was established resulting from a Medicaid waiver approved by the federal government. The program expands medication coverage for senior citizen's with income at or below 200% of the federal poverty level. On June 1, 2002, approximately two-thirds of the department's pharmaceutical assistance cardholders transferred to the new program to take advantage of the expanded prescription drug coverage.

Administer State and Local Tax Laws

Mission Statement: To ensure accurate and timely voluntary compliance in order to provide resources essential for delivering beneficial government services to the people in the State of Illinois.

Program Goals: Objectives:

1. Provide stakeholders with exceptional service.
   a. Issue individual Income Tax refunds at an average of 35 days in fiscal year 2002.
   b. Ensure the amount of time to deposit payments does not exceed 1.4 days in fiscal year 2002.
2. Maximize voluntary compliance.
   a. Increase tax and fee collections per staff to $10.76 million in fiscal year 2002.
   b. Ensure at least 88 % of Individual Income Tax returns are filed accurately and timely.
3. Improve effectiveness through increased efficiency.
   a. Ensure the cost to collect $1,000 in taxes does not exceed $6.40 in fiscal year 2002.

Source of Funds: General Revenue Fund, Motor Fuel Tax - State Fund, Transportation Regulatory Fund, Underground Storage Tank Fund, Home Rule Municipal Retailers' Occupation Tax Fund, State and Local Sales Tax Reform Fund, RTA Occupation and Use Tax Replacement Fund, County Option Motor Fuel Tax Fund, Illinois Tax Increment Fund, Tax Compliance and Administration Fund, Local Government Distributive Fund, Homeowners Tax Relief Fund, Personal Property Tax Replacement Fund

Statutory Authority: 35 ILCS

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$3,530,241.7	$3,741,991.1	$3,907,914.1	$3,216,780.7	$3,516,082.3
* Total expenditures - state appropriated funds (in thousands)	$441,562.9	$749,854.6	$519,884.1	$460,317.9	$495,508.3
* Average monthly full-time employees	2,292.0	2,250.0	2,160.0	2,183.0	2,052.0
* Average monthly part-time employees	28.0	40.0	11.0	24.0	9.0
* Total expenditures-operations (state appropriated funds) (in thousands)	$145,982.0	$149,254.6	$159,006.6	$155,172.8	$156,952.0
* Total expenditures - grants & refunds (state appropriated funds) (in thousands)	$295,580.9	$600,600.0	$360,877.5	$305,145.1	$338,556.3
Output Indicators					
* Number of State and Local taxes administered	69.0	69.0	69.0	69.0	70.0
* State and local tax and fee collections (in millions)	$24,326.2	$24,332.0	$24,748.5	$23,433.0	$24,110.0
* Number of tax return documents processed - includes alternatively filed methods	17,532,367	18,014,570	17,350,000	17,933,587	18,000,000
* Number of Individual Income Tax returns processed	5,621,775	5,700,000	5,750,000	5,831,078	5,850,000
* Number of Individual Income Tax refunds issued	3,607,125	3,441,627	3,500,000	3,929,023	3,600,000
* Number of direct deposits	257,056	767,003	1,000,000	1,042,671	1,325,000
* Number of new registration applications processed	66,000	64,000	67,000	70,158	62,000
* Number of registration updates processed	164,000	148,000	150,000	161,318	160,000
* Number of active registration accounts	738,000	752,000	760,000	767,639	750,000
* Delinquent tax debt cases closed	N/A	322,331	236,900	274,961	244,000
* Delinquent tax debt collections. (in thousands)	$377,855.7	$413,679.8	$412,900.0	$449,557.3	$449,557.3
* Number of phone calls answered on toll-free taxpayer assistance lines	920,000	912,000	920,000	794,000	780,000
Outcome Indicators					
* Number of Individual Income Tax returns filed electronically	1,079,027	1,272,788	1,600,000	1,615,391	2,000,000
* Percent of Individual Income Tax returns filed electronically	19.2 %	22.5 %	26.5 %	27.7 %	33 %
* Percent of tax and fee collections received via Electronic Funds Transfer (EFT)	38.3 %	42.9 %	44 %	46.8 %	50 %
* Total tax and fee collections received via Electronic Funds Transfer (EFT) (in millions)	$9,315.0	$10,435.0	$10,750.0	$11,007.2	$11,963.2
* Average number of days from receipt of registration application to mailing of certificate	8.0	9.0	8.0	8.0	8.0
* Average number of days from receipt of payment until deposit	1.2	1.3	1.4	1.0	1.1
* Percent of dollars deposited on same day as receipt	86.5 %	86.9 %	87 %	89.3 %	90 %
* Percent of accurately and timely filed Individual Income Tax returns	87.5 %	89 %	88 %	91 %	93 %

Administer State and Local Tax Laws (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Average number of days to issue an Individual Income Tax refund	30.4	34.5	35.0	60.5	69.0
Efficiency/Cost-Effectiveness Indicators					
* Cost to collect $1,000 of tax and fees (in dollars)	$6.00	$6.10	$6.40	$6.62	$6.51
* Tax and fee collections per staff (in millions)	$9.9	$10.1	$10.8	$10.1	$11.0
* Delinquent tax debt collections per dollar spent on delinquent debt collection process (in dollars)	$22.20	$22.22	$22.88	$27.25	$27.13

Footnotes

(a) Includes refunds and distributions to local governments including the Local Government Distributive Fund and the Personal Property Tax Replacement Fund as well as expenditures to administer state and local tax laws.

Circuit Breaker/Pharmceutical Assistance

Mission Statement: To provide property tax relief and to help address the catastrophic medication needs of qualified senior and disabled citizen participants at a low cost to the State of Illinois.

Program Goals: Objectives:

1. Provide senior and disabled citizens with exceptional service.
   a. Ensure the average number of days to process first time Circuit Breaker and Prescription Covereage applications does not exceed 45 days for applicants seeking prescription coverage.
   b. Ensure the average number of days to process Circuit Breaker and Prescription Coverage renewal applications does not exceed 80 days for applicants seeking prescription coverage.

Source of Funds: General Revenue Fund, Tobacco Settlement Recovery Fund ***Statutory Authority:*** 320 ILCS 25/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$88,103.6	$125,456.1	$227,415.4	$226,026.2	$142,642.2
* Total expenditures - state appropriated funds (in thousands)	$88,103.6	$125,456.1	$227,415.4	$226,026.2	$142,642.2
* Average monthly full-time employees	31.0	73.0	73.0	69.0	57.0
* Average monthly part-time employees	5.0	11.0	8.0	8.0	0.0
* Total expenditures - operations (state appropriated funds) (in thousands)	$2,222.7	$5,400.0	$5,465.4	$4,252.5	$3,992.2
* Total expenditures - grants & refunds (state appropriated funds) (in thousands)	$85,880.9	$120,056.1	$221,950.0	$221,773.7	$138,650.0
Output Indicators					
* Number of Circuit Breaker/Pharmaceutical applications processed	278,127	341,642	365,000	381,724	380,000
* Number of Circuit Breaker grants awarded	192,338	234,711	235,000	140,956	305,000
* Number of Pharmaceutical cards issued	50,313	145,089	170,000	202,056	61,042
* Number of phone calls anwered on toll-free CB/Rx assistance lines	308,814	514,302	525,000	764,611	835,000
Outcome Indicators					
* Average annual benefits per card holder (in dollars)	$742.00	$452.00	$1,337.00	$1,214.00	$1,203.00
* Pharmaceutical card utilization rate	93 %	69 %	85 %	74 %	75 %
* Average annual number of prescriptions per card user	28.0	15.0	28.0	33.1	31.2
* Percent of applications accurately filed by claimants	70 %	73 %	73 %	73.5 %	73 %
* Average number of days to process first time Circuit Breaker and Prescription Coverage application (without prescription coverage). (a)	N/A	N/A	N/A	N/A	90.0
* Average number of days to process first time Circuit Breaker and Prescription Coverage application (with prescription coverage). (a)	45.0	45.0	45.0	45.0	45.0
* Average number of days to process Circuit Breaker and Prescription Coverage renewal application (with prescription coverage). (a)	N/A	N/A	N/A	N/A	80.0
* Average number of days to process Circuit Breaker and Prescription Coverage renewal application (without prescription coverage). (a)	N/A	N/A	N/A	N/A	90.0

Footnotes

(a) New indicators for fiscal year 2003 replace "Percent of Circuit Breaker grants issued within 45 days" and "Average number of days to initiate Pharmaceutical coverage from receipt of application" to accurately reflect changes in the program. Since these indicators have not been reported in past fiscal years, historical data is not available. Targets are contingent upon automated edits and sufficient staffing levels.

Illinois Gaming Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Grants to Host Communities	$102,000.0	0.0	$129,000.0	0.0
Riverboat Gambling	$13,301.9	81.0	$12,867.8	76.0
Totals	$115,301.9	81.0	$141,867.8	76.0

Mission and Organization

The five members of the Illinois Gaming Board (IGB), appointed by the governor and confirmed by the Senate, administer a regulatory and tax collection system for riverboat casino gambling in Illinois. The Board's staff performs audit, legal, enforcement, investigative and financial analysis activities.

The Board assures the integrity of riverboat gambling through the regulatory oversight of casino operations and the licensing of suppliers and employees of riverboat gambling operations. Prior to any license being issued, the Board's staff conducts background investigations to ensure that applicants are free from any criminal history that would render them ineligible for licensure. Investigations of owners and key persons of these operations also include an extensive review of personal and financial background information.

The mission of the Illinois Gaming Board is to "ensure the integrity of riverboat gambling in Illinois through effective regulation and oversight." The vision statement is that "the Illinois Gaming Board will be recognized as the leader in fair, responsible and effective regulation of casino gambling."

The Board's goals of: 1) ensuring that individuals and entities engaged in riverboat gambling are suitable; 2) ensuring fair gaming in a safe environment; and 3) maintaining the integrity of the tax and fee payment, collection and distribution process, will be achieved as a result of initiatives designed to attain specific objectives.

These objectives include:

· Entities applying for licensure and renewal satisfy all licensing criteria as set forth in the Riverboat Gambling Act (RGA) and adopted rules of the IGB;

· Individuals applying for licensure or key person status satisfy all criteria as set forth in the RGA and adopted rules of the IGB;

· Ensure that all licensees comply with statutory, administrative and internal control requirements relating to gaming and public safety;

· Maintain uniform and consistent regulatory oversight of all licensees; and

· Establish and enforce appropriate rules and policies to administer the RGA tax and fee process.

In July 2002, the IGB began offering individuals the ability to ban themselves from the state's riverboat casinos. Individuals can enroll at a number of sites located across Illinois, and by so doing are permanently prohibited from in state riverboat casino gambling. This new service is offered in cooperation with the Illinois Department of Human Services, and a number of not for profit agencies.

Riverboat Gambling

Mission Statement: Ensure the integrity of riverboat gambling in Illinois through effective regulation and oversight.

Program Goals: Objectives:

1. Ensure fair gaming in a safe environment.
2. Maintain the integrity of the tax and fee payment, collection and distribution process.
3. Ensure that individuals and entities engaged in riverboat gambling are suitable.
4. Fully implement the new self-exclusion process. This process will allow individuals with gambling problems to ban themselves from all Illinois Riverboat Casinos.
   a. Establish multiple locations in Illinois where individuals can elect to participate in the self-exclusion process.

Source of Funds: State Gaming Fund ***Statutory Authority:*** 230 ILCS 10

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$12,968.1	$13,301.9	$14,258.3	$12,867.8	$15,354.0
* Total expenditures - state appropriated funds (in thousands)	$12,968.1	$13,301.9	$14,258.3	$12,867.8	$15,354.0
* Average monthly full-time employees	54.0	80.0	75.0	75.0	117.0
* Average monthly part-time employees	1.0	1.0	1.0	1.0	1.0
Output Indicators					
* Number of operating riverboats in Illinois	9.0	9.0	9.0	9.0	9.0
* Number of active occupational licenses	9,549	9,390	9,500	10,255	10,400
* Number of incident reports filed	1,559	1,993	2,000	1,925	1,950
* Number of Level One occupational investigations	25.0	21.0	36.0	27.0	36.0
* Internal control change requests received	206.0	157.0	200.0	188.0	200.0
* Number of payments received	2,422	2,424	2,400	2,401	2,400
* Number of payments and transfers made	24.0	24.0	24.0	24.0	36.0
* Number of quarterly and annual audits	45.0	27.0	36.0	45.0	45.0
* Review questionable activities to determine if incident report is necessary and if so, complete and enter summary into incident reporting system within 72 hours	62.2 %	69.5 %	100 %	74.8 %	100 %
* Percentage of Owner and Supplier cases reviewed monthly on an annual basis	N/A	100 %	100 %	100 %	100 %
* Percentage of Internal Control change requests reviewed within 90 days	N/A	15.3 %	100 %	16 %	90 %
* Percentage of audits reviewed in 90 days	N/A	100 %	100 %	100 %	100 %
Outcome Indicators					
* Percent of Level One investigations completed within six months of receipt of complete application	N/A	14.3 %	100 %	30 %	100 %
* Percent of payments received on time	99.05 %	99.2 %	100 %	98.9 %	100 %
* Percent of transfers made on time	91.67 %	100 %	100 %	100 %	100 %
* Process Occupation Level Two and Three temporary licenses within two weeks of IGB receipt of application	N/A	N/A	100 %	25 %	100 %
* Provide monthly status reports to the IGB related to efforts concerning compulsive gambling	N/A	100 %	100 %	100 %	100 %
* Resolve patron complaints within 14 days	N/A	N/A	100 %	100 %	100 %
* Complete investigations of all key persons within one year of application and within three months prior to renewal	N/A	50 %	100 %	60 %	100 %
* Total 12 month attendance at riverboat casinos.	19,241,500	18,588,638	N/A	19,134,081	19,144,000

Central Management Services
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Employee Benefits	$1,890,907.4	113.0	$1,979,589.2	109.0
Communications and Computer Services	$217,515.9	380.0	$219,245.7	390.0
Vehicle Services	$35,241.1	214.0	$33,300.9	210.0
Risk Management	$29,703.3	16.0	$28,915.9	17.0
Property Management	$24,145.9	171.0	$23,909.9	169.0
Human Resources	$13,132.9	138.0	$13,156.8	138.0
Other/Non-Programs	$10,632.7	98.0	$10,713.2	96.0
Internal Security and Investigations	$3,736.2	46.0	$3,931.0	45.0
Mail and Messenger Services	$1,734.6	23.0	$2,585.5	25.0
Procurement Services	$1,907.0	39.0	$2,030.1	34.0
Media Services	$1,859.1	26.0	$1,917.6	25.0
Paper and Printing Services	$1,612.0	8.0	$1,692.9	8.0
Labor Relations	$925.7	9.0	$1,063.8	11.0
Business Enterprise Program	$464.9	6.0	$456.5	7.0
State Use	$277.2	5.0	$284.3	5.0
Totals	$2,233,795.9	1,292.0	$2,322,793.3	1,289.0

Mission and Organization

The Department of Central Management Services' (CMS) mission is to provide quality cost-efficient services to support Illinois government operations through responsive and professional leadership. CMS provides a range of centralized support services to other state agencies to maximize efficiency, eliminate duplication, ensure compliance with laws and rules, and benefit from economies of scale. CMS procures goods and services, operates the state garages, maintains and secures specific state office buildings, provides electronic data processing, manages the state telecommunications network, administers the personnel system, disseminates state government information to the news media and the public and manages the state employees benefits programs. To convey the scope and integrity of CMS' work, five programs are highlighted below.

Vehicle Services (*VS*) supports state agencies with their vehicle transportation needs including obtaining, maintaining and operating state fleet vehicles efficiently. It provides fleet management, and short-term and long-term leasing. It manages a network of 23 state garages in close proximity to essential service agencies such as the Illinois Department of Transportation and Illinois State Police. Supporting vehicle safety, state garages provide repair and maintenance services and an infrastructure of fuel sites. As fleet manager, *VS* coordinates compliance with environmental regulations and manufacturer safety recalls. It serves constitutional offices, state agencies, and over 200 local governments.

Risk Management encompasses Workers' Compensation, Motor Vehicle Liability, Insurance Procurement, and Representation and Indemnification. The Representation and Indemnification program provides legal representation through the Office of the Attorney General and indemnification for employees who are sued for acts or omissions within the scope of their state employment. Insurance Procurement is the purchase of commercial insurance under master policies to address certain risks for the benefit of various state agencies and universities. The self-insured Motor Vehicle Liability program includes investigation, evaluation, negotiation and settlement of claims involving state drivers and/or state-owned vehicles. The state's Workers' Compensation program provides statutory benefits for state employees experiencing work-related injury or illness. CMS adjudicates claims for most Illinois agencies and universities. The objective is to provide prompt and equitable claims processing and to facilitate a rapid return to the work place. In addition, CMS engages accepted medical cost containment techniques and strives to achieve recognized industrial best practices.

Employee Benefits (*EB*) encompasses four benefit programs, as well as deferred compensation and flexible spending programs for state employees. The state employee insurance plan provides benefits for state employees, retirees and their dependents, including health, dental, life, vision, and COBRA. In addition, *EB* administers three other health insurance plans: a self-insured risk-pool for units of local government and other eligible units, as defined by statute; the Teachers' Retirement Insurance Program (TRIP); and the College Insurance Program (CIP). The state employee Deferred Compensation Plan is a supplemental retirement plan for state employees. The flexible spending program allows state employees to use pre-tax dollars to pay medical and dependent care costs.

Property Management administers leased-space procurement for state agencies. As of October 1, 2001, CMS administered a lease portfolio of 788 leases representing 9,361,467 square feet at $9,600,299 per month. An equally important program function is the operation and maintenance of state-owned and/or operated facilities. Two of the largest facilities are located in Chicago - the James R. Thompson Center (JRTC) and State of Illinois Building (SOIB). Together, these facilities house more than 3,700 employees and attract more than 2.5 million visitors annually. The major goal in maintaining these facilities is to provide quality customer service to our tenants and their visitors.

Communications and Computer Services assist agencies in achieving their immediate and future data processing and telecommunications needs. This program provides a complex array of communications and information processing services to state agencies. This program continues to grow dramatically in both volume of services and variety of services offered to user agencies while the levels of performance remain consistent and comparable to those in the private sector.

Employee Benefits

Mission Statement: The Employee Benefits Program will deliver fiscally-responsible and high-quality benefit programs that contribute positively to the health, well-being and prosperity of statutorily-specified groups of Illinois government employees, retirees and their families.

Program Goals: Objectives:

1. Manage employee benefit programs that promote and maintain individual well-being.
   a. Continue to contract with an Administrative Service Organization to administer the self-insured medical indemnity plans offered by the Department.
   b. Continue to negotiate contracts to maintain a Quality Care Health Plan (QCHP) Preferred Provider Hospital network with access within 25 miles for 99% of QCHP members residing in Illinois by May 1, 2002.
   c. Continue to partner with managed health care vendors to provide managed care plans accessible to at least 99% of members residing in Illinois by January 1, 2002.
   d. Offer a dental managed care plan with network providers accessible to 100% of state enrollees who reside in Illinois by June 30, 2002.
   e. Continue to contract with a dental vendor to administer a self-funded indemnity dental program.
   f. Continue to contract for vision benefits for all enrollees by January 1, 2002.
   g. Increase enrollment in the Flexible Spending Accounts program by 7% by June 30, 2002.
2. Establish benchmarks, measures, and service expectations.
   a. Resolve disputes between members and carriers within 30 days of notification.
   b. Conduct annual audits of all agencies to determine that correct reimbursement payments have been made by agencies, boards, commissions, offices and universities.
   c. Increase total dollars deferred by 5% each year.
3. Manage resources and services efficiently to minimize costs.
   a. Obtain competitively priced products and services annually.
   b. Continue to utilize the Request For Proposal(RFP) process to ensure competitive selection of vendors and appropriate charges to agencies for services.
   c. Continue to increase cost containment savings at the rate of $3 million per year.
   d. Increase managed care enrollment during the annual benefits choice period.
   e. Contract with a state Quality Care Health Program (QCHP) Preferred Provider Physician network which gives primary care physician (PCP) access to at least 75% of State enrollees residing in Illinois and saves at least 5% of physician fees by the end of the first fiscal year of operation.
   f. Continue to contract with a vendor to manage costs of indemnity plan inpatient hospitalizations through notification, continuous stay review, case management, and healthy baby programs in an effort to contain costs and show an increase in savings.
   g. Provide annual imputed financial statements to satisfy federal review requirements identified by Health and Human Services reviewer to ascertain the correctness of reimbursement charges.
4. Improve the communication level and quality of information on programs and services provided and accomplishments achieved by CMS.
   a. Publish annual benefits materials by May 1, 2002 to educate members about benefit options available for the new fiscal year.
   b. Educate eligible enrollees regarding all benefit programs available through issuing educational materials prior to the annual benefits choice period.
   c. Implement the fiscal year 2002 Deferred Compensation marketing plan with specific goals and objectives to encourage employee participation and provide educational material to participants.
5. Provide appropriate technological infrastructure, tools, services, and resources to meet user needs.
   a. Provide access to all Bureau of Benefits handbooks and publications on the internet by December 2001.
   b. Develop on-line management reports for Group Insurance Representatives and Group Insurance Division by June 30, 2002.

Source of Funds: General Revenue Fund, Road Fund, Local Government Health Insurance Reserve Fund, Teachers Health Insurance Security Fund, Group Insurance Premium Fund, Community College Health Insurance Security Fund, State Employees Deferred Compensation Plan Fund, Health Insurance Reserve Fund

Statutory Authority: 5 ILCS 375 et seq.

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,853,634.7	$2,061,991.0	N/A	$2,163,245.8	$2,534,172.6
* Total expenditures - state appropriated funds (in thousands)	$1,733,464.3	$1,890,907.4	$2,099,113.8	$1,979,589.2	$2,290,172.6
* Average monthly full-time employees (a)	108.0	113.0	125.0	109.0	125.0
Output Indicators					
* Number of QCHP (state) claims processed	1,965,231	2,314,792	2,600,000	2,473,346	2,800,000
* QCHP (state) health claims processed in dollars (in millions)	$361.1	$437.5	$447.8	$453.0	$516.5
* Percent utilization of PPO network	78.9 %	89.3 %	80 %	N/A	90 %
* Number of disputes resolved	3,355	3,477	3,600	3,879	3,600

Employee Benefits (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Number flexible spending account participants	6,463	6,869	7,350	7,568	8,000
* Deferred compensation - total dollars deferred (in millions)	$126.4	$136.5	$143.3	$150.6	$158.1
* Number of deferred compensation participants	47,722	50,195	52,700	52,005	54,600
* Number of new deferred compensation participants	4,427	3,711	4,100	3,664	4,030
Outcome Indicators					
* Percent of employee and retiree members in managed care (state program)	46.7 %	47.3 %	48.5 %	48.9 %	49.9 %
* Percent Quality Care Health Plan (QCHP) (state) claims processed within 10 days	75.3 %	85 %	90 %	92.6 %	92 %
* Percent of state QCHP members residing within 25 miles of a Preferred Provider Organization (PPO) hospital	99.6 %	99 %	100 %	99.6 %	100 %
* Percent of disputes resolved within 30 days of notification	76 %	81.8 %	82 %	70.3 %	83 %
* Percent of members satisfied with telephone inquiry with the state QCHP health claims administrator	69 %	82 %	75 %	78 %	80 %
* Percent of members satisfied with claims processing and service with the state QCHP health claims administrator	70 %	82 %	75 %	78 %	80 %
External Benchmarks					
* Number of deferred compensation investments exceeding benchmark - 1 year rolling return (Before fiscal year 2002, there were 10 total investments. For fiscal year 2002, there are 12 total investments.)	7.0	7.0	12.0	6.0	12.0
Efficiency/Cost-Effectiveness Indicators					
* Average monthly employee contribution for indemnity health insurance (state program) (in dollars)	$21.75	$34.16	$36.00	$37.29	$40.16
* Average monthly employee contribution for managed care insurance (state program) (in dollars)	$20.78	$27.12	$29.00	$29.21	$31.12
* Annual per employee cost of indemnity health insurance (state program) (in dollars)	$4,042.00	$4,044.00	$4,650.00	$5,059.00	N/A
* Annual per additional family cost for indemnity health insurance (state program) (in dollars)	$9,280.00	$9,288.00	$10,680.00	$11,434.00	N/A
* Annual cost per employee cost of managed care insurance (state program) (in dollars)	$2,291.00	$2,640.00	$3,036.00	$2,956.00	N/A
* Annual per additional family cost for managed care insurance (state program) (in dollars)	$5,589.00	$5,676.00	$6,527.00	$7,245.00	N/A
* Average monthly administrative cost per group insurance enrollee (state program) (in dollars)	$33.90	$39.29	$41.90	$28.77	$30.21
* Average monthly administrative cost per deferred compensation participant (state program) (in dollars)	$24.48	$24.19	$24.00	$22.48	$24.00

Footnotes

(a) This includes appropriated and non-appropriated employees. The number of non-appropriated average monthly full-time employees for fiscal year 2000 actual is 19; fiscal year 2001 actual is 21; fiscal year 2002 actual is 20; fiscal year 2002 target is 22; and fiscal year 2003 target is 22.

Communications and Computer Services

Mission Statement: The Communication and Computer Services Program is mandated by state statute and committed to procuring and providing state-of-the-art, reliable, cost-effective, high quality telecommunications and computer services to state agencies, boards, commissions, constitutional offices, educational entities and participating units of local and county government. To that end, the program maintains optimum accountability, professionalism, and efficiency in the management and delivery of those services.

Program Goals: Objectives:

1. Provide appropriate technological infrastructure, tools, services, and resources to meet user needs.
   a. Maintain data processing and communications infrastructure availability of 99.0% or greater.
   b. During fiscal year 2002, develop and achieve timeliness and performance standards in each major service area.
   c. Achieve and maintain an average of 80.0% customer satisfaction across all BCCS program services.
2. Manage resources and services efficiently to minimize costs.
   a. By June 2002, the Bureau, Division, and other Program Managers will meet to determine which fiscal year 2003 goals/objectives are the highest priority to achieve; what the annual spending/staffing plan should be to achieve the priorities using the Strategic Plan and appropriation information; and how cash flow can be adequately maintained considering standard and alternative funding and service delivery options.
   b. Ensure that the state only pays reasonable prices for goods and services that it needs and for which it is responsible.
   c. Ensure that the rates state government pays and the prices CMS charges for services are appropriate.
3. Collaborate with agencies to implement technology standards.
   a. Identify functional areas where the adoption of program standards would be beneficial.
4. Promote opportunities for state employees to become aware of how technology may improve their jobs.
   a. By January 2002, develop classes, seminars and presentations to promote technology awareness among employees in non-technical positions.
5. Prepare technology assessments for each CMS program.
   a. Aid and support CMS Bureaus in their program assessments.
6. Establish benchmarks, measures and service expectations.
   a. By April 2002, each service area within Communication and Computer Services will meet with internal and external stakeholders about targets/expectations, and will report on service targets/expectations.
   b. By July 2003, each service area within Communications and Computer Services attends conferences to better understand benchmark options; request benchmarks from professional associations or secures benchmarks from professional association journal articles or web sites.
7. Improve the communication level and quality of information on programs and services provided and accomplishments achieved by CMS.
   a. Hold periodic meetings with Agency stakeholders regarding available program service offerings.
8. Fortify training options in state government.
   a. Provide quality technical training opportunities for state employees.
9. Prior to submission of the Annual Management Plan, review and improve processes by mandate and agency policy.
   a. A pilot project begins by December 2001 and ends July 2002. BCCS/Information Technology Procurement will document related mandates, policy, decision-making, signature authority, forms, and procedural steps. Agency Strategic Advisory Council, program staff, agency liaisons, the Bureau Manager and appropriate Administrative Operations Office Managers participate in the proposal process. In March 2002, changes are denied or implemented. Communications and Computer Services begins implementation process changes, informing stakeholders of changes and reasons for changes and monitoring results for two months. Final implementation is in July 2002 with two follow up surveys a year apart.

Source of Funds: Statistical Services Revolving Fund, Communications Revolving Fund, Wireless Service Emergency Fund, Wireless Carrier Reimbursement Fund

Statutory Authority: 20 ILCS 405/405-20,405/405-270

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$215,947.8	$217,515.9	$349,051.9	$219,245.7	$257,781.6
* Total expenditures - state appropriated funds (in thousands)	$215,947.8	$217,515.9	$349,051.9	$219,245.7	$257,781.6
* Average monthly full-time employees	375.0	380.0	448.0	390.0	448.0
Output Indicators					
* Number of network data circuits managed	6,381	6,685	7,600	5,972	5,602
* Telecommunications Voice Orders (TSRs) processed/month	11,964	10,447	13,000	8,322	10,000
* Billed CPU hours/month (processor hours)	3,538	3,117	3,500	3,602	3,782
* Megabytes of Direct Access Storage Device (DASD) billed/month	4,280,000	4,547,748	4,900,000	7,950,363	8,350,000

Communications and Computer Services (Concluded)					
	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Percent mainframe system availability	99.5 %	99.12 %	99 %	99.09 %	99 %
* Mean Time to Restore (MTTR) service (data network)(hrs:minutes)	2:4	3:0	3:0	2:6	3:0
* MTTR service (voice network)(hrs:minutes)	5:1	4:4	3:3	4:4	4:0
* Territory centrex monthly rate per line (in dollars)	$14.00	$14.00	$14.00	$14.00	$14.00
External Benchmarks					
* Mainframe transactions completed within 2 seconds (per Gartner Group Research)	96.3 %	96.3 %	96.3 %	96.3 %	96.3 %
* Mainframe application availability - industry goal is 98.0% to 99.5% (per Gartner Group Research)	98 %	98 %	98 %	98 %	98 %
* Mean time to restore service (data network) (SBC) (hrs:mins)	3.3	3.3	3.3	3.3	3.3
* Ameritech territory centrex monthly rate per line (in dollars)	$24.00	$22.64	$22.64	$22.64	$22.64
Efficiency/Cost-Effectiveness Indicators					
* Cost per megabyte of mainframe storage (in dollars) (a)	$0.20	$0.10	$0.09	$0.06	$0.04

Footnotes

(a) The indicator, "Cost Per Megabyte of Mainframe Storage" fiscal year 2002 target was changed from $0.07 to $0.09 due to a past reporting error.

Vehicle Services

Mission Statement: The Vehicle Services Program mission is to support state agencies in obtaining, maintaining and operating state fleet vehicles safely, economically and efficiently. Vehicle Services' primary services are fleet maintenance, fuel, fleet management, leasing and short-term rentals.

Program Goals: Objectives:

1. Fortify training options in state government.
   a. Ensure mechanics have skills to perform their job by offering at least 25 classes annually.
2. Improve timeliness, responsiveness, and customer satisfaction levels by simplifying regulations and streamlining procedures.
   a. By April 2002, for each "service area," each program has met with internal and external stakeholders at least once about the targets/expectations and reports on service targets/expectations within each category above.
   b. By July 2003, for each "service area," each program attends conferences to better understand benchmark options, requests benchmarks from professional associations or secures benchmarks from professional association journal articles or websites.
   c. By July 2004, each program presents one external conference on its best practices or movement toward best practices.
3. Manage resources and services efficiently to minimize costs.
   a. By June 2002 and annually thereafter, programs' Bureau, Division and other managers to meet to determine which uncoming fiscal year goals/objectives are the highest priority to achieve; what the annual spending/staffing plan should be to achieve the priorities using the Strategic Plan and appropriation information; and how cash flow can be adequately maintained considering standard and alternative funding and service delivery options.
   b. Maintain a vehicle return rate less than or equal to the rate maintained in fiscal year 2001.
   c. Maintain a mechanic productivity rate of at least 100% during fiscal year 2002.
   d. Maintain a mechanic utilization rate above industry standard during fiscal year 2002.
   e. Meet with the Illinois Department of Transportation (IDOT) representatives at least four times during fiscal year 2002 to discuss cash flow issues.
   f. Ensure the rates Illinois State Government pays and the prices CMS charges for service are appropriate.
4. Improve the communication level and quality of information on programs and services provided and accomplishments achieved by CMS.
   a. To improve coordination of the fiscal year 2002 vehicle procurement process.
   b. Conduct at least two meetings with major state agency vehicle coordinators during fiscal year 2002 to provide continuous evaluation and feedback, and to improve overall communication.
5. Provide for timely and continuous stakeholder feedback.
   a. Conduct a written survey of agency vehicle coordinators during fiscal year 2002 to gauge customer satisfaction and implement changes as necessary.
   b. Conduct a written survey of motor pool users and users of our leasing program during fiscal year 2002.
   c. Re-activate Planning Panel Committee to identify internal stakeholder needs.
6. Provide for appropriate technological infrastructure, tools, services, and resources to meet user needs.
   a. Develop timeline for FleetAnywhere project.

Source of Funds: State Garage Revolving Fund ***Statutory Authority:*** 20 ILCS 405/405-280

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$33,000.5	$35,241.1	$40,636.6	$33,300.9	$39,373.2
* Total expenditures - state appropriated funds (in thousands)	$33,000.5	$35,241.1	$40,636.6	$33,300.9	$39,373.2
* Average monthly full-time employees	214.0	214.0	229.0	210.0	229.0
Output Indicators					
* Gallons of gasohol sold	1,545,985	1,702,350	1,750,000	1,713,176	1,680,000
* Number of daily motor pool rentals	9,882	9,546	9,750	8,171	8,400
* Total state garage billings (in thousands)	$25,097.7	$27,093.0	$28,000.0	$26,392.0	$26,400.0
Outcome Indicators					
* Satisfaction Rating for Motor Pool Services (scale: 1=poor, 5=excellent)	96.4 %	100 %	N/A	4.1	3.7
* Daily rate for motor pool vehicle use (in dollars)	$38.98	$46.65	$55.00	$58.71	$62.00
* Mechanic productivity rate (actual time to complete a job compared to industry standard. Industry flat rate standard is 100%.)	105.7 %	104.6 %	106.5 %	104.43 %	105 %
* Percent savings to state agencies - DOV mechanical labor rate per hour vs. industry average (for passenger vehicles).	19 %	10.59 %	14.5 %	8.65 %	10 %
* Percent savings on short-term car rentals (1 day) - DOV vs. contract vendor rate.	25.6 %	12.21 %	25 %	-8.78 %	0 %

Vehicle Services (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Percent savings on short-term car rentals (1 day) - DOV vs. personal vehicle.	16.1 %	5.64 %	10 %	-10.14 %	0 %
* Percent of vehicles purchased meeting federal requirements-EPACT (Energy Policy Act)- Federal mandate to purchase light duty alternative fueled vehicles to reduce dependency on foreign oil (example: model year 1999=fiscal year 2000) (a)	75 %	75.45 %	50 %	77.63 %	75 %
External Benchmarks					
* Fleet vehicle purchase compliance - EPACT (example: model year 2000=fiscal year 2001) (b)	25 %	$22.64	50 %	50 %	75 %
Efficiency/Cost-Effectiveness Indicators					
* DOV mechanical labor rate per hour (in dollars)	$48.00	$53.00	$53.00	$57.00	$61.00
External Benchmarks					
* Industry average mechanical labor rate per hour (source: National Automobile Dealers Association) (in dollars)	$59.30	$59.28	$64.34	$62.40	$67.60

Footnotes

(a) "Percent of vehicles purchased meeting federal requirements-EPACT (Energy Policy Act-Federal mandate to purchase light duty alternative fueled vehicles to reduce dependency on foreign oil (example: model year 1999=fiscal year 2000)," target information for 2002 was changed from 75% to 50% because a historical reporting error was found.

(b) "Fleet vehicle purchase compliance-EPACT (example year: model year 2000=fiscal year 2001)" target information for 2002 was changed from 75% to 50% because a historical reporting error was found.

Risk Management

Mission Statement: The Risk Management Program is mandated by state statutes to minimize the State of Illinois' exposure to risk. The program utilizes best industry practices and cost-effective administration to manage the state's self-insured plans and to procure the most advantageous commercial insurance for selected state property, casualty and liability exposures. The program provides service, oversight and training to state employees, officials, agencies, universities, and the public in a fiscally responsible manner.

Program Goals: Objectives:

1. Promote and maintain a safe and secure work environment.
   a. Provide prompt and equitable services to state employees who have work-related injuries; and facilitate their return to work as safely and quickly as possible.
   b. Issue a Request for Proposal during the third quarter of fiscal year 2002 to select a vendor to continue the Early Intervention Program. Plans also call for the expansion of the program to IDOT and IDOC.
   c. Provide training to agency Workers' Compensation Coordinators on ergonomics at the annual CMS Workers' Compensation Agency Coordinators meeting sponsored by Risk Managment/Employee Benefits during fiscal year 2002.
2. Establish benchmarks, measures, and service expectations.
   a. Continue improving methods of processing indemnity payments during the second quarter of fiscal year 2002.
   b. Enhance the format of the Annual Workers' Compensation Training Seminar by offering training programs to Workers' Compensation coordinators with varied experience and compentency levels.
   c. Conduct annual seminars for Workers' Compensation and Auto Liability coordinators during the second quarter of fiscal year 2002.
3. Manage resources and services efficiently to minimize costs.
   a. Process payment of bills for medical treatment, rehabilitation services, temporary disability income payments, and settlements for permanent impairments within ninety days of service.
   b. Monitor spending plans for Workers' Compensation claims, and develop budget and supplemental appropriation requests.
   c. Investigate, evaluate, and negotiate equitable settlements during fiscal year 2002 to parties impacted by negligence of state drivers while operating a state owned, leased, or controlled motor vehicle in the scope of employment.
   d. Process all auto liability claims for state drivers and authorized non-state employees of all agencies, universities, commissions, and boards; work closely with agency/university coordinators to process the necessary documentation.
   e. Continue procurement of commercial insurance for state agencies on a cost-effective basis under a program of master policies and expand agency/university use of master policies.
   f. Engage vendors to provide an on-site case management program during the first quarter of fiscal year 2002.
   g. Utilize the Workers' Compensation Physician PPO Network to obtain discount pricing for state employees suffering from a work related injury and channel claimants by suggestive means of the Early Intervention vendor partner.
   h. Utilize the existing Group Health Preferred Hospital network to provide discounted prices for employees suffering a work related injury and to contain costs.
   i. Continue use of a Bill Review vendor partner to apply discounts and usual and customery screens to contribute to an overall medical cost containment savings of 27%.
   j. Expand the Workers' Compensation Hospital PPO Network during fiscal year 2002 to include non-participating centers of care currently selected by injured workers at high volume agency locations to achieve greater medical cost savings.
   k. Maintain a Subrogation Program to recover $415,000 from third parties who have injured state employees during fiscal year 2002.
   l. Conduct annual audits of the Devolved Agencies Workers' Compensation Programs to ensure tha they are in compliance with state procurement laws, processing claims in an effective manner, and utilizing best industry practices to contain costs.
   m. Manage an Early Intervention Program (telephonic case management) to injured workers to manage medical care, to ensure optimum treatment, to facilitate return to work plans, and to contain costs.
4. Provide appropriate technological infrastructure, tools, services, and resources to meet user needs.
   a. Implement the transmission of electronic forms and IC-45 accident information data to the Illinois Industrial Commission during fiscal year 2002 to streamline the exchange of information and to improve processing.
   b. Work with the Bureau of Communications and Computer Services (BCCS) personnel to design and install during fiscal year 2002 electronic running notes and diary features in the Workers' Compensation program to improve adjuster workflow efficiencies.
   c. Enhance the Department of Central Management Services website during the third quarter of fiscal year 2002 to provide Workers' Compensation and Auto Liability Coordinators with information regarding rules and regulations, claims management procedures, early intervention programs, return to work strategies, and work safety.
   d. Expand the Electronic Forms Submission Program during the second quarter of fiscal year 2002 to agencies having the second highest tier volume of auto liability claims.

Source of Funds: General Revenue Fund, Road Fund, Workers' Compensation Revolving Fund ***Statutory Authority:*** 20 ILCS 405/405-105

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$29,577.8	$29,703.3	$27,987.5	$28,915.9	$25,994.1
* Total expenditures - state appropriated funds (in thousands)	$29,577.8	$29,703.3	$27,987.5	$28,915.9	$25,994.1

Risk Management (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Average monthly full-time employees	16.0	16.0	18.0	17.0	18.0
* Total Workers' Compensation Spending (in thousands)	$22,874.8	$24,264.8	$24,495.0	$25,686.5	$38,002.5
Output Indicators					
* Number of Workers' Compensation injuries.	2,854	2,736	2,750	2,407	2,775
* Average Days to Report Workers' Compensation Accident	18.0	17.0	15.0	20.0	15.0
* Percent of workers' compensation cases found compensable within 45 days.	70 %	60.75 %	60 %	81.5 %	62 %
* Number of independent medical evaluations performed.	125.0	164.0	165.0	172.0	170.0
* Percent utilization of PPO networks	60.24 %	61.79 %	63 %	60.79 %	64 %
* Number of injured employees returned to work at modified duty	137.0	109.0	110.0	120.0	115.0
* Number of motor vehicle liability claims.	2,175	2,320	2,222	2,122	2,244
* Non-litigated vehicle liability claims closed.	2,008	2,232	2,250	2,049	2,270
Outcome Indicators					
* Annual change in Workers' Compensation spending	5.27 %	6.08 %	3.38 %	5.86 %	47.94 %
* Savings resulted from Workers' Compensation Physicians PPO Network (in dollars)	$757,050.00	$1,231,885.00	$1,000,000.00	$1,125,150.00	$1,100,000.00
* Percent of medical cost containment savings to total medical program cost	25.9 %	31.63 %	30 %	27.42 %	30 %
* Percent of workers' compensation claims paid within 90 days	92 %	69.24 %	70 %	81.3 %	70 %
* Workers' compensation coordinator satisfaction with training and communication (on a scale of 1 to 5, 5 being very satisfied)	4.5	4.4	4.2	4.8	4.3
* Percent of Workers' Compensation claimants with a satisfied/very satisfied rating of the early intervention program.	92 %	92 %	92 %	88 %	92 %
* Percent of vehicle liability claimants contacted within 5 calendar days	94 %	85.7 %	85 %	80.8 %	85 %
* Average days to close a vehicle liability case (bodily injury and property damage)	281.0	45.1	50.0	70.8	80.0
* Auto vehicle liaison satisfaction with training and communication (on a scale of 1 to 5, 5 being very satisfied).	4.6	4.4	4.4	4.8	4.5
* Number of state agencies/universities using the master policies	62.0	61.0	65.0	64.0	65.0
* Timely and accurate processing indemnity expenses and awards within a 20 business day period.	96.79 %	94.81 %	90 %	85.98 %	90 %
External Benchmarks					
* Annual change in the Consumer Price Index.	2.9 %	3.4 %	2.3 %	1.8 %	2.45 %

Property Management

Mission Statement: The Property Management Program is authorized by statute to provide, manage, operate, and oversee State of Illinois facilities, and real and personal property for state agencies. To that end, the program secures property by lease or purchase and manages the daily operations of and public access to facilities by maintaining grounds, structure, utilities, and environmental systems. The program acquires and disposes of real and personal property through the surplus property programs in an efficient and cost effective manner.

Program Goals: Objectives:

1. Establish benchmarks, measures and service expectations.
   a. By April 2002, for each "service area," each program has met with internal and external stakeholders at least once about the targets/expectations and reports on service targets/expectations within each category above.
2. Manage resources and services efficiently to minimize costs.
   a. By June 2002 and annually thereafter, programs' Bureau, Division, and other Managers meet to determine which upcoming fiscal year goals/objectives are the highest priority to achieve; what the annual spending/staffing plan should be to achieve the priorities using Strategic Plan and appropriation information; and how cash flow can be adequately maintained considering standard and alternative funding and service delivery options.
   b. Ensure the state only pays for goods and services that it needs and for which it is responsible.
   c. Ensure the rates state government pays and the prices CMS charges for services are appropriate.
3. Expand CMS' Marketing efforts.
   a. Develop marketing strategy for CMS – I-CYCLE
4. Provide for timely and continuous stakeholder feedback.
   a. Periodically determine what stakeholders problems exist and develop solutions.

Source of Funds: General Revenue Fund, Statistical Services Revolving Fund, Facilities Management Revolving Fund, State Surplus Property Revolving Fund, Special Events Revolving Fund

Statutory Authority: 20 ILCS 405/405-300

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$23,601.7	$24,145.9	$27,033.1	$23,909.9	$27,390.8
* Total expenditures - state appropriated funds (in thousands)	$23,601.7	$24,145.9	$27,033.1	$23,909.9	$27,390.8
* Average monthly full-time employees	174.0	171.0	185.0	169.0	185.0
Output Indicators					
* Number of surplus properties sold/transferred	2.0	0.0	4.0	0.0	4.0
* Number of facilities participating in I-Cycle Program	221.0	226.0	240.0	240.0	250.0
* Amount of material diverted from landfills (tons) (a)	2,960	2,348	2,465	1,976	2,300
* Number of daily special events scheduled	504.0	644.0	708.0	634.0	666.0
* Number of equipment items transferred out of State Surplus Warehouse	3,830	3,856	4,050	4,278	4,172
* Number of vehicles transferred out of State Surplus Warehouse	164.0	228.0	240.0	123.0	123.0
* Number of tenant improvement requests completed	37.0	34.0	45.0	32.0	32.0
* Number of tenant improvement requests completed within 60 days	17.0	17.0	25.0	20.0	20.0
* Number of work orders completed within 20 working days for CMS operated facilities.	21,526	23,122	19,865	16,728	16,728
Outcome Indicators					
* Percent of real estate customers responding "satisfactory" or better to the customer satisfaction survey	N/A	85.72 %	85 %	95.29 %	85 %
* Percent increase/decrease of special events between fiscal years.	66 %	27.78 %	10 %	-1.6 %	5 %
* Percent of special events customers responding "satisfactory" or better to the customer satisfaction survey (b)	N/A	N/A	85 %	92.4 %	N/A
* Percent of surplus property warehouse facilities customers responding "satisfactory" or better to the customer satisfaction survey	N/A	96.43 %	85 %	99.5 %	85 %

Property Management (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Percent of regional office buildings' (including JRTC & SOIB) office managers responding "satisfactory" or better to the customer satisfaction survey	N/A	48.62 %	53.48 %	75.25 %	80 %
* Average percent of work orders completed within 20 working days at CMS-operated facilities. (Only began keeping track of 20 day completion records in 9/99).	84 %	96.53 %	95 %	93.27 %	90 %
* CMS downtown Chicago lease rate ($/sq. ft.). (in dollars)	$16.30	$17.91	$19.52	$18.17	$21.08
External Benchmarks					
* Compare the inc./dec. in events scheduled through the Chicago Convention and Tourism Bureau. (Data are for calendar year).	N/A	4 %	N/A	-3.85 %	N/A
* Building Owners & Managers Association (BOMA) downtown Chicago lease rates (calendar year 1999-$/sq. ft.). (in dollars)	$23.40	$25.28	$27.55	$27.86	$29.75
Efficiency/Cost-Effectiveness Indicators					
* JRTC building operating expenses ($/sq. ft.) (in dollars)	$4.87	$4.68	$4.89	$4.70	$4.70
* SOIB building operating expenses ($/sq. ft.) (in dollars)	$5.09	$5.36	$4.06	$5.27	$5.27
External Benchmarks					
* BOMA downtown Chicago building operating expenses (calendar year 1999 $/sq. ft.) (in dollars)	$5.10	$5.27	$5.27	$5.31	$5.31

Footnotes

(a) During fiscal year 2002 the market for recycled paper continued to drop and with this, CMS experienced a decrease in vendor's interest to pick up recycled paper. As a result, CMS entered into no charge/no pay basic contracts for some of our locations. For these locations the vendor did not separate or keep a record of the state's recycled paper. The figure listed was only based on locations that CMS received weight reports on paper recyclables collected.

(b) A target number for fiscal year 2003 is not listed in this category because a Special Event Client Survey will not be sent out in fiscal year 2003.

Capital Development Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Awards and Grants and Permanent Improvements	$824,622.0	0.0	$1,080,496.6	0.0
Construction Administration	$12,637.0	179.0	$13,354.9	189.0
School Construction Grants	$582.0	8.0	$579.0	7.0
Totals	$837,841.0	187.0	$1,094,430.5	196.0

Mission and Organization

The Capital Development Board (CDB) serves as the construction management arm of Illinois Government. CDB is responsible for overseeing the state-funded capital program and is the central agency dedicated to the professional supervision of the state's building construction and renovation projects. The agency operates under the guidance of a bipartisan, seven-member board that deliberates matters of policy, approves selection of design professionals through the 1991 Qualifications-Based Selection Act, and sets the direction for the agency.

Construction: The CDB manages about 1,000 projects annually. The total value of these projects is approximately $2.5 billion in new and re-appropriated funds. The agency's projects are located statewide and range in scope from construction of the new $115 million Abraham Lincoln Presidential Library and Museum Complex to a $52,000 roofing project at a state park. The agency also oversees the identification and removal of asbestos in state facilities, serves as a liaison between the state and the design and construction industries and actively pursues the recovery of assets through litigation of projects found to have design and/or construction defects.

School Construction: The CDB is also responsible for administering the School Construction Grant Program. To date, $2.2 billion in state funded construction grants have been distributed to local school districts. In fiscal year 2002, 110 grants totaling more than $740 million were awarded. The CDB also provides surveys and cost estimates to various school districts, as well as providing technical assistance and expertise.

Construction Administration

Mission Statement: CDB's mission is to manage the capital budgeting process and guide the construction and renovation of state facilities in a time-conscious and cost-effective manner to meet the needs of the citizens and employees of the State of Illinois, as identified by the Governor, General Assembly and individual state agencies.

Program Goals: Objectives:

1. Work with User Agencies to clearly identify construction needs.
   a. By June 30, 2003, users will be adequately educated about how to work with CDB concerning the capital budgeting process.
   b. By November 8 each year, prepare new and updated project surveys and scopes for use in accurately determining the cost of proposed projects.
2. Provide effective, accountable and responsive service related to the design and construction of public structures.
   a. By June 30 each year, reduce the cost of change orders.
   b. During fiscal years 2002 and 2003, continue to process design contracts efficiently.
   c. By June 30 each year, decrease the ratio of actual "construction time" against scheduled "construction time," until they are equal.
   d. By June 30 each year, decrease the ratio of actual "design time" against scheduled "design time," until they are equal.
   e. During fiscal years 2002 and 2003, continue to develop a schedule for design projects that minimizes the time between the first of the fiscal year and Board approval.
   f. By June 30 each year, maintain customer satisfaction regarding the accountability of contractors and A/E's.
   g. During fiscal years 2002 and 2003, utilize and improve technology to enhance CDB's operations.
3. Expand the pool of industry partners competing for work on CDB projects.
   a. During fiscal years 2002 and 2003, provide opportunities for participation in CDB projects for minority and female contractors, subcontractors, suppliers and design professionals.
   b. During fiscal years 2002 and 2003, provide opportunities for minority and female construction workers to participate in CDB projects.
   c. During fiscal years 2002 and 2003, provide opportunities for designers that have not worked with CDB to gain experience with our agency.
4. Ensure that firms that get contracts are qualified to work on CDB projects.
   a. During fiscal years 2002 and 2003, evaluate A/E's and Contractors in a timely manner.

Source of Funds: General Revenue Fund, Capital Development Fund, Capital Development Board Revolving Fund, Asbestos Abatement Fund, Fund for Illinois' Future, Tobacco Settlement Recovery Fund, Build Illinois Bond Fund

Statutory Authority: 20 ILCS 3105

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$11,256.8	$12,637.0	$14,408.6	$13,354.9	$13,639.4
* Total expenditures - state appropriated funds (in thousands)	$11,256.8	$12,637.0	$14,408.6	$13,354.9	$13,639.4
* Average monthly full-time employees	170.0	179.0	190.0	189.0	172.0
Output Indicators					
* Number of design contracts processed	274.0	372.0	255.0	255.0	200.0
* Number of dollars tied to construction projects reaching substantial completion (in millions)	$147.0	$372.0	$255.0	$255.0	$255.0
* Number of dollars tied to design projects reaching actual prime bid (in millions)	$65.8	$26.0	$30.5	$30.5	$30.5
* Percent of construction contracts with final evaluation on file within 3 weeks of due date	90 %	90 %	48 %	20.6 %	55 %
* Number of construction projects reaching substantial completion	N/A	223.0	231.0	231.0	200.0
* Number of design projects reaching prime bid	155.0	252.0	240.0	241.0	240.0
* Number of active construction projects (a)	1,620	1,516	1,058	1,003	950.0
* Percent of A/E firms submitting that are MBE/FBE (b)	19 %	18 %	18.5 %	18.6 %	18 %
* Percent of projects with design stage evaluation on file within 3 weeks of due date	N/A	N/A	84.7 %	92.6 %	93 %
* Percent of projects with final evaluation on file within 3 weeks of due date	N/A	N/A	66 %	94 %	93 %
* Average construction time (as a percent of schedule)	208 %	196 %	189 %	171 %	170 %
* Average design time (as a percent of schedule)	197 %	128 %	157 %	160 %	157 %
* Average design contract processing time (days)	123.0	82.0	80.0	74.0	74.0

School Construction Grants

Mission Statement: The mission of CDB'S School Construction Grant Program is to work from the entitled and prioritized list compiled by the Illinois State Board of Education to provide school construction grants, up to the funding limits. The professional staff visits sites, develops project descriptions, educates school and community representatives and provides technical assistance to expedite the process and enhance the quality of Illinois school buildings.

Program Goals: Objectives:

1. Educate school districts about how to obtain a grant and how their state share is determined.
   a. By June 1 each year, measure school district satisfaction with CDB's ability to educate them about the grant process.
2. Provide effective, accountable and responsive service related to the design and construction of school buildings.
   a. By June 1 each year, measure school district satisfaction with CDB's timeliness.

Source of Funds: School Construction Fund, School Infrastructure Fund ***Statutory Authority:*** 30 ILCS 390, 105 ILCS 230

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$400.0	$582.0	$600.0	$579.0	$600.0
* Total expenditures - state appropriated funds (in thousands)	$400.0	$582.0	$600.0	$579.0	$600.0
* Average monthly full-time employees	3.0	8.0	8.0	7.0	8.0
Output Indicators					
* Dollar amount of grants made (in thousands)	$540,000.0	$500,000.0	$500,000.0	$740,000.0	$500,000.0
* Number of grants made	108.0	70.0	150.0	110.0	71.0
* Number of applicants in pool	157.0	166.0	200.0	204.0	100.0
* Number of grant surveys performed	107.0	47.0	90.0	131.0	45.0
Outcome Indicators					
* Customer satisfaction score for adequate information (Scale of 1-10) (a)	70 %	78 %	80 %	76 %	80 %
* Customer satisfaction score for interpreting state share (Scale of 1-10) (a)	79 %	88 %	90 %	88 %	90 %
* Customer satisfaction score for technical assistance (Scale of 1-10) (a)	N/A	87 %	87 %	86 %	87 %
* Customer satisfaction score for assisting in time for referendum (Scale of 1-10) (a)	82 %	89 %	90 %	89 %	90 %
* Customer satisfaction score for timely payment (Scale of 1-10) (a)	76 %	87 %	87 %	87 %	90 %
Efficiency/Cost-Effectiveness Indicators					
* Total grants/program cost (in dollars)	$1,350.0	$859.00	$833.00	$1,233.00	$833.00

Footnotes

(a) Score derived from survey sent to all schools receiving school construction grants.

Teachers' Retirement System
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
To provide Retirement, Disability and Death Benefit(s)	$724,008.0	169.0	$814,740.0	165.5
Totals	$724,008.0	169.0	$814,740.0	165.5

Mission and Organization

The Teachers' Retirement System of the State of Illinois (TRS) is the administrator of a cost-sharing multiple-employer defined benefit public employee retirement system (PERS). Membership is mandatory for all full-time, part-time, and substitute public school personnel employed outside of Chicago in positions requiring certification. Persons employed at certain state agencies are also members. Established by the State of Illinois, TRS is governed by the Illinois Pension Code (40 ILCS 5/16).

TRS provides retirement, death, and disability benefits. A member qualifies for an age retirement annuity after meeting one of the following requirements: age 62 with five years of service credit; age 60 with 10 years; or age 55 with 20 years. A retirement benefit is determined by the average salary of the four highest consecutive salary rates within the last 10 years of creditable service and the percentage of average salary to which the member is entitled.

The three sources of TRS funding include member contributions, investment income and employer contributions through state appropriations and payments by employers.

Each employer remits the 9 percent member contribution to TRS. Employers are responsible for employer contributions for teachers paid from federal funds, for the employer portion of the Early Retirement Option contributions, and an employer contribution equal to 0.58 percent of covered payroll through December 31, 2001. Effective January 1, 2002, the employer contribution was reduced to 0.18 percent of covered payroll. The State of Illinois provides a large source of contributions through state appropriations from the Common School Fund and Education Assistance Fund. Additional sources of state contributions are the State Pensions Fund and the General Revenue Fund.

Regarding income from investments, fiscal year 2002 was another challenging year for world financial markets. U.S. and international fixed income markets provided a safe haven for investors while equity markets declined significantly. Due to TRS's solid, conservative investment approach and broad diversification, the TRS investment portfolio performed well compared to its peers. TRS surpassed the returns of over 80 percent of public retirement funds with assets over $1 billion.

TRS's portfolio is fully diversified across different asset classes. The fixed income and real estate asset classes helped to offset the unfavorable performance in the equity markets. Within each asset class there are a number of investment managers to assure the appropriate diversity across the various investment styles, allowing the portfolio to achieve broad exposure to the market while minimizing risk. This broad diversification serves as the best defense against the uncertainty of volatile world markets.

State funding law provides for a 50-year funding plan that includes a 15-year phase-in period. Minimum state contribution rates are specified in the statue for fiscal year 1999 though fiscal year 2010. Employer contributions, as a percentage of active member payroll, will be gradually increased until fiscal year 2010 and remain at a level percentage for the following 35 years. TRS's funded ratio will be 90 percent at the end of the 50-year period. Note: For fiscal year 2003, projected investment income and the projected funded ratio are shown as N/A. Mid-year indications are that the long-term actuarial assumption of an 8.5 percent investment return will not be achieved.

To provide Retirement, Disability and Death Benefit(s)

Mission Statement: The Teachers' Retirement System of the State of Illinois will prudently invest and manage retirement funds and impartially administer benefits in a manner that demonstrates fiduciary responsibility, integrity and commitment to excellent service.

Program Goals: Objectives:

1. TRS will provide excellent services to its members and participating employers.
   a. TRS will provide high quality, innovative, cost-effective and secure processes.
   b. TRS will educate members about TRS benefits and services
   c. TRS will educate and train employers about TRS reporting and payment processes.
   d. TRS will improve the quality and delivery of its communications to members and employers.
2. TRS will use all reasonable means to ensure the stability and security of the Trust fund.
   a. TRS will maintain a disciplined commitment to prudent investment of TRS assets.
   b. TRS will adopt an investment program designed to produce returns that are commensurate with the level of investment risk taken.
   c. TRS will act to ensure that funding commitments of employers are honored.
   d. TRS will seek enhancement of funding for the System.
   e. TRS will seek to maintain the independence of the system to invest the Trust assets, determine actuarial assumptions and administer the benefit program.
3. TRS will facilitate a benefit structure that provides security for members and beneficiaries.
   a. TRS will work to maintain the Social Security exemption for the System.
   b. TRS will seek to preserve the defined benefit plan as the primary retirement plan for career educators.
   c. TRS will research alternative benefit structures to work in conjunction with the defined benefit plan.
   d. TRS will explore improvements in the benefit structure consistent with the Board adopted legislative platform and with available resources.
   e. TRS will maintain its tax-qualified status.
4. TRS will provide an organizational environment conducive to attaining the System's mission.
   a. TRS will foster organizational values that create a sense of pride and common purpose, and inspire commitment from staff to work to their highest potential.
   b. TRS will promote a positive perception of the organization.
   c. TRS will provide the necessary resources for staff and the Trustees to successfully fulfill their responsibilities.
   d. TRS will clearly define roles and responsibilities of all individuals and entities carrying out organizational functions.

Source of Funds: General Revenue Fund, Education Assistance Fund, State Pensions Fund, Common School Fund

Statutory Authority: 40 ILCS 5/16

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,350,220.0	$1,465,189.0	N/A	$1,588,510.0	$1,680,416.0
* Total expenditures - state appropriated funds (in thousands)	$639,299.0	$724,008.0	N/A	$814,740.0	$930,050.0
* Average monthly full-time employees	169.0	165.0	0.0	162.3	162.0
* Average monthly part-time employees	4.0	4.0	0.0	3.2	3.0
* Investment Income (in thousands)	$2,336,217.0	-$1,015,255.0	N/A	-$723,987.0	N/A
* Member Contributions (in thousands)	$619,623.0	$643,563.0	N/A	$681,152.0	$658,208.0
* Employer Contributions (in thousands)	$91,298.0	$97,618.0	N/A	$92,618.0	$92,158.0
Output Indicators					
* Number of active members	144,975	150,783	N/A	155,979	160,000
* Numer of inactive members	66,025	69,512	N/A	66,971	67,000
* Number of retirees	54,040	56,549	N/A	59,360	62,000
* Number of disabilitants and survivor benefit recipients	8,082	8,328	N/A	8,589	8,800
* Annual benefit payments (retirement, survivor, disability benefits) (in thousands)	$1,402,246.0	$1,566,793.0	N/A	$1,759,749.0	$1,990,000.0
* Number of new benefit claims (retirement, survivors, disability benefits)	5,360	6,485	N/A	6,394	6,400
* Number of members taking refunds (withdrawls)	3,038	2,976	N/A	3,006	3,000
* Number of benefit estimates	N/A	18,281	N/A	18,598	19,000
* Number of adjustments to member records (service purchases, corrections)	6,567	5,230	N/A	5,916	6,000
* Number of member phone calls answered	195,365	146,445	N/A	162,273	165,000
* Number of members counseled (individual, large groups, teleconferences)	13,441	13,799	N/A	14,240	14,000

To provide Retirement, Disability and Death Benefit(s) (Concluded)					
Output Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Number of Payroll Deduction Program (PDP) agreements in effect	39,040	39,812	N/A	37,445	36,000
* Number of Payroll Deduction Program (PDP) receipts deposited	468,480	465,744	N/A	450,000	450,000
* Number of TRS-covered employers	1,059	1,054	N/A	1,057	1,057
* Number of employer phone calls	11,652	10,980	N/A	13,193	12,000
* Number of individual and large group employer training meetings	90.0	174.0	N/A	176.0	120.0
* Number in attendance at individual and large group employer training meetings	359.0	881.0	N/A	885.0	735.0
Outcome Indicators					
* Member satisfaction survey percent reporting very satisfied	N/A	N/A	N/A	95 %	95 %
* Days to process retirement claim	N/A	N/A	N/A	30.0	30.0
* Seconds to answer member telephone calls	55.0	N/A	N/A	94.0	90.0
* TRS investment return (gross of fees) - 1 year	10.9 %	-3.9 %	N/A	-2.9 %	N/A
* TRS investment return (gross of fees) - 3 year	13 %	5.8 %	N/A	1.2 %	N/A
* TRS investment return (gross of fees) - 5 year	15.2 %	10.5 %	N/A	6.1 %	N/A
* TRS investment return (gross of fees) - 10 year	N/A	N/A	N/A	9.7 %	N/A
* TRS funded ratio	68.2 %	59.5 %	N/A	52 %	N/A
* Average monthly teacher retirement benefit (not coordinated with Social Security) (in dollars)	$2,122.00	$2,290.00	N/A	$2,462.00	$2,648.00
External Benchmarks					
* TRS overall service level ranking compared to 24 other large public systems - peer group comparison from Cost Effectiveness Measurement (CEM),INC.	5.0	N/A	0.0	N/A	N/A
* Seconds to answer member telephone calls - peer group comparison from CEM	102.0	N/A	N/A	N/A	N/A
* Investment return TRS weighted policy index - 1 year	9.7 %	-6.8 %	N/A	-4.2 %	N/A
* Investment return TRS weighted policy index - 3 year	11.9 %	4.5 %	N/A	-0.6 %	N/A
* Investment return TRS weighted policy index - 5 year	13.8 %	9.2 %	N/A	4.6 %	N/A
* Investment return TRS weighted policy index - 10 year	12.3 %	10.7 %	N/A	9 %	N/A
* Industry median investment return (Callan Associates Inc. median return for public plans over $1 billion) - 1 year	N/A	N/A	N/A	-5.2 %	N/A
* Industry median investment return - 3 year	N/A	N/A	N/A	0.1 %	N/A
* Industry median investment return - 5 year	N/A	N/A	N/A	5.5 %	N/A
* Industry median investment return - 10 year	N/A	N/A	N/A	9.3 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Administrative expense per member (in dollars)	$43.00	$44.00	N/A	$60.23	$0.00
* Administrative expense as a % of total expenses	0.8 %	0.8 %	N/A	0.7 %	0 %

Supreme Court
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Circuit Court	$150,781.7	1,509.0	$159,401.2	1,505.0
Probation Services	$73,107.5	26.0	$78,523.2	28.0
Appellate Court	$27,205.5	342.0	$28,333.4	349.0
Supreme Court	$10,087.9	126.0	$11,472.4	134.0
Administrative	$7,687.0	92.0	$9,723.1	93.0
Mandatory Arbitration	$5,202.1	23.0	$5,095.2	20.0
Family Violence Programs	$738.5	0.0	$0.0	0.0
Totals	$274,810.2	2,118.0	$292,548.5	2,129.0

Mission and Organization

The Supreme Court of Illinois, in addition to being the state's highest court, is responsible for the state's unified trial court, one appellate court with five districts, and several supporting units. The Supreme Court has general administrative and supervisory authority over all courts in the state. This authority is exercised by the Chief Justice with the assistance of the Administrative Director and staff appointed by the Supreme Court.

The Supreme Court hears appeals from lower courts and may exercise original jurisdiction in cases relating to revenue, mandamus, prohibition or habeas corpus. In addition, the Supreme Court oversees the practice of law by maintaining the role of attorneys and the licensing of corporations, associations, and limited partnerships in accordance with Supreme Court Rule 701 and 805 ILCS 305.

The appellate court hears appeals from the circuit courts and may exercise original jurisdiction when necessary to the complete determination of any case on review. The appellate court has powers of direct review of administrative action as provided by law. The presiding judge and judges of each appellate district are assisted by a clerk of the appellate court and research director and their staffs appointed by the appellate judges.

Circuit courts have original jurisdiction over all justiciable matters except when the Supreme Court has original and exclusive jurisdiction relating to redistricting of the General Assembly and to the ability of the Governor to serve or resume office. Circuit courts have the power to review administrative action as provided by law.

The Supreme Court of Illinois and the Illinois General Assembly created court-annexed mandatory arbitration to reduce the backlog of civil cases and to provide litigants with a system in which their complaints could be more quickly resolved by an impartial fact finder.

The Illinois Constitution empowers the Supreme Court to appoint an administrative director and staff to assist the chief justice in fulfilling administrative and supervisory duties. The Administrative Office is composed of six divisions.

The Executive Division is comprised of the Administrative Director and staff who are responsible for coordinating and facilitating Administrative Office staff support for the Supreme Court, Supreme Court Committees and the Committees of the Illinois Judicial Conference.

The Administrative Services Division provides fiscal, technical, and support services to the judicial branch. The Court Services Division is involved in a wide range of activities and projects affecting judges, circuit clerks, court reporting services, and the judicial branch of government generally.

The Judicial Education Division provides administrative oversight of continuing education for judges and court personnel.

The Judicial Management Information Services Division provides technology to the offices and staff of the Illinois Supreme and Appellate Courts, the Supreme Court support units, and the Administrative Office.

The Probation Services Division sets statewide standards for hiring, promoting, training, and monitoring of probation officers and related services.

Circuit Court

Mission Statement: The Illinois court system serves the people by providing an impartial and accessible forum for resolving the disputes of citizens, interpreting laws, and protecting the rights and liberties guaranteed by our state and federal constitutions.

Program Goals: Objectives:

1. Fairness: This goal includes the dignified treatment of all individuals, the application of the laws appropriate to the circumstances of individual cases and a judiciary that is representative of the diversity of the community.
2. Accessibility: Courts should be convenient, timely and affordable to everyone.
3. Accountability: This goal includes the ability of the court system and its judges and staff to use public resources efficiently.
4. Effectiveness: The ability of the courts to uphold the law and apply rules and procedures both timely and consistently across cases throughout the state.

Source of Funds: General Revenue Fund, Supreme Court State Projects Fund, Supreme Court Federal Projects Fund

Statutory Authority: IL Constitution Article VI

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$147,352.0	$150,781.7	$166,908.8	$159,401.2	$16,404.9
* Total expenditures - state appropriated funds (in thousands)	$147,352.0	$150,781.7	$166,908.8	$159,401.2	$16,404.9
* Average monthly full-time employees	1,459.0	1,437.0	1,618.0	1,442.0	1,618.0
* Average monthly part-time employees	77.0	72.0	0.0	63.0	0.0
Output Indicators					
* Total cases filed (b)	4,214,544	4,060,776	N/A	3,835,881	N/A
* Number of civil cases filed	643,828	627,793	N/A	634,613	N/A
* Number of criminal cases filed	514,727	481,489	N/A	468,272	N/A
* Number of traffic, conservation, and ordinance cases filed	3,024,054	2,922,682	N/A	2,705,735	N/A
* Number of juvenile cases filed	31,935	28,812	N/A	27,261	N/A
Outcome Indicators					
* Total cases disposed (b,c)	3,983,447	3,784,412	N/A	6,826,113	N/A
* Percent of civil cases disposed	16.6 %	17.5 %	N/A	9.7 %	N/A
* Percent of criminal cases disposed	14 %	14 %	N/A	6.9 %	N/A
* Percent of traffic, conservation, and ordinance cases disposed	68.1 %	67.5 %	N/A	82.9 %	N/A
* Percent of juvenile cases disposed	1.3 %	1 %	N/A	0.5 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average caseload per Judicial Officer	4,952	4,800	N/A	4,502	N/A
* Average cost per case filed (in dollars)	$35.00	$37.00	N/A	$42.00	N/A
* Cases filed per 1,000 population	369.0	327.0	N/A	309.0	N/A

Footnotes

(a) Additional funding is provided by local governments for operating costs.

(b) Data for January - June, 2002 was not available for Alexander, DuPage, Hardin, and Kane counties. The average number of cases disposed quarterly for these counties in calendar year 2001 was 119,481.
Data for April - June 2002 was not available for Fulton county. Fulton county's average number of cases disposed per quarter for calendar year 2001 was 2,339.
A large number of traffic cases in Cook County previously recorded as open cases were disposed of in fiscal year 2002.

(c) Data for January - June, 2002 was not available for Alexander, DuPage, Hardin, and Kane counties. The average number of cases filed quarterly for these counties in calendar year 2001 was 120,806.
Data for April - June 2002 was not available for Fulton county. Fulton county's average number of cases filed per quarter for calendar year 2001 was 2,298.

Probation Services

Mission Statement: To develop, establish, promulgate, and enforce uniform standards for probation services in this state.

Program Goals: Objectives:
1. Establish funding priorities that are consisent with identified policy and program initiatives, responsive to local needs and state mandates, and directed toward advancing the quality of probation services.

Source of Funds: General Revenue Fund, Supreme Court State Projects Fund, Supreme Court Federal Projects Fund

Statutory Authority: 730 ILCS 110/15

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$65,332.4	$73,292.1	$79,880.2	$78,875.4	$70,295.4
* Total expenditures - state appropriated funds (in thousands)	$65,210.3	$73,107.5	$78,972.1	$78,523.2	$69,743.3
* Average monthly full-time employees	24.0	26.0	28.0	28.0	28.0
Output Indicators					
* Number of training events held for adult probation officers (b)	10.0	5.0	N/A	9.0	N/A
* Number of training events held for juvenile probation officers (c)	9.0	6.0	N/A	11.0	N/A
* Number of training events held for detention probation officers (d)	0.0	3.0	N/A	2.0	N/A
* Number of probation officers who received basic training (e)	306.0	396.0	N/A	278.0	N/A
* Number of supervised probationers (f)	113,714	114,920	N/A	117,044	N/A
Outcome Indicators					
* Percent of probation terms successfully completed: Adult	73.7 %	73 %	N/A	71.9 %	N/A
* Percent of probation terms revoked: Adult	12.5 %	13 %	N/A	13.8 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average caseload per probation officer: Adult	91.0	92.5	N/A	95.0	N/A
* Average caseload per probation officer: Juvenile	28.4	27.7	N/A	27.0	N/A
* Average annual cost per offender: Standard (in dollars)	$338.00	$365.00	N/A	$373.00	N/A
* Average annual cost per offender: DUI specialized (in dollars)	$2,676.00	$2,927.00	N/A	$2,858.00	N/A
* Average annual cost per offender: Intensive supervision (in dollars)	$383.00	$445.00	N/A	$525.00	N/A
* Average annual cost per offender: Juvenile Detention (in dollars)	$1,639.00	$2,002.00	N/A	$2,087.00	N/A

Footnotes

(a) Additional funding is provided by local government for operating costs.

(b) In fiscal year 2002, there were nine events specifically for adult probation officers with a total of 299 participants.

(c) In fiscal year 2002, there were 11 events specifically for juvenile probation officers with a total of 446 participants.

(d) In fiscal year 2002, there were two events specifically for detention officers with a total of 30 participants.

(e) In fiscal year 2002, there were 12 week-long basic training events specifically for probation/detention officers.

(f) Data includes adult and juvenile probationers on standard and specialized probation caseload and does not include juveniles in detention.

Appellate Court

Mission Statement: The Illinois court system serves the people by providing an impartial and accessible forum for resolving the disputes of citizens, interpreting laws, and protecting the rights and liberties guaranteed by our state and federal constitutions.

Program Goals: Objectives:

1. Fairness: This goal includes the dignified treatment of all individuals, the application of the laws appropriate to the circumstances of individual cases and a judiciary that is representative of the diversity of the community.
2. Accessibility: Courts should be convenient, timely and affordable to everyone.
3. Accountability: This goal includes the ability of the court system and its judges and staff to use public resources efficiently.
4. Effectiveness: The ability of the courts to uphold the law and apply rules and procedures both timely and consistently across cases throughout the state.

Source of Funds: General Revenue Fund ***Statutory Authority:*** IL Constitution Article VI

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$25,868.9	$27,205.5	$29,629.5	$28,333.4	$29,978.0
* Total expenditures - state appropriated funds (in thousands)	$25,868.9	$27,205.5	$29,629.5	$28,333.4	$29,978.0
* Average monthly full-time employees	338.0	337.0	364.0	344.0	362.0
* Average monthly part-time employees	4.0	5.0	0.0	5.0	0.0
Output Indicators					
* Number of case opinions issued (a)	1,041	1,036	N/A	968.0	N/A
* Number of Rule 23 Orders issued (b)	4,817	4,467	N/A	4,877	N/A
* Total cases filed	9,086	8,850	N/A	8,491	N/A
* Number of civil cases filed	4,874	4,667	N/A	4,496	N/A
* Number of criminal cases filed	4,212	4,183	N/A	3,995	N/A
Outcome Indicators					
* Total cases disposed	8,990	8,608	N/A	9,131	N/A
* Percent of civil cases disposed	53.4 %	55.6 %	N/A	53.3 %	N/A
* Percent of criminal cases disposed	46.6 %	44.4 %	N/A	46.7 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average caseload per Judicial Officer	175.0	170.0	N/A	163.0	N/A
* Average cost per case filed (in dollars)	$2,847.00	$3,074.00	N/A	$3,337.00	N/A

Footnotes

(a) Published cases.

(b) Non-published orders or summary orders.

Supreme Court

Mission Statement: The Illinois court system serves the people by providing an impartial and accessible forum for resolving the disputes of citizens, interpreting laws, and protecting the rights and liberties guaranteed by our state and federal constitutions.

Program Goals: Objectives:

1. Fairness: This goal includes the dignified treatment of all individuals, the application of the laws appropriate to the circumstances of individual cases and a judiciary that is representative of the diversity of the community.
2. Accessibility: Courts should be convenient, timely and affordable to everyone.
3. Accountability: This goal includes the ability of the court system and its judges and staff to use public resources efficiently.
4. Effectiveness: The ability of the courts to uphold the law and apply rules and procedures both timely and consistently across cases throughout the state.

Source of Funds: General Revenue Fund, Supreme Court Federal Projects Fund **Statutory Authority:** IL Constitution Article VI

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$9,597.9	$10,087.9	$12,467.5	$11,561.0	$14,591.3
* Total expenditures - state appropriated funds (in thousands)	$9,597.9	$10,087.9	$11,792.2	$11,472.4	$13,571.7
* Average monthly full-time employees	124.0	124.0	148.0	132.0	147.0
* Average monthly part-time employees	2.0	2.0	2.0	2.0	0.0
Output Indicators					
* Number of attorneys overseen by the Supreme Court	73,262	73,920	N/A	75,047	N/A
* Number of attorneys awarded licenses	2,561	2,574	N/A	2,546	N/A
* Number of new corporations, associations, and limited partnerships	213.0	243.0	N/A	246.0	N/A
* Number of license renewals for corporations, associations, and limited partnerships	2,844	2,884	N/A	3,026	N/A
* Number of new Supreme Court Rules adopted	0.0	5.0	N/A	0.0	N/A
* Number of amended Supreme Court Rules	7.0	26.0	N/A	26.0	N/A
* Total cases filed	3,174	3,113	N/A	3,225	N/A
* Number of Miscellaneous Record cases filed (a)	860.0	718.0	N/A	633.0	N/A
* Number of Miscellaneous Docket cases filed (b)	332.0	328.0	N/A	224.0	N/A
* Number of civil cases filed	809.0	796.0	N/A	796.0	N/A
* Number of criminal cases filed	1,173	1,271	N/A	1,572	N/A
Outcome Indicators					
* Percent of attorneys disciplined	0.15 %	0.18 %	N/A	0.15 %	N/A
* Total cases disposed	3,185	3,124	N/A	2,602	N/A
* Percent of Miscellaneous Record cases disposed	27.4 %	23.4 %	N/A	22.6 %	N/A
* Percent of Miscellaneous Docket cases disposed	9.9 %	10.1 %	N/A	9.9 %	N/A
* Percent of civil cases disposed	25 %	27.3 %	N/A	28.6 %	N/A
* Percent of criminal cases disposed	37.7 %	39.2 %	N/A	38.9 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average caseload per Judicial Officer	453.0	445.0	N/A	461.0	N/A
* Average cost per case filed (in dollars)	$3,024.00	$3,241.00	N/A	$3,585.00	N/A

Footnotes

(a) Miscellaneous records consist primarily of attorney matters, including name-change petitions, disciplinary cases, and bar admission motions.

(b) Miscellaneous docket cases consist of conviction-related cases filed by prisoners representing themselves without legal counsel.

Mandatory Arbitration

Mission Statement: The Supreme Court of Illinois and the Illinois General Assembly created court-annexed mandatory arbitration to reduce the backlog of civil cases and to provide litigants with a system in which their complaints could be more quickly resolved by an impartial fact finder.

Program Goals: Objectives: 1. Mandatory Arbitration programs provide an alternative resolution process to eligible litigants in order to resolve their disputes fairly, quickly and at a reduced cost.

Source of Funds: General Revenue Fund, Mandatory Arbitration Fund

Statutory Authority: 735 ILCS 5/2-1001A et seq

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$5,773.6	$5,202.1	$9,898.5	$5,095.2	$9,907.2
* Total expenditures - state appropriated funds (in thousands)	$5,773.6	$5,202.1	$9,898.5	$5,095.2	$9,907.2
* Average monthly full-time employees	25.0	23.0	26.0	20.0	26.0
Output Indicators					
* Civil cases placed on calendar (a)	32,610	35,126	N/A	35,832	N/A
Outcome Indicators					
* Number of civil cases disposed prior to hearing (b)	12,568	15,570	N/A	17,108	N/A
* Percent of cases disposed prior to hearing (c)	38.5 %	44.3 %	N/A	47.7 %	N/A
* Number of post-hearing dispositions (d)	787.0	9,322	N/A	8,898	N/A
* Number of post-rejection dispositions (e)	520.0	3,675	N/A	3,317	N/A
* Number of civil cases proceeded to trial (f)	249.0	977.0	N/A	843.0	N/A
* Percent of civil cases proceeded to trial	0.8 %	2.8 %	N/A	2.4 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average cost per civil case filed (in dollars)	$177.00	$148.00	N/A	$142.00	N/A

Footnotes

(a) Data for fiscal year 2000 not available for DuPage County.
Henry, Mercer, Rock Island, and Whiteside counties began an arbitration program in fiscal year 2001.

(b) Statistics were unavailable for DuPage County in fiscal year 2000. Henry, Mercer, Rock Island, and Whiteside counties began an arbitration program in fiscal year 2001.

(c) Civil cases in which the litigants reach a mutual agreement prior to an arbitration hearing.

(d) Litigants go before a panel of 3 attorneys who hear their case. The panel renders a non-binding decision called an award. The case is disposed if the litigants accept or reject the award otherwise the case proceeds to trial.

(e) Cases in which the litigants reach a mutual agreement prior to a trial.

(f) Civil cases which have passed through the arbitration process without reaching an agreement.

State Appellate Defender
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Indigent Appellate Defense Statewide	$9,996.2	129.0	$14,047.3	182.0
Death Penalty Trial Assistance	$1,788.5	21.0	$2,113.0	25.0
Capital Litigation Division	$1,770.0	18.0	$1,846.0	18.0
Grant Programs	$392.6	0.0	$320.0	0.0
Lump Sum Programs	$227.5	0.0	$0.0	0.0
Totals	$14,174.8	168.0	$18,326.3	225.0

Mission and Organization

The principle function of the Office of the State Appellate Defender is to represent indigent persons on appeal in criminal cases when appointed by the Illinois Supreme Court, the Appellate Court or the Circuit Court.

The Administrative Office of the agency is located in Springfield, and the agency has district offices in each of the five appellate court districts of Illinois -- Chicago, Elgin, Ottawa, Springfield and Mt. Vernon.

The Supreme Court Unit is a separate office assigned to handle death penalty appeals. The lawyers in the Supreme Court Unit handle death penalty appeals and maintain thorough knowledge of death penalty matters. This office is located in Springfield with attorneys also located in Chicago.

The Capital Litigation Division is an office of the State Appellate Defender whose responsiblity is to recruit and maintain a panel of private attorneys to represent death row inmates in post-conviction proceedings. This office is located in Chicago with a part-time attorney also located in Springfield.

The Death Penalty Trial Assistance Office provides trial counsel with the assistance of expert witnesses, investigators and mitigation specialists. This office is staffed with attorneys, forensic social historians and investigators and will provide assistance for selected cases. This division has offices located in Chicago, Springfield and Belleville.

With funding provided by the Illinois Criminal Justice Information Authority, the agency conducts training and update seminars for Illinois Public Defenders at various locations in Illinois. Programs include a week-long trial advocacy program taught by experienced trial attorneys, a "hands-on" death penalty workshop with nationally known death penalty defense experts and regional violent crimes defenses programs that are presented free of charge to public defenders and defense attorneys in Illinois.

Lump sums in the amount of $199,700 were spent on a panel of attorneys representing indigent persons on appeals in Cook County. The remaining $278,000 was to pay for panel attorneys who provided services in fiscal year 1999 to represent death row inmates in post-conviction proceedings.

Indigent Appellate Defense Statewide

Mission Statement: The mission of the Office of the State Appellate Defender is to provide each client with high quality legal services through an effective delivery system which ensures an agency staff dedicated to the interests of their clients and the improvement of the criminal justice system.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 725 ILCS 105/10(a)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$9,595.2	$9,996.2	$15,334.7	$14,047.3	$16,338.5
* Total expenditures - state appropriated funds (in thousands)	$9,595.2	$9,996.2	$15,334.7	$14,047.3	$16,338.5
* Average monthly full-time employees	119.0	121.0	167.0	175.0	220.0
* Average monthly part-time employees	6.0	8.0	7.0	7.0	5.0
* Indigent criminal appeals cases agency was appointed to by the courts. (a)	2,406	2,639	N/A	2,568	N/A
Output Indicators					
* Indigent criminal appeals cases agency appointed to undertake (a)	2,406	2,639	N/A	2,568	N/A
* Illinois Appellate and Supreme Court Briefs & Petitions filed (b)	3,431	3,796	N/A	4,137	N/A
* Oral arguments presented (c)	224.0	227.0	N/A	191.0	N/A
Outcome Indicators					
* Opinions and Orders issued by the Court (d)	2,244	2,181	N/A	2,375	N/A
* Percentage of decisions in which agency clients were granted relief (d)	44 %	42 %	N/A	37 %	N/A

Footnotes

(a) In its role statewide as indigent defense counsel, the agency's major program and service obligation is to represent indigents in their appeals upon appointment by the Illinois Courts. Accordingly, the agency has no control over the number of cases to which it is appointed as counsel. 725 ILCS 105/10(a).

(b) As used here, the term "brief" includes not only the appellant's brief, which is the intial pleading necessary to begin the Appellate Court's decision making process, but also motions to dismiss where the client, after communication with the lawyer, agrees to dismiss the appeal, so-called "Anders" motions where the attorney finding no meritorius issues files a motion to withdraw explaining in detail why there are no such issues, summary motions disposing of the case and cases where the agency has sought to withdraw as counsel as well as other pleadings.

(c) Although it is the agency's practice to request an oral argument in every case for which a brief is written, the Appellate Courts decide in which cases oral argument will be granted. Currently a significant majority of appeals are decided on the basis of the briefs without an oral argument.

(d) Upon the initial filing of the brief in the case, the nature and timing of the future progress of the case, including the filing and nature of decision is totally within the Court's control. In carrying out its statutory obligation to represent indigent clients, the agency's attorneys have a professional obligation to provide effective legal representation in every case. Accordingly, even though meritorious legal issues are raised and argued in a case, the reviewing court may find no error or reversible error in the proceedings or that any error was harmless or waived. Therefore, the amount and nature of relief obtained for agency clients alone does not measure the quality or effectiveness of the agency's professional representation of its indigent clients.

State's Attorneys Appellate Prosecutor
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
State's Attorneys Appellate Prosecutor Program	$7,899.6	72.0	$8,040.1	72.0
Totals	$7,899.6	72.0	$8,040.1	72.0

Mission and Organization

The primary objective of the Office of the State's Attorneys Appellate Prosecutor is to deliver quality professional services to all participating counties in full compliance with its legislative mandate.

Participation in the State's Attorneys Appellate Prosecution is voluntary at the discretion of the County State's Attorney. When State's Attorneys enroll in the program, they continue to retain exclusive control of appeals originating in their respective counties, as well as the authority to control all documents in each individual case. The State's Attorneys Appellate Prosector's office does not file documents in the reviewing court until they are approved by the County State's Attorney who is otherwise responsible for prosecuting the appeal.

Counties that agree to participate are required to collectively finance one-third of the total appropriation approved by the General Assembly and the Governor with the exception of personal services expenses of the collective bargaining unit. The remaining two-thirds of the agency's budget is appropriated from General Revenue Funds. Each county's portion is determined annually to the agency and is based on population.

During fiscal year 2001, 100 counties out of 101 eligible counties participated in the program.

The agency is governed by a Board of Governors consisting of ten State's Attorneys. The Cook County State's Attorney is a permanent member by statute; eight State's Attorneys are elected annually; and the tenth member is appointed each year by the other nine members.

In addition to the primary duties of preparing, filing, and arguing appellate briefs, the agency provides numerous other services to State's Attorneys and law enforcement personnel. These include: (1) to represent the People of the State of Illinois on appeal in all cases which emanate from a District containing less than 3,000,000 inhabitants, when requested to do so and at the direction of the State's Attorney; (2) to assist State's Attorneys in the discharge of their duties under the Illinois Controlled Substances Act, the Narcotics Profit Forfeiture Act, the Cannabis Control Act, the Drug Asset Forfeiture Procedure Act, the Illinois Public Labor Relations Act, and the Capitol Crimes Litigation Act; (3) to assist State's Attorneys in the trial and appeal of tax objection cases; (4) to provide investigation services in criminal cases and tax objection cases to staff attorneys and State's Attorneys; (5) to conduct training programs for State's Attorneys and law enforcement personnel including programs to reduce trauma for child witnesses in criminal proceedings; (6) to provide a legal intern program; and (7) to assist State's Attorneys in capitol crimes litigation cases.

State's Attorneys Appellate Prosecutor Program

Mission Statement: To deliver quality professional legal services to all participating county State's Attorneys under the rules guidelines set forth in the legislative mandates.

Program Goals: Objectives: 1. To provide legal assistance to membering State's Attorneys in various prosecutorial fields.

Source of Funds: General Revenue Fund, State's Attorneys Appellate Prosecutor's County Fund ***Statutory Authority:*** 725 ILCS 210/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$7,618.1	$7,899.6	N/A	$8,040.1	$11,406.5
* Total expenditures - state appropriated funds (in thousands)	$7,618.1	$7,899.6	N/A	$8,040.1	$11,406.5
* Average monthly full-time employees	72.0	72.0	0.0	72.0	72.0
* Funds expended for capital litigation cases (in thousands)	$73.2	$75.9	N/A	$77.3	$109.7
* Funds expended for capital litigation education (CLE) (in thousands)	$520.0	$539.2	N/A	$548.8	$778.6
* Funds expended for drug prosecutions (in thousands)	$645.9	$669.8	N/A	$681.7	$967.1
* Funds expended for special prosecutions (in thousands)	$457.6	$474.5	N/A	$482.9	$685.1
* Funds expended for special and violent crime cases (in thousands)	$926.5	$960.6	N/A	$977.7	$1,387.1
* Administrative costs (in thousands)	$1,385.4	$1,436.5	N/A	$1,462.1	$2,074.2
* Funds expended for the Appellate Brief Writing Program (in thousands)	$3,260.1	$3,380.4	N/A	$3,440.5	$4,881.1
Output Indicators					
* Number of cases handled through Capital Litigation Act	3.0	5.0	N/A	5.0	7.0
* Number of individuals trained through CLE Program	599.0	817.0	N/A	896.0	950.0
* Number of drug related cases prosecuted	4,747	4,799	N/A	5,002	5,052
* Number of criminal prosecution cases	184.0	242.0	N/A	128.0	140.0
* Number of cases prosecuted through special and violent crime appeals	178.0	180.0	N/A	180.0	198.0
* Number of briefs submitted through Appellate Brief Writing Program	1,589	1,820	N/A	1,743	1,917
Outcome Indicators					
* Percentage of drug related cases resulting in convictions.	91 %	90 %	N/A	92 %	N/A
* Percentage of criminal prosecution cases resulting in convictions	90 %	85 %	N/A	87 %	N/A
* Percentage of special & violent crime appeals upheld by court.	83 %	85 %	N/A	84 %	N/A

Explanatory Information

In all instances where Target figures exceed actual expenditures, this is due to the fact that all resources are expected to be expended under the guidelines by which the agency was organized.

State Lottery
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Department of the Lottery	$250,110.9	287.0	$280,424.2	273.0
Totals	$250,110.9	287.0	$280,424.2	273.0

Mission and Organization

The Department of the Lottery's mission is to help generate revenue for public education through the sale of entertaining Lottery tickets. This is achieved through innovative game development and marketing techniques which are used to sell lottery tickets to individuals 18 years and older. It is also accomplished by providing prizes and incentives to the individuals and retailers who participate in the Lottery. All of the Lottery's net proceeds from operations are transferred directly to the state's Common School Fund for use in K-12 public schools in Illinois. In fiscal year 2002, the Lottery had ticket sales totaling $1.589 billion and transferred $555 million to the Common School Fund.

In an environment of ever-increasing competition for the disposable entertainment dollar, the Lottery offers a wide variety of lottery games for sale to achieve its game development and marketing goal. That goal is to develop and market lottery games that maximize public participation and focus attention on the Lottery as the preferred choice for legal gambling. Individuals and retailers who participate in the Lottery are rewarded with prizes and incentives. The Lottery developed another goal to ensure players and retailers continue their participation in the Lottery. That goal is to award all prizes and incentives in a timely, efficient and secure manner. In fiscal year 2002, the Lottery awarded prizes to winning players totaling $866.6 million, and paid retailer and vendor commissions of $105.5 million.

To measure efficiency, the Lottery tracks the expense of operations and transfers to the Common School Fund as percentages of sales. In fiscal year 2002, the expense of operations (other operating expenses, excluding prizes, fees and commissions) was $61.2 million. This was only 3.8 percent of sales. Also in fiscal year 2002, $555 million was transferred to the Common School Fund; this represents 34.9 percent of every dollar generated from the sale of lottery tickets.

The Lottery is the fourth largest revenue generator in the state, and has maintained sales levels near $1.5 billion for each of the last 14 years. The Lottery currently has 273 employees responsible for every aspect of the production, distribution and sale of lottery tickets, as well as the identification, tracking and distribution of lottery prizes, incentives, operating revenues/expenses, and transfers to the Common School Fund. In its 28-year history, the Lottery has generated more than $11 billion for the State of Illinois.

Department of the Lottery

Mission Statement: To help generate revenue for public education through the sale of entertaining lottery tickets.

Program Goals: Objectives:

1. To develop and market lottery games that maximize public participation and focus public attention on the Lottery as the preferred choice for legal gaming.
   a. Maintain integrity of games and processes through the use of outside auditors to certify the monthly financial statements and to conduct and observe daily drawings.
   b. Participate in national surveys conducted by industry associations and publications throughout the fiscal year for the purpose of game development and market knowledge.
   c. Strengthen lottery/retailer partnership.
   d. Present an initiative to earmark lottery profits.
2. To award all prizes and incentives in a timely, efficient and secure manner.
   a. Maintain integrity of prizes paid by monitoring compliance with statutes and proper validation procedures.
   b. Review the possibility of providing vendors with an enhanced incentive program within the next twelve months.
   c. Incorporate appropriate technology into lottery operations.

Source of Funds: State Lottery Fund ***Statutory Authority:*** 20 ILCS 1605

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,474,074.6	$1,437,586.0	$1,484,500.0	$1,588,602.1	$1,642,949.0
* Total expenditures - state appropriated funds (in thousands)	$297,899.2	$250,110.9	$357,342.2	$280,424.2	$360,743.9
* Average monthly full-time employees	279.0	287.0	294.0	273.0	294.0
* Operating Expenses (in millions)	$62.9	$61.5	$67.3	$61.2	$70.6
Output Indicators					
* Sales (in millions)	$1,503.9	$1,449.7	$1,485.0	$1,589.9	$1,643.0
Outcome Indicators					
* Prizes paid (in millions)	$831.2	$791.8	$810.2	$866.6	$890.5
* Retailer & vendor commissions (in millions)	$97.0	$95.2	$97.5	$105.5	$106.8
* Transfers to Common School Fund (in millions)	$515.3	$501.0	$510.0	$555.1	$575.0
Efficiency/Cost-Effectiveness Indicators					
* Percentage of sales needed for other operating expenses	4 %	4.2 %	4.5 %	3.8 %	4.3 %
* Percentage of sales tranferred to the Common School Fund	34.3 %	34.6 %	34.3 %	34.9 %	35 %
* Percentage of sales paid in prizes	55.3 %	54.6 %	54.6 %	54.5 %	54.2 %
* Percentage of sales paid as retailer & vendor commissions	6.4 %	6.6 %	6.6 %	6.6 %	6.5 %

Court of Claims
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
General Claims	$18,833.5	19.0	$27,770.8	18.0
Crime Victims Compensation	$25,627.9	3.0	$26,593.3	3.0
Totals	$44,461.4	22.0	$54,364.1	21.0

Mission and Organization

The Court of Claims adjudicates all claims made against the State of Illinois. The Court consists of a Chief Justice and six Judges, all appointed by the Governor and approved by the Senate. The Court adjudicates General Claims and Crime Victims Compensation Claims. The General Claims against the State consist of lapsed appropriations, tort and property damage, contractual disputes, unlawful imprisonment and payments to public safety employees killed in the line of duty.

The Court also adjudicates all claims made by crime victims under the Crime Victims Compensation Act. The program allows victims of violent crimes to be compensated for medical bills and lost wages as a result of the crime. The payments are capped at $27,000 per victim of crime. The program is funded by GRF with a federal grant allocation made to the State equaling 60 prcent of the funds spent by the State.

General Claims

Mission Statement: Adjudicate all claims made against the State of Illinois.

Program Goals: 1. Make final decisions with minimum delays and promptly pay all claims awarded.
Objectives: a. Close a minimum of 55% of all open claims in a fiscal year.

Source of Funds: ***Statutory Authority:*** 705 ILCS 505/1, et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$23,347.3	$18,833.5	$23,453.4	$27,770.8	$25,668.2
* Total expenditures - state appropriated funds (in thousands)	$23,347.3	$18,833.5	$23,453.4	$27,770.8	$25,668.2
* Average monthly full-time employees	3.0	3.0	3.0	3.0	3.0
* Average monthly part-time employees	16.0	16.0	16.0	15.0	14.0
Output Indicators					
* Number of open claims start of fiscal year	6,030	4,942	3,478	3,478	2,223
* Number of new claims	4,771	4,782	4,700	5,361	5,000
* Number of claims closed	5,851	6,264	4,500	6,447	4,000
Outcome Indicators					
* Percentage of open cases closed.	54 %	64 %	55 %	73 %	55 %

Crime Victims Compensation

Mission Statement: Adjudicate crime victim compensation claims.

Program Goals: 1. Make final decisions and awards in a prompt manner.
Objectives: a. Close at least 55% of cases open in the fiscal year.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 740 ILCS 45/1, et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$25,345.6	$25,627.9	$24,725.0	$26,593.3	$24,710.4
* Total expenditures - state appropriated funds (in thousands)	$25,345.6	$25,627.9	$24,725.0	$26,593.3	$24,710.4
* Average monthly full-time employees	2.0	2.0	2.0	2.0	2.0
* Average monthly part-time employees	1.0	1.0	1.0	1.0	1.0
Output Indicators					
* Number of open claims beginning fiscal year	3,788	2,337	2,324	2,324	3,714
* Number of new claims	3,521	4,161	4,500	6,062	6,000
* Number of claims closed	5,112	4,353	4,775	4,221	5,350
Outcome Indicators					
* Percentage of open cases closed	70 %	67 %	70 %	50 %	55 %

Comptroller
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
State Officers' Salaries	$25,858.6	0.0	$27,287.8	0.0
Statewide Financial Management	$17,458.3	231.0	$17,625.1	225.0
Government Financial Reporting	$5,678.5	68.0	$6,213.1	70.0
Cemetery Care and Burial Trust	$2,448.4	29.0	$2,745.9	31.0
Administrative Fund	$456.7	0.0	$206.0	0.0
Merit commission	$91.0	1.0	$89.7	1.0
State Lottery Expenses	$50.3	0.0	$50.3	0.0
Homeowner's Tax Relief	$718.7	0.0	$0.0	0.0
Totals	$52,760.5	329.0	$54,217.9	327.0

Explanatory Notes
Where headcount equals 0, it is included in the Statewide Financial Management program.

Mission and Organization

With the passage of the Illinois Constitution of 1970, the Comptroller became the State's Chief Fiscal Control Officer, responsible for the legal, efficient and effective operation of state government. The Illinois Office of the Comptroller (IOC) was charged with the responsibility to maintain the state's central fiscal accounts, order payments into the treasury, and issue warrants against any funds held by the treasurer. The rewrite of the Constitution in 1970, further directed the Comptroller to apply sound fiscal controls to all central fiscal accounts.

To accomplish the legal mandates set forth in the Constitution and its supporting statutes, the IOC employs two key financial programs: Statewide Financial Management (SFM) and Governmental Financial Reporting (GFR). Additionally, the IOC regulates the Illinois death care industry through the Cemetery Care and Burial Trust (CCBT) program. These three programmatic areas cross departmental and functional lines and accomplished their missions through the efforts of a monthly average of 327 employees.

The dramatic downturn in revenues led the SFM program to an unprecedented backlog of bills during fiscal year 2002. Payment delays plagued the General Revenue Fund (GRF) for nearly the entire fiscal year and reached as much as 35 days in mid-June. Only 12.5% of routine warrants were released within two days of process completion compared to 77.3% in fiscal year 2001 and 100% in fiscal year 2000. Vouchers were held in excess of 2 days for 217 days out of the 248 working days.

It is uncertain whether this situation will improve in fiscal year 2003. Much will depend on spending demands and the amount and timing of revenue growth. If cash flow difficulties continue, payments for everyday operations will likely continue to be delayed during at least part of fiscal year 2003. The Comptroller believes that controlling growth in state spending, continuing to save for a rainy day, paying down debts and improving the budget process can help Illinois in fiscal year 2003 avoid the kind of budget problems faced this year.

In spite of the focus on cash flow issues during fiscal year 2002, the GFR program continued to produce award winning reports, receiving Certificates of Achievement for Excellence from the Government Finance Officers Association for the Comprehensive Annual Financial Report and the Popular Annual Financial Report. The statewide Public Accountability Report included submittals from 57 agencies and performance information covering 207 different programs.

Inquiries to all areas of the IOC increased in fiscal year 2002 due at least in part to cash flow issues and payees seeking information regarding the status of payments. Most notable was a 37.6% increase in inquiries to the Record Center where staff members were able to provide a response, on average, within less than one day. Inquiries to the Comptroller's web site increased 14% while inquiries to the Expenditure Analysis and Review Section were up 6% over fiscal year 2001.

As part of the statutory responsibility of the IOC, the Local Government Division worked with almost 5,700 reporting entities and their associations to increase the timeliness, accuracy and ease of completing required annual financial reports. Due to this effort, participation in training and utilization of the toll-free local government assistance hotline, the rate of local governments complying with statutory financial reporting requirements grew to 97% in fiscal year 2002, up from 94% in fiscal year 2000 and 66% in fiscal year 1997.

During fiscal year 2002 the CCBT department instituted new procedures to increase the compliance level of on-time financial reporting by the state's approximately 2,000 licensed funeral homes, cemeteries and pre-need contractors. Increased communication and a protocol that included regular contact and follow-up resulted in an increase to 96.6% in the number of licensees in compliance with the statutory requirements to file with the IOC. Additionally, this increase in compliance is evident by a decline in late filing fees from $70.3 thousand in fiscal year 2001 to $46.4 thousand in fiscal year 2002.

In order to assure that consumers are being protected, audits of these financial reports are conducted on a recurring basis. The number of audits performed increased to 818 in fiscal year 2002 up from 656 in fiscal year 2001. In order to provide further consumer protection, the IOC released a revised consumers' guide for pre-need funeral and burial purchases that must be presented to all consumers before pre-need contracts are signed.

Statewide Financial Management

Mission Statement: The mission of the Statewide Financial Management program is to process and account for financial transactions for state government, payees and vendors in order to maintain a high degree of integrity over records and systems.

Program Goals: Objectives:

1. To ensure accuracy and timeliness of financial transactions for state government.
   a. To process 98% of all problem-free commercial transactions in 4 business days or less.
   b. To increase the number of certified vendors to 88% of the total vendor file by June 30, 2002.
2. To utilize available technologies to improve efficiencies and effectiveness.
   a. To track the number of intercepted payments and dollar amount of money recovered by the involuntary withholding process.
   b. To maintain at 94% the number of commercial vouchers submitted in a paperless format.
   c. To increase the number of agencies that participate in the Statewide Accounting Management System's (SAMS) on-line processing program to 25 by June 30, 2002.
   d. To increase the number of Electronic Fund Transfers (EFT) by June 30, 2002 by 2.5%.
3. To oversee and manage fund levels and insure availability of funds for priority expenditures.
   a. To process 100% of all payments for properly executed transactions with scheduled payment dates, on or before the required date.
   b. To make 100% of all payments for properly executed transactions for priority expenditures on the scheduled date.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 15 ILCS 405

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$17,603.7	$17,458.3	$18,200.0	$17,625.1	$17,290.0
* Total expenditures - state appropriated funds (in thousands)	$17,603.7	$17,458.3	$18,200.0	$17,625.1	$17,290.0
* Average monthly full-time employees	227.0	231.0	231.0	225.0	225.0
Output Indicators					
* Total payments processed	14,884,506	15,988,446	14,500,000	14,078,664	14,500,000
* Total commercial vouchers processed	5,431,034	5,712,128	5,500,000	5,368,790	5,500,000
* Public Aid medical cards processed	10,057,863	10,440,972	11,000,000	9,829,322	10,200,000
* Total vendors on vendor file	836,911	829,203	830,000	835,697	840,000
* Vendors on vendor file that are certified	722,326	727,382	728,000	729,489	740,000
* Total number of intercepted payments (a)	145,042	187,833	N/A	147,078	N/A
* Paperless vouchers processed	5,079,525	5,349,171	5,000,000	5,072,402	5,000,000
* Number of payroll-related EFT transactions	2,256,380	2,361,409	2,500,000	2,480,761	2,480,000
* Number of non-payroll-related EFT transactions	1,604,774	2,245,621	2,300,000	2,539,353	2,600,000
* Number of agencies that participate in the SAMS on-line processing program	17.0	20.0	25.0	27.0	30.0
Outcome Indicators					
* Percentage of routine warrants available for release within two business days	100 %	100 %	100 %	100 %	100 %
* Percentage of routine warrants released within two days of process completion (b)	100 %	77.3 %	100 %	12.5 %	100 %
* Percentage of commercial vouchers processed in four business days or less (b)	97.8 %	92 %	98 %	72 %	98 %
* Percentage of certified vendors on vendor file	86 %	87.7 %	88 %	87 %	88 %
* Dollar amount of all intercepted payments (in thousands) (a)	$22,198.7	$41,124.4	N/A	$27,178.6	N/A
* Percentage of paperless commercial vouchers processed	93.53 %	93.7 %	94 %	94.5 %	94 %
* Percentage of payroll-related EFT transactions	65.8 %	68.1 %	72.1 %	69.7 %	70.5 %
* Percentage of non-payroll-related EFT transactions	14 %	16.7 %	17 %	24.1 %	25 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per payment transaction (in dollars)	$1.18	$1.09	$1.26	$1.25	$1.19
* Number of payment transactions processed per staff	65,426	69,212	62,500	62,572	64,444

Explanatory Information

The fiscal year 2002 figures regarding intercepted payments fall below the 2001 actual figures because in 2001 the figures included intercepted payments due to a one-time state tax rebate which is not included in fiscal year 2002.

The fiscal year 2002 actual figures for "Percentage of non-payroll-related EFT transactions" exceeds the 2001 Target and Actual by 41.8% and 44.3% respectfully due in part to the Comptroller/Revenue expedited tax refund program.

Footnotes

(a) Payments are intercepted based on claims referred by other State Agencies. The success of involuntary withholding (IW) collections varies from year to year based on events outside the Comptroller's control. Therefore, the Comptroller has no basis on which to make an estimate of increases or decreases in the number or value of successful IW claims.

(b) For fiscal year 2002, the state's cash flow shortfall necessitated holding approved vouchers until sufficient funds were available in the General Revenue Fund to write the warrants. Delays in making payments from the General Revenue fund are also expected for fiscal year 2003.

Government Financial Reporting

Mission Statement: In order to ensure public accountability, the Government Financial Reporting program provides reliable, accessible and comprehensive financial information to the general public and others with a financial interest in the State of Illinois.

Program Goals: Objectives:

1. To ensure that users of the state's financial information are well informed by providing both fiscal and performance data.
   a. To complete the Comprehensive Annual Financial Report (CAFR) by December 31, 2001 in accordance with Generally Accepted Accounting Procedures.
   b. By June 30, 2002 provide statewide training and evaluation regarding Governmental Accounting Standards Board's new financial reporting standards (GASB 34) to 120 agencies.
   c. To complete all mandated reports in accordance with law and all other reports in a timely manner.
   d. To make information available to users through direct mail, the Web, the Warehouse and through telephone and personal contact.
   e. To administer the Public Accountability Project for 59 state agencies and report on the performance of these agencies' programs by December 31, 2001.
2. To ensure that local governments comply with reporting requirements in order to keep users informed.
   a. To increase the compliance rate of local governments filing Annual Financial Reports (AFR) to 97%.

Source of Funds: General Revenue Fund, Comptroller's Administrative Fund ***Statutory Authority:*** 15 ILCS 405

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,601.4	$5,678.5	$6,600.0	$6,213.1	$6,270.0
* Total expenditures - state appropriated funds (in thousands)	$4,601.4	$5,678.5	$6,600.0	$6,213.1	$6,270.0
* Average monthly full-time employees	63.5	68.0	68.0	70.0	70.0
Output Indicators					
* Inquiries received by Expenditure Analysis and Review Section (EARS) (a)	26,262	31,924	32,000	33,874	33,000
* Inquiries received by Records Center (b)	66,956	87,615	88,000	120,587	122,000
* Daily average hits on web site (c)	38,851	53,088	60,000	60,533	65,000
* Inquiries to local government help desk	622.0	4,000	5,000	4,554	4,800
* Number of major published reports	12.0	12.0	12.0	12.0	12.0
* Agencies participating in the PAP program	19.0	39.0	59.0	57.0	77.0
* Number of programs included in PAP report	65.0	133.0	200.0	207.0	254.0
* Number of agencies participating in GASB 34 training (d)	45.0	122.0	120.0	94.0	0.0
Outcome Indicators					
* Prior Year Illinois CAFR received Governmental Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	N/A	Yes
* Prior Year Illinois PAFR received GFOA Certificate of Achievement for Outstanding Achievement in PAFR Reporting	Yes	Yes	Yes	Yes	Yes
* Percentage of total state expenditures reflected by agencies in the Public Accountability Project (PAP) report	83.9 %	91 %	93.7 %	94.9 %	97.4 %
* Average response time for inquiries to Records Center (in days)	1.3	1.3	1.4	0.7	1.2
* Percentage of local governments complying with AFR requirements	94 %	96 %	97 %	97 %	97.5 %
* Percentage of all Comptroller reports completed on or before required date	100 %	100 %	100 %	100 %	100 %
External Benchmarks					
* Other states receiving GFOA award for PAFR	3.0	3.0	3.0	11.0	N/A
* Other states receiving GFOA award for CAFR	39.0	39.0	39.0	N/A	39.0
Efficiency/Cost-Effectiveness Indicators					
* Personal Service Cost per Records Center inquiry (in dollars)	$6.31	$5.70	$6.00	$3.82	$3.77
* Personal Service cost per EARS inquiry (in dollars)	$6.65	$4.40	$5.00	$4.40	$4.50
* Inquiries per EARS staff	8,754	10,641	10,666	11,291	11,000
* Inquiries per Records Center staff	4,184	5,476	5,500	8,039	8,133

Government Financial Reporting (Concluded)

Footnotes

(a) Expenditure Analysis and Review Section (EARS). This section responds to media, General Assembly, state agency and other complex inquiries requiring sophisticated research. Requests increased this year due to an increase in employment verifications.

(b) Increases in inquiries to the Record Center were due to inquiries regarding late payments.

(c) Based on a three-month average.

(d) The GASB 34 training program was completed on June 30, 2002, in anticipation of program implementation in fiscal year 2002.

Cemetery Care and Burial Trust

Mission Statement: To protect the public from financial fraud and to ensure delivery of contracted services, the Cemetery Care and Burial Trust Program (CCBTP) licenses, regulates, and audits the trust funds of private cemeteries that collect money for perpetual care, and cemeteries and funeral homes that sell pre-need goods and services.

Program Goals: Objectives:

1. To provide thorough regulation of death care industry licensees through the use of technology.
   a. By October 2002, implement an electronic filing system to enable licensees to file their annual reports.
   b. By December 2002, develop a training program to help licensees file their annual reports.
2. To ensure the consistent, regular and open exchange of information among and between field auditors and office staff through enhanced technology.
   a. By December 2002, implement the "auditor laptop" program.
   b. By November 2002, develop a more efficient and expeditious methodology for auditing work papers.
3. To increase public awareness of potential fraud in the death care industry.
   a. To launch a Consumer Education Program by September 2002.

Source of Funds: General Revenue Fund, Cemetery Consumer Protection Fund ***Statutory Authority:*** 225 ILCS 45; 760 ILCS 100

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,267.9	$2,448.4	$2,500.0	$2,745.9	$2,608.6
* Total expenditures - state appropriated funds (in thousands)	$2,267.9	$2,448.4	$2,500.0	$2,745.9	$2,608.6
* Average monthly full-time employees	32.0	29.0	29.0	31.0	31.0
* Number of CCBT staff dedicated to Consumer Education Program	0.0	0.0	0.0	6.0	10.0
Output Indicators					
* Total licenses issued	191.0	77.0	98.0	44.0	40.0
* Total audits conducted	710.0	656.0	795.0	818.0	958.0
* Total number of licensees	2,028	2,072	2,100	2,080	2,090
* Total number of licensees meeting annual reporting requirements	1,962	1,970	1,996	2,011	2,040
* Number of auditors utilizing the laptop program	0.0	0.0	0.0	10.0	10.0
* Number of participants in Consumer Education Program	0.0	0.0	0.0	193.0	2,400
* Number of Consumer Education Programs held in fiscal year	0.0	0.0	0.0	3.0	36.0
Outcome Indicators					
* Percentage of total licensees complying with annual reporting requirements	97.5 %	93.5 %	95 %	96.6 %	97.6 %
* Late filing fees received from licensees (in thousands)	$163.1	$70.3	$50.0	$46.4	$35.0
* Percentage of electronic filing program completed	0 %	0 %	100 %	100 %	N/A
* Percentage of electronic filing training program completed	0 %	0 %	0 %	25 %	100 %
* Percentage of audit workpapers review program in place	0 %	0 %	0 %	80 %	100 %
* Percentage of audit workpapers reviewed pursuant to new review program	0 %	0 %	0 %	40 %	100 %
* Percentage of auditors participating in the laptop program	0 %	0 %	0 %	100 %	100 %
* Percentage of consumer Education program completed	0 %	0 %	0 %	100 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Consumer inquiries per staff (a)	577.0	695.0	500.0	1,005	900.0
* Audits per auditor (b)	78.8	82.0	85.0	82.0	96.0

Footnotes

(a) For fiscal year 2001, these figures are based on 2,010 inquiries and two staff persons assigned to the complaint unit.

(b) Represents the average number of audits, based on 818 audits completed in fiscal year 2002 and ten field auditors. The scope of field audits was expanded during fiscal year 2002, requiring more time to complete each audit.

State Board of Elections
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Elections Division	$5,157.9	26.0	$4,149.7	26.0
Administration	$1,075.5	11.0	$1,075.7	11.0
Campaign Disclosure Division	$811.7	17.0	$864.2	17.0
EDP	$563.4	6.0	$667.3	6.0
General Counsel	$324.4	4.0	$533.8	4.0
The Board	$32.5	0.0	$32.1	0.0
Totals	$7,965.4	64.0	$7,322.8	64.0

Mission and Organization

The State Board of Elections (SBE) was created by the 1970 Illinois Constitution as the entity to have "general supervision over the administration of the registration and election laws throughout the State." Public Act 78-918 (enacted 10/22/73) established the structure and specific functions of the Board. SBE is the only central election authority for the entire state, and is empowered to perform those specific duties as are, or may hereinafter be, prescribed by law.

SBE consists of several functional areas/divisions that perform the operational functions of the agency. The three areas that are primary to the Board's mandated operations are the Board itself, the Elections Division and the Campaign Financing Division.

The Board: The Board of the State Board of Elections is the primary statewide rule-setting body for the conduct of elections in Illinois. The Board consists of eight members; four members must be residents of Cook County while the remaining four members must be residents of counties other than Cook County. In addition, these four-member groups must each contain two members from the sitting Governor's political party and two members from the political party whose nominee for Governor received the next highest total of votes in the last general election. Decisions of the Board are implemented through the Executive Director, who has responsibility for the day-to-day operations of the agency.

Elections Division: This division is primarily responsible for administering the candidate petition filing process, administration of objections filed against a candidate's nominating petitions, and certification of ballots. Other functions performed by the Elections Division include canvassing of election results and testing of voter tabulation systems, along with training of local election jurisdiction personnel in election laws and procedures. This division also contains the lump-sum appropriations used for State support of county election judge costs and payment of county clerk/recorder stipends.

Campaign Financing Division: The primary function of thisdivision is administration, implementation and enforcement of the Illinois Campaign Financing Act (10ILCS 5/9-15), the Act to Provide for Licensing and Regulating Certain Games of Chance (230ILCS 15/8-8.1), and the Fair Campaign Practices Act. To this end, the Campaign Financing Division oversees the submission of required campaign disclosure reports by applicable campaign committees and related groups, performs review of required disclosure reports and administers corrective action to those entities found in non-compliance. In addition, the Campaign Disclosure Division reviews and approves raffle applications from political committees and other related entities for fundraising purposes.

SBE also consists of several other divisions that provide support services to the divisions listed above. Those divisions are the *Support Services (Administration) Division*, *General Counsel*, and the *Electronic Data Processing Divsion.*

Elections Division

Mission Statement: The mission statement of the Elections Division is to exercise general supervision over administration of registration and election laws of the State through dissemination of information regarding election laws, requirements, and procedures, as well as review of election jurisdiction programs and processes to ensure compliance with applicable laws and standards.

Program Goals: Objectives:

1. Administer Board's function as election authority for federal, statewide, legislative, representative and judicial offices in Illinois.
   a. Accept and process nominating petitions for upcoming elections. Process requests for copies of previously submitted petitions.
   b. Process and adjudicate objections to nominating petitions assigned to State Officers Electoral Board. Perform necessary research and decide validity of objection.
   c. Certify general primary and general election ballots to appropriate Illinois election authorities.
   d. Canvass general primary and general elections for federal, statewide, legislative, representative, and judicial offices. Proclaim winners in general primaries and issue certificates of nomination. Prepare proclamations for the Governor to declare winners of general elections.
2. Provide and disseminate information and training on election processes and procedures to ensure that elections within the State are conducted in accordance with applicable laws and rules.
   a. Maintain a manual of "uniform" forms to be used in the election process.
   b. Create yearly Election Calendar for dissemination to election authorities.
   c. Post information on elections-based developments, issues, or requirements on the Board's informational website.
   d. Design and distribute publications and pamphlets to voters and election jurisdictions to inform them about election standards and requirements.
   e. Hold statewide training sessions to educate election jurisdiction employees and election judges about proper conduct of election operations.
3. Maintain statewide database of Illinois registered voters with data provided by county election jurisdictions. Ensure that registered voter data sent by election jurisdictions is the most accurate available, in compliance with applicable laws and rules,
   a. Provide guidelines and timetables for submission of voter registration data by the individual election jurisdictions.
   b. Audit and review voter registration files submitted by election jurisdictions. Initiate corrective action with election jurisdictions if problems are discovered with file format and/or content.
   c. Combine individual jurisdiction submissions into statewide database. Disseminate file information to requesting entities.
4. Audit election counting programs and equipment in election jurisdictions to verify accuracy of vote tabulation processes.
   a. Perform pretest activities on selected election jurisdiction voting systems. Coordinate corrective action with election juridiction personnel if errors or deficiencies are noted.
   b. Achieve reasonable confidence level in election jurisdiction voting system functions by pretesting 20% to 40% of all jurisdictions' voting systems prior to an election.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 10 ILCS 5/1A

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,908.7	$5,157.9	$4,287.5	$4,149.7	$4,113.6
* Total expenditures - state appropriated funds (in thousands)	$3,908.7	$5,157.9	$4,287.5	$4,149.7	$4,113.6
* Average monthly full-time employees	26.0	26.0	26.0	26.0	26.0
Output Indicators					
* Number of Election Publications Requested in Reporting Period	20,672	18,475	N/A	27,229	18,000
* Number of Election Judge Schools Requested by Local Election Jurisdictions	64.0	153.0	N/A	58.0	115.0
* Number of county voting systems available for pre-test in reporting period	110.0	268.0	N/A	24.0	268.0
* Number of election jurisdictions submitting voter registration database files	216.0	216.0	N/A	324.0	480.0
* Number of nominating petitions filed in reporting period	1,273	85.0	N/A	969.0	100.0
* Number of petition objections filed in reporting period	109.0	13.0	N/A	170.0	25.0
* Number of petition copy requests received in reporting period	625.0	5.0	N/A	997.0	10.0
* Number of petition copy requests processed in reporting period	625.0	5.0	N/A	997.0	6.0

Elections Division (Concluded)					
Outcome Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Number of petition objections processed during reporting period	109.0	13.0	N/A	170.0	25.0
* Percentage of election publication requests processed and distributed in reporting period	100 %	100 %	N/A	100 %	100 %
* Percentage of judges training school requests fulfilled during year	100 %	100 %	N/A	100 %	100 %
* Percentage of petition copy requests successfully completed within 48 hours	100 %	100 %	N/A	100 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Percentage of applicable county voting systems pre-tested during reporting period	30 %	33 %	N/A	22 %	37 %
* Percentage of election jurisdiction voter files audited during reporting period	100 %	100 %	N/A	100 %	100 %

Campaign Disclosure Division

Mission Statement: The mission of the Campaign Disclosure Division is to monitor and enforce the elements of the Campaign Disclosure Act and apply them equally to all candidates and committees throughout Illinois.

Program Goals: Objectives:

1. Act as the repository and central clearinghouse for mandated campaign disclosure reports submitted by committees on file with the SBE.
   a. Reciept all documents filed with the SBE, either through paper media or electronically filed through the SBE website.
   b. Accept, log in and microfilm all reports filed (paper or electronically filed).
   c. Make reports available for public inspection - prepare key report summary information from paper-submitted reports for reviev on Agency website along with full copy of electronically filed disclosure reports.
   d. Impose penalties and/or additional corrective action against committes who file required campaign disclosure reports past required deadlines or not at all.
2. Proper review and evaluation of all reports submitted to determine that committee disclosures are in compliance with statutory requirements of the Act.
   a. Assign and distribute campaign reports to specific staff for review.
   b. Review campaign reports for sufficiency and completeness of report format/content.
   c. Contact specific committees and request additional information/adjustments if errors or omissions are found in report data.
   d. File complaints against committees that do not comply with Agency requests for additional information or adjustments.
3. Receive, review and process complaints submitted by outside entities against the form or content of disclosure information submitted by specific committees.
   a. Record complaint when received from initiating entity - Schedule for review and adjudication by board.
   b. Prepare and issue notices to applicable parties to notify of complaint receipt and date/time of adjudication by Board.
   c. Perform required follow-up action after Board acts on sufficiency of complaint.
4. Perform statewide oversight function for review and approval of raffle applications submitted by committees for fund-raising purposes.
   a. Log in raffle applications received from interested committees.
   b. Review application for completeness, compliance with applicable statutes, and compliance with relevant administrative requirements.
   c. Approve or deny the raffle application - if denied, contact committees and attempt to resolve problems with application issues in order to ensure subsequent compliance/approval.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 10 ILCS 5/1A

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$750.8	$811.7	$883.5	$864.2	$845.8
* Total expenditures - state appropriated funds (in thousands)	$750.8	$811.7	$883.5	$864.2	$845.8
* Average monthly full-time employees	17.0	17.0	17.0	17.0	17.0
Output Indicators					
* Number of semi-annual campaign disclosure reports required to be filed during period (estimated)	6,600	6,000	N/A	6,600	6,700
* Number of candidates for public office that qualify as political committees	1,888	1,892	N/A	1,932	2,000
* Number of organizations that qualify as political action committees	532.0	521.0	N/A	523.0	520.0
* Number of organizations that qualify as party organizations	623.0	608.0	N/A	603.0	625.0
* Number of organizations that qualify as miscellaneous organizations	257.0	279.0	N/A	242.0	155.0
* Number of raffle applications submitted for approval by political committees	301.0	350.0	N/A	328.0	350.0
* Number of outside complaints filed with the State Board of Elections	26.0	11.0	N/A	7.0	25.0
* Number of raffle applications approved	297.0	350.0	N/A	328.0	350.0
* Number of financial disclosure reports reviewed by operations staff	6,524	6,654	N/A	6,387	6,700
* Number of report amendments filed pursuant to the operational review process	699.0	879.0	N/A	703.0	800.0

Campaign Disclosure Division (Concluded)					
Outcome Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Actual number of semi-annual campaign disclosure reports filed during reporting period	6,524	6,654	N/A	6,387	6,700
* Number of semi-annual reports filed electronically on agency website	820.0	1,972	N/A	2,285	2,750
* Number of raffle applications rejected	4.0	0.0	N/A	0.0	0.0
* Number of Agency complaints for non-compliance pursuant to operational review	6.0	1.0	N/A	50.0	50.0
* Percentage of semi-annual reports filed with agency that were filed by the deadline date	93.9 %	95.2 %	N/A	94.5 %	100 %
* Percentage of semi-annual reports filed with agency that were filed 30 days or less after deadline date	4.5 %	3.4 %	N/A	3.9 %	0 %
* Percentage of semi-annual reports filed with agency that were filed more than 30 days after deadline date	1.4 %	1.2 %	N/A	1.4 %	0 %
* Percentage of semi-annual reports filed with agency that were filed electronically through SBE's website application	12.5 %	29.7 %	N/A	35.7 %	41 %
Efficiency/Cost-Effectiveness Indicators					
* Number of financial disclosure report reviews per assigned operational staff	687.0	700.0	N/A	672.0	705.0

Property Tax Appeal Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Correct Assessment Determination	$2,579.4	48.0	$2,751.4	48.0
Totals	$2,579.4	48.0	$2,751.4	48.0

Mission and Organization

The Property Tax Appeal Board (PTAB) is an independent agency. The board has a single program with the purpose of determining the correct assessment of real property which is the subject of an appeal. The board receives appeals from taxpayers dissatisfied with a decision from a county board of review pertaining to the assessment of his or her property for taxation purposes. The board may also receive appeals from a taxing body that has interest in a decision of the board of review on an assessment made by a local assessment officer.

The board is comprised of five (5) members appointed by the governor, with advice and consent of the Senate. The governor, with advice and consent of the Senate, designates one of the members as chairman. No more than three (3) members of the board may be members of the same political party.

The board appoints hearing officers, appraisers, technicians and necessary clerical help to aid it in performing its duties. The board has offices located in Springfield and Des Plaines, Illinois.

Correct Assessment Determination

Mission Statement: It is the mission of the Illinois Property Tax Appeal Board to adjudicate in a professional, impartial and informal manner real property assessment disputes between Illinois real property owners, county boards of review and local taxing districts.

Program Goals: Objectives:

1. Provide an informal forum, open to the public, for the speedy hearings of appeals.
2. Resolve appeals in a timely fashion by issuing impartial decisions based upon equity and the weight of the evidence.
3. Establish clear, concise, accurate, and timely communications with the public.
4. Maintain a work force that demonstrates the highest standards of integrity, efficiency, and performance.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 35 ILCS 200/Art. 7

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$.0	$2,579.4	$3,017.0	$2,751.4	$2,930.1
* Total expenditures - state appropriated funds (in thousands)	$.0	$2,579.4	$3,017.0	$2,751.4	$2,930.1
* Average monthly full-time employees	0.0	46.0	50.0	47.0	50.0
* Average monthly part-time employees	0.0	2.0	3.0	1.0	1.0
Output Indicators					
* Number of cases opened during the fiscal year	N/A	10,323	N/A	13,653	N/A
* Number of cases closed during the fiscal year	N/A	15,715	N/A	17,092	N/A
* Number of public Property Tax Appeal Board meetings held during the fiscal year	N/A	21.0	N/A	25.0	N/A
* Number of community outreach events during the fiscal year. This indicator includes a wide range of contact with taxpayers, county officials, and taxing district representatives including speeches, brochures, web enhancements and the like	N/A	25.0	N/A	17.0	N/A
Outcome Indicators					
* Decline in number of cases over two years old from July 1 to June 30 in current fiscal year	N/A	535.0	0.0	1,955	N/A
* Percentage of cases closed during the fiscal year that are filed under Administrative Review. Deadline to file is 35 days from decision date. Administrative Review complaints arise if any party to the appeal is dissatisfied with the Property Tax Appeal	N/A	0.92 %	N/A	0.95 %	N/A
* Percentage of Administrative Review Complaints closed during the fiscal year in which the Property Tax Appeal Board's decision was reversed	N/A	0 %	N/A	0 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost per transaction (in dollars) (a)	N/A	$107.51	N/A	$97.00	N/A

Footnotes

(a) Equals PTAB operations spending plus Comptroller spending for Board member salaries divided by the number of cases opened plus the number of cases closed during the fiscal year.

Illinois Labor Relations Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Administrative Hearings	$1,287.7	24.3	$1,367.8	24.0
Investigations	$724.3	4.7	$781.7	5.0
Totals	$2,012.0	29.0	$2,149.5	29.0

Mission and Organization

The Illinois Public Labor Relations Act, enacted in law as Public Act 83-1012, effective July 1, 1984, and amended effective January 1, 1987, governs labor relations between most public employers in Illinois and their employees (ILCS, ch 48, pars. 1601-1627). It regulates the designation of employee representatives; the negotiation of wages, hours, and other conditions of employment; and the resolution of disputes arising under collective bargaining agreements.

The Act created both the State Labor Relations Board and the Local Labor Relations Board. The State Board has jurisdiction over all non-educational employers and public employees with a population not in excess of one million persons, including the Regional Transport Authority. The State Board has jurisdiction over most Illinois municipalities, counties, and the State of Illinois. The Local Board has jurisdiction over units of local government with a population in excess of one million persons, excluding the Regional Transportation Authority. This includes not only the County of Cook and the City of Chicago but other county-and city-wide governmental entities such as the Forest Preserve District of Cook County, the Metropolitan Water Reclamation District of Greater Chicago, the Chicago Housing Authority, the Chicago Transit Authority and the Chicago Park District.

On July 9, 2000, amendments to the Illinois Public Labor Relations Act took effect dissolving the Illinois State Labor Relations Board and the Illinois Local Labor Relations Board and transferring their jurisdiction and authority to the State and Local Panels of the newly created Illinois Labor Relations Board. The State Panel is comprised of four board members, and the Local Panel is comprised of two board members. The chairman of the Illinois Labor Relations Board presently serves as chairman for both panels.

The Illinois Public Labor Relations Act is the first comprehensive statutory regulation of public sector collective bargaining in Illinois history. It has many similarities to the National Labor Relations Act, which regulates collective bargaining matters in the private sector, and to the laws of numerous other states which regulate collective bargaining in the public sector.

The Act provides that the Board engage in various activities in order to regulate labor relations between Illinois public employers, unions, and employees. The Board's major duties under the Act include the following:

1. Rendering determinations on all charges alleging unfair labor practices under the Act, either after investigation or hearing;

2. Processing petitions seeking the certification or decertification of collective bargaining representatives of public employees, and conducting hearings and elections upon such petitions;

3. Processing petitions to modify or clarify bargaining units and certifications of bargaining units;

4. Providing rosters of mediators, fact-finders, and arbitrators to all parties covered by the Act in order to assist in resolving collective bargaining impasses and grievance disputes; and

5. Conducting emergency investigations of public employee strikes and strike threats upon demand to determine whether judicial proceedings are warranted to restrain or prevent strike activity imperiling the health and safety of the public.

Administrative Hearings

Mission Statement: To adjudicate through an impartial hearing process certain labor disputes identified by the Illinois Public Labor Relations Act as representation petitions, unfair labor practices and compliance cases, resulting in timely recommended decisions and orders of high quality that may eventually be appealed to court.

Program Goals: Objectives:

1. Process through the administrative hearings program those unfair labor practice cases, (Charge Against Employer (CA); Charge Against Union (CB)) where the investigation stage determined issues of law and fact.
   a. Complete hearing within 84 days from complaint issuance in an unfair labor practice (CA or CB) case.
   a. Issue well-written Administrative Law Judge Recommended Decisions and Orders within four months from close of hearing.
2. Issue all Administrative Law Judge Recommended Decisions and Orders (RDO's) on representation cases in keeping with the statutory time frames to conduct an election.
   a. Issue RDO's within 45 days of close of hearing on RC (Representation Petition), RD (Decertification Petition), and RM (Employer Petition) cases.
   b. Issue RDO's on RC, RD and RM cases within 120 days or earlier of notice of hearing, unless and/or including time-frame waivers by the parties or extensions by the Board.
3. Issue all Administrative Law Judge RDO's on other cases (Voluntary Recognition Petitions (VR), Unit Clarification Petitions (UC), and Amended Clarification Petitions (AC)) within 120 days.
   a. Issue RDO's within 45 days of close of hearing on petitions (UC,AC,RC,RD,RM & VR) cases.
4. Issue Board Decisions and Orders in cases where parties have filed exceptions or appeals.
   a. Issue written Board Decisions within 90 days of the meeting.
5. Defend the Board's Decisions and Orders when appeals are filed before the Illinois Appellate Court and the Illinois Supreme Court.
   a. Work with Assistant Attorney General designee to ensure that the Board's position regarding legal and factual issues in dispute is fully understood and attend oral arguments before Appellate Court.
   b. Analyze Appellate Court Decisions to determine whether appeal to the Supreme Court is necessary.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 5 ILCS 315

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,190.7	$1,287.7	$1,509.6	$1,367.8	$1,435.0
* Total expenditures - state appropriated funds (in thousands)	$1,190.7	$1,287.7	$1,509.6	$1,367.8	$1,435.0
* Average monthly full-time employees	22.3	23.3	26.3	24.0	25.0
* Average monthly part-time employees	1.0	1.0	0.0	0.0	0.0
Output Indicators					
* Number of hearings	69.0	90.0	80.0	75.0	80.0
* Number of board decisions and orders including General Counsel Orders	56.0	70.0	63.0	88.0	85.0
Outcome Indicators					
* Number of recommended decisions and orders	75.0	62.0	69.0	49.0	50.0
* Number of cases withdrawn at hearing	43.0	32.0	38.0	53.0	44.0
* Number of General Counsel orders (non-precedent)	14.0	29.0	22.0	33.0	27.0

Investigations

Mission Statement: To regulate public sector labor relations as defined by Public Act 87-1010, effective July 1, 1984, and amended January 1, 1987, thereby preventing and diminishing labor strife.

Program Goals: Objectives:

1. Issue orders regarding representation petitions (RC/RD), including conducting both ordered and consent elections within the statutory time frame as well as processing other petitions: Unit Clarification (UC); Voluntary Recognition (VR); Amended Clarifica
   a. Conduct elections within 180 days in a fair and impartial manner in accordance with statute.
   b. Complete investigations on Voluntary Recognition cases within 75 days.
   c. Complete investigations on Unit Clarification and Amended Clarification cases within 90 days.
2. Potentially resolve and/or submit to hearing all Unfair Labor Practice (ULP) Charges (CA and CB) filed by public sector unions, employees and employers.
   a. Complete unfair labor practice charge investigations within 120 days of charge being filed with completion occurring by the filing of a Final Investigative Report and draft document to the Executive Director.
   b. Attain pre-hearing resolutions on unfair labor practice charges to a level of 25% of the investigative stage.
   c. Submit to hearing all charges identifying issues of fact and law.
3. Assist in regulating labor disputes.
   a. Effectively maintain interest arbitration panels.
   b. Complete strike investigation petitions within 72 hours of filing.
   c. Achieve full compliance with all Board Decisions.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 5 ILCS 315

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$669.8	$724.3	$849.2	$781.7	$807.2
* Total expenditures - state appropriated funds (in thousands)	$669.8	$724.3	$849.2	$781.7	$807.2
* Average monthly full-time employees	4.7	4.7	5.0	5.0	5.0
Output Indicators					
* Number of new investigations plus carry over cases	934.0	868.0	901.0	880.0	850.0
* Number of Representation Petitions filed	152.0	126.0	139.0	100.0	118.0
* Number of other petitions (AC, UC and VR)	95.0	85.0	90.0	62.0	72.0
* Number of ULP charges (CA, CB)	348.0	397.0	373.0	324.0	340.0
Outcome Indicators					
* Elections conducted within 180 days statutory time frame	73.0	57.0	65.0	74.0	70.0
* Elections certified current and prior fiscal years	93.0	74.0	84.0	84.0	80.0
* Number of investigations resolved	309.0	278.0	294.0	612.0	500.0
* Number of investigations withdrawn	172.0	166.0	169.0	141.0	140.0
* Number of investigations to hearing	53.0	54.0	54.0	123.0	85.0
* Number of petitions certified	27.0	38.0	33.0	84.0	75.0
* Number of strike investigations	0.0	0.0	0.0	0.0	1.0

Civil Service Commission
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Hearings and Technical Reviews	$417.8	4.5	$407.0	4.5
Totals	$417.8	4.5	$407.0	4.5

Mission and Organization

History of Agency: The Illinois Personnel Code was established on July 18, 1955 under the provisions of an act to revise the law in relation to personnel administration. The Governor appoints one of the members to serve as Chairman of the commission. The Chairman continues to serve at the pleasure of the Governor. No more than three members of the commission can belong to the same political party. Terms of the members are staggered with six-year appointments.

The duties and powers of the commission are contained in 20 ILCS 415/10. The first main area of responsibility is the hearing of appeals of state employees under the jurisdiction of the Personnel Code who are discharged from their positions. Other areas of authority include employees who are suspended for more than 30 days in a one-year period; appeals of classification; layoff appeals; and appeals of geographic transfers. The commission is also responsible for approving amendments to the personnel rules, approving amendments to the classification plan, exempting policy-making positions from the Code upon request of the agency, and auditing state agencies for Code compliance.

Appeals Process: When appeals are filed with the commission, the employment records for the appellant are examined to certify that the individual is holding a certified appointment and thus has a right to a hearing. The commission is required by statute to convene a hearing within 30 days of receipt of a request for a hearing. The employee can represent himself or be represented by counsel. The agency is usually represented by the Office of the Attorney General. At the close of the hearing, the commission has 60 days to issue a final decision. All decisions of the commission are subject to appeal to the circuit court under the terms of the Administrative Review Act.

Technical Actions: As stated previously, the commission is responsible for approving amendments to class specifications. It also exempts policy-making positions from Jurisdiction B (requirement that an employee to be promoted must take a test) of the Personnel Code at the request of agencies in conformance with commission Rule 11, exemption from the Personnel Code. The commission carries out an audit program to ensure compliance with the provisions of the Illinois Personnel Code by state agencies subject to that Code.

Hearings and Technical Reviews

Mission Statement: The Mission of the Commission is to carry out its duties given to it by the Illinois Personnel Code so that merit principles are applied to public employment

Program Goals: Objectives:

1. To improve personnel merit system procedures in agencies covered by the Personnel Code.
   a. Perform additional agency audits.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 415/10

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$391.9	$417.8	$454.4	$407.0	$435.2
* Total expenditures - state appropriated funds (in thousands)	$391.9	$417.8	$454.4	$407.0	$435.2
* Average monthly full-time employees	4.0	4.0	4.0	4.0	4.0
* Average monthly part-time employees	0.5	0.5	0.5	0.5	0.5
Output Indicators					
* Cases closed or pending at end of fiscal year	330.0	241.0	295.0	188.0	306.0
Outcome Indicators					
* Administrative Reviews filed	11.0	14.0	11.0	11.0	10.0
* Number of Administrative Reviews reversing the Commission	2.0	0.0	0.0	0.0	2.0

Part 1: Elementary and Secondary Education

Elementary and Secondary Education Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Elementary and Secondary Education	$6,656,895.2	$6,633,232.7	-0.4%

Percent of Students NOT Meeting State Standards in Reading

	1999			2000			2001			2002		
	3rd	5th	8th	3rd	5th	8th	3rd	5th	8th	3rd	5th	8th
Illinois	39%	40%	28%	38%	41%	28%	38%	41%	34%	38%	41%	32%
Chicago	68%	63%	44%	67%	67%	43%	64%	66%	53%	65%	63%	45%
Suburban Cook	32%	36%	32%	32%	37%	23%	33%	38%	31%	33%	38%	29%
Collar Counties	26%	30%	21%	26%	30%	21%	27%	31%	26%	26%	30%	25%
Downstate	32%	37%	26%	31%	37%	27%	32%	37%	33%	32%	37%	32%

Source: Illinois State Board of Education

Percent of Students NOT Meeting State Standards in Writing

	1999			2000			2001			2002		
	3rd	5th	8th	3rd	5th	8th	3rd	5th	8th	3rd	5th	8th
Illinois	44%	25%	41%	44%	29%	30%	42%	30%	39%	43%	41%	38%
Chicago	69%	47%	65%	69%	50%	80%	66%	51%	59%	66%	62%	50%
Suburban Cook	36%	18%	33%	37%	22%	23%	36%	23%	31%	36%	34%	33%
Collar Counties	3%	16%	29%	32%	19%	22%	29%	18%	29%	31%	31%	29%
Downstate	42%	24%	40%	43%	29%	30%	41%	31%	39%	42%	41%	40%

Source: Illinois State Board of Education

Percent of Students NOT Meeting State Standards in Mathematics

	1999			2000			2001			2002		
	3rd	5th	8th	3rd	5th	8th	3rd	5th	8th	3rd	5th	8th
Illinois	32%	44%	57%	31%	43%	53%	26%	39%	50%	26%	37%	47%
Chicago	59%	72%	82%	62%	72%	49%	54%	68%	75%	55%	64%	69%
Suburban Cook	26%	39%	51%	25%	38%	47%	22%	35%	45%	21%	34%	44%
Collar Counties	19%	32%	46%	17%	29%	42%	15%	25%	38%	14%	25%	37%
Downstate	26%	42%	56%	24%	38%	51%	20%	33%	47%	19%	32%	46%

Source: Illinois State Board of Education

Academic Achievement in Seconday Schools

	Illinois	National Average	State Rank
Percent of population completing high school, 1998-2000	87.10%	85.70%	29
High school seniors not meeting academic standards in:		**2001**	**2002**
Reading		42%	42%
Math		46%	46%
Writing		41%	40%
Science		50%	48%
Social Science		42%	43%

Source: Congressional Quarterly, Illinois State Board of Education

Students Performing Below Academic Standards
(Reading, Writing, and Math)

	Reading				Writing				Math				Science			Social Science		
Grade	1999	2000	2001	2002	1999	2000	2001	2002	1999	2000	2001	2002	2000	2001	2002	2000	2001	2002
3	39%	38%	38%	38%	44%	44%	42%	43%	32%	31%	26%	26%						
4													36%	34%	33%	41%	39%	41%
5	39%	41%	41%	34%	25%	29%	31%	41%	45%	43%	38%	37%						
7													28%	28%	27%	42%	40%	42%
8	28%	28%	35%	32%	41%	30%	38%	37%	57%	54%	49%	47%						

Source: Illinois State Board of Education

State Board of Education
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
State Superintendent/Teaching & Learning	$6,512,232.4	312.7	$6,489,084.2	275.0
Operations	$116,357.0	227.4	$115,943.4	200.0
Information Technology	$18,020.2	76.2	$17,956.2	67.0
Planning & Performance	$4,070.4	46.6	$4,056.0	41.0
General Counsel/Chicago Operations	$2,708.4	31.8	$2,698.7	28.0
Public Information	$1,936.0	25.0	$1,929.1	22.0
Human Resources	$1,570.8	19.3	$1,565.2	17.0
Totals	$6,656,895.2	739.0	$6,633,232.8	650.0

The Condition of the P-12 Education System In Illinois

The mission of the Illinois system of elementary and secondary schools (Pre-K through grade 12) is to prepare children and youth for their adult lives. At the beginning of the 21st century, this means that Illinois students must acquire the knowledge, skills and attitudes that will make it possible for them to succeed in both post-secondary education and the workplace; be life-long learners who can respond to an ever-expanding base of knowledge, and function as effective citizens of our democracy.

The goals for the state's elementary and secondary education system call for
· high levels of student achievement;
· equitable access to learning opportunities;
· safe and educationally-appropriate learning environments;
· high-quality educators; and
· adequate and equitable funding.

Primary responsibility for meeting the educational system's mission and goals is assigned to the state's public school districts, whose individual schools serve more than two million students each year. Local district efforts are supplemented and supported by 45 Regional Offices of Education, 3 Intermediate Service Centers, and more than two hundred "cooperatives" that provide special services such as special and vocational education.

The State Board of Education is responsible for providing leadership and support for the state's education system. Its goals are to:
· Support local districts in helping all students meet the Illinois Learning Standards and in closing the achievement gap;
· Generate policies, programs, products and services that support local district efforts to ensure student success;
· Provide advocacy and leadership for adequate and equitable funding of Illinois public schools; and
· Work with partners in all sectors of government, education, and private enterprise to support continuous improvement of Illinois education.

Educational System - Input Indicators

The results or outcomes of Illinois' educational system are influenced by a variety of factors or "inputs." These indicators fall into four basic categories: the educational delivery system, the students who attend Illinois schools, the staffing in these schools, and school funding.

The Illinois system of public schools is among the largest and most diverse in the nation. Although consolidation has led to a continuous decline in the number of school districts during the past decade, the total number of districts in Illinois (892 operating districts in 2002) remains the third largest in the country (behind Texas and California) and is almost 200 districts higher than in New York, the state with the next largest number.

At the same time, an increasing student population in Illinois has led to an increase in the number of schools, which now includes more than 4,200 attendance centers and 19 charter schools.

The geographic and enrollment size of these districts and schools varies significantly. The smallest school district in Illinois is less than one square mile, while the largest is approximately 450 square miles. The smallest district in Illinois enrolls just 27 students, while the largest enrolls 437,722 students.

More than two million students (2,071,391 in fiscal year 2002) attend Illinois schools, reflecting a continuous increase over the past decade and an increase of almost 50,000 students since fiscal year 2000. Most of the increase is in the northern part of the state, particularly in the Chicago suburbs and the adjacent counties.

An ever-increasing percentage of Illinois students are those who have characteristics that make them potentially at risk of academic failure. More than one-third of Illinois students come from low-income families and approximately 40% are minorities. Although the largest subgroup continues to be African-American, the largest increase is in the number of Hispanic students. More than 6% (6.7%) of Illinois students have limited-English proficiency (LEP); this number represents an increase of almost two percentage points over the past decade.

The mean mobility rate for Illinois students is 16.5%. Although this represents a continuing decline over the last several years, it does not reflect the range of mobility rates among districts, which extends from 0.0% to 67.5%. Some individual classrooms have reported a complete turnover of students within a single year. The high-mobility districts and schools tend to have a higher percentage of low-income students.

Illinois has more than 127,000 certified teachers and more than 7,500 administrators. The increase in the number of teachers reflects continuing increases in student enrollment and the number of schools and classrooms for which additional teachers are needed.

Only 15% of the state's public school teachers are minority, a representation that is not proportional to the percentage of minority students in those schools. Most educators believe that minority students need role models of their own ethnic/racial background in the schools.

Funding for Illinois schools comes from three sources:
· federal funds, which increased in fiscal year 2003 because of the No Child Left Behind Act but still constitute only a small percentage of the total;
· state funds, which included significant cuts for many programs in fiscal year 2003, even though the total state appropriation totaled more than seven billion dollars; and
· local funds, which are expected to total almost ten billion dollars in fiscal year 2003 and which continue to be the primary source of funding for schools.

The dependence on local funding is particularly important because Illinois has such a wide disparity in the range of property wealth per student - i.e. from a low of $10,000 per student to a high of $1,292,800 per student.

These input data demonstrate the extreme breadth and diversity in the Illinois school system. State averages do not reflect either the richness or the challenges of those school programs, and there is no "typical" school in Illinois.

These input data also indicate that Illinois schools face increasingly serious challenges. The percentage of students with characteristics known to contribute to being at risk for school problems (e.g., low-income, limited-English proficiency and minority) has increased each year for more than a decade and these students now constitute more than one-third of the state's enrollment. Even though it costs more to educate these at risk students, the range of resources available to Illinois school districts is among the largest in the country. Moreover, most of Illinois' low-income students are concentrated in a relatively small number of districts whose tax base is at the lower end of the continuum and whose teachers are most likely to be under-qualified.

Educational System - Output Indicators

Output indicators measure the educational system's "products," many of which are a direct result of the resources available to the districts. These indicators describe the attendance and completion rates of students in Illinois schools, the average class size at various grade levels, the availability and qualifications of Illinois teachers, and secondary student participation in a core curriculum.

The state does not collect attendance data for Illinois school districts; however, the chronic truancy rate of 2.0% reflects a continuing decline in the number of students who are absent on a frequent basis. The dropout rate (5.1%) and the graduation rate (85.2%) have also shown continuous improvement, with a decrease in the number of dropouts and an increase in the number of graduates. Unfortunately, simply maintaining the current growth trend in the graduation rate will probably not be sufficient to allow the state to meet the No Child Left Behind Act goal of a 100% graduation rate by 2013-2014.

Two issues stand out with respect to the teachers in Illinois schools. One is the availability of teachers,

particularly in certain subject areas, in certain areas of the state, and in certain kinds of schools - e.g., urban, high-poverty schools. The number of teacher education graduates in Illinois has continued to increase each year (10,876 in 1999; 11,201 in 2000; and 12,504 in 2001), which should be sufficient to meet the overall demand, even if not necessarily in specific areas. However, 20-30% of beginning teachers in Illinois leave the classroom during their first five years, and those who remain in teaching often either refuse to teach in certain areas or leave those schools as quickly as they can find other positions. These facts significantly contribute to supply and demand problems in Illinois and the high turnover rates in specific schools.

The second issue of concern is the qualifications of Illinois teachers. The federal No Child Left Behind Act of 2001 has focused state and local attention on the certification level of teachers, with the result that all Illinois schools are required to have appropriately-certified teachers in all core academic subjects by the 2005-2006 school year. All paraprofessionals working in programs funded by federal Title I money are required to meet specific qualification standards (e.g., an Associate's Degree) beginning this year.

Illinois is developing a procedure to determine how many teachers do not meet the federal definition for "highly qualified." However, using a different federal definition, which focuses on "waivers" of regular certification, Illinois has a growing number and percentage of teachers who do not have the appropriate credentials. This year's State Title II Report indicated that there were 4,365 individuals teaching on the "waiver" certificates as of October 1, 2002, with 3,066 or 70% of them teaching in high-poverty districts. These numbers reflect an increase in the percentage of the overall teaching force that is on "waivers" (2.6% in 1999-2000 to 3.2% in 2000-2001) and an increase in the percentage of those teachers who are working in high-poverty districts (5.4% to 6.5%).

The number of Illinois students who are participating in a core curriculum provides another view of the "outputs" of the state's education system. The American Council on Testing (ACT) defines a "core curriculum" as four or more years of English, three or more years of mathematics, three or more years of social science, and three or more years of natural science. Student achievement data show that students who participate in a core academic curriculum meet state learning standards at a much higher rate. However, on this year's ACT questionnaire, except for the Asian and Pacific Island students, fewer than half of the students in each ethnic group in Illinois reported that they are involved in such a curriculum. The percentage of core curriculum participation is particularly low for minority groups and is lower for all Illinois groups than for similar groups across the nation. The State Board is working with local school districts and the Board of Higher Education to address this problem.

Educational System - Efficiency/Cost-Effectiveness Indicators

This set of indicators is designed to show the efficiency and cost-effectiveness of resource use in Illinois.

The average instructional expenditure per pupil is $4,668, while the average operating expenditure per pupil is $7,926. The expenditures per pupil are substantially higher for secondary schools than for those at the elementary level.

As is true of almost all variables in Illinois, the average per pupil expenditures mask significant differences among districts. The range across districts, which is among the largest in the nation, extends from $4,297 to $18,225 per student.

The teacher-pupil ratio for the elementary grades continues to show a small decrease each year; this year, that decline includes the 6th grade level which had been an exception in previous years. The secondary teacher-pupil ratio this year is 18.3:1, which is a slight increase over last year's ratio of 18.0:1.

Educational System - Outcome Indicators

The primary outcome indicator for the elementary and secondary education system is student achievement in relation to the Illinois Learning Standards. The academic performance of Illinois students is measured by four tests, all of which are linked to the Illinois Learning Standards. These tests are the Illinois Standards Achievement Test (ISAT), which measures performance by elementary students in reading, writing, mathematics, science and social science; the Prairie State Achievement Exam (PSAE), which measures 11th grade student learning in the same five learning areas and which incorporates the national ACT examination; the Illinois Alternate Assessment (IAA), which measures

achievement of students with disabilities whose Individual Education Plans (IEPs) indicate that all other state assessments are inappropriate, even with accommodations; and the Illinois Measure of Academic Growth (IMAGE), which measures the progress of students with limited English proficiency in attaining knowledge and skills in English-language reading, writing and math.

ISAT and PSAE results for 2002 are shown in the tables in other parts of this report.

These data indicate that in all academic areas, and at all grade levels tested, more than half of Illinois students are meeting the Learning Standards. However, at the elementary level, between 25% and 40% of the students are not meeting the Standards for a given subject area. At the high school level, across all areas, approximately 40% of Illinois 11th grade students do not meet the Standards.

When the achievement data is examined across time (although this is only the second year for the high school assessment), there is evidence of some progress. This is particularly true in mathematics, where achievement for Illinois students continued a three-year upward trend at all elementary grade levels tested in 2002. Science scores also showed slight improvements across all grades, with a 2.5% increase at the high school level. However, most other scores on both the ISAT and PSAE were about the same as in 2001.

Further analysis of the 2002 achievement test data indicate that despite some progress by low-income, black and Hispanic students in 8th grade mathematics, there continues to be a significant achievement gap between groups of students in Illinois. The widest disparities appeared in 5th grade mathematics, where 75.3% of non-low income students met standards compared to only 40.7% of low-income students.

Information about the extent to which Illinois students are prepared for the workplace is available from two sources. The Work Keys portion of the Prairie State Achievement Exam, meant to gauge job readiness, indicates that the percentage of Illinois students displaying the math skills needed for 90% of American jobs decreased from 6% last year to 58%this year. The results also reflect a racial gap, with 68% of white students demonstrating Level 3-Level 5 math skills, nearly twice that of Hispanics and nearly three times that of African-American students.

Since three out of five Illinois secondary students participate in a "Career and Technical Education" program (CTE), the State Board is working on a system to determine how well CTE students perform on the Prairie State Achievement Exam. Meanwhile, a post-program follow-up system designed to meet the accountability requirements of the Carl Perkins Act provides data on employment and/or continuing education among CTE graduates. The most current data shows that almost 81% (80.6%) of CTE completers with valid Social Security numbers were employed in the second quarter after their graduation or were enrolled in post-secondary education during the school year following their high school graduation.

Information about the extent to which Illinois students are prepared for success in post-secondary education is reflected in the ACT score of students who took the PSAE. The ACT is regarded as an evaluation of college readiness. The state's average score on the ACT had gone down in 2001 when all high school students were required to take the previously voluntary exam. The Board of Higher Education has indicated that an ACT score of 18 will enable a student to enroll in most public colleges and universities in Illinois.

Illinois received a "B+" for "preparation" on the 2002 national higher education report card. This was down from an "A" on the 2001 report, in large part because this year's report penalized states for the lack of information. Illinois did not have information on the percentage of students enrolled in demanding math and science courses.

Remediation rates at the post-secondary level are often referred to as an appropriate indicator of P-12 outcomes. However, the data available in Illinois is not current or comprehensive. The State Board of Education is working with the Board of Higher Education and the Community College Board to improve data resources, develop an index of college readiness for the state and improve the High School Feedback system required by law.

Virtually all of the available outcome data indicate that there are very significant achievement gaps in Illinois. These include a gap between desired and actual performance in relation to the Illinois Learning Standards and gaps between various subgroups of students.

The Illinois system of educational accountability links school designations to student achievement. As a result of the 2002 state achievement tests, 593 of the state's 4,238 attendance centers have been designated as in need of improvement and subject to specific

requirements and sanctions. The federal No Child Left Behind Act requires that all school districts move toward the goal of 100% of students meeting standards by the end of the 2013-14 school year, with extremely rigorous requirements for annual academic progress toward that goal. Given these new requirements, the number of schools that do not meet the criteria for achievement is expected to increase - perhaps substantially increase -- during the next few years.

Several specific programs, including the state-funded Summer Bridges program and the federally-funded "System of Support" program are being provided to assist these schools to improve the achievement of their students. In addition, the State of Illinois continues to fund programs such as the Pre-Kindergarten Program for Students At-Risk of Academic Failure and the Reading Improvement Block Grant that are designed to give additional academic support to at-risk students, especially in the early years of their school careers. Each of these programs is subject to on-going evaluation of quality and impact.

Conclusion

The condition of education in Illinois continues to be a mosaic of exceptional successes and challenging problems. The diversity among school districts on almost every indicator, from size to property wealth to curricular resources to student attendance and mobility, is reflected in the bottom line measure - the gap in student achievement. As in previous years, the outcome measures show that some Illinois students are achieving at extraordinary levels while far too many others are continuing to struggle.

Although the federal No Child Left Behind Act establishes bold new goals for Illinois, the critical impetus for strategic use of education resources in Illinois is the constitutional responsibility of the state and its school system to educate all children to the fullest extent of their abilities. The State is making gratifying progress in many areas, but much remains to be done to assure that the vision of educational achievement that is appropriate for the 21st Century becomes a reality for all students.

State Superintendent/Teaching & Learning

Mission Statement: Will provide leadership, advocacy, and support for the work of school districts, policymakers, and citizens in making Illinois education second to none.

Program Goals: Objectives:

1. Will support local districts in helping all students meet the Illinois Learning Standards and in closing the achievement gap.
   a. Will develop and support education programs for standards-led education in school districts; give special attention to the educator workforce, students needing specialized support and services, and school improvement and accountability.

Source of Funds: General Revenue Fund, Education Assistance Fund, Teacher Certificate Fee Revolving Fund, Drivers Education Fund, State Board of Education State Trust Fund, School District Emergency Financial Assistance Fund, SBE Federal National Community Service Fund, SBE Department of Health and Human Services Fund, SBE Federal Department of Labor, SBE Federal Department of Agriculture Fund, Common School Fund, SBE Federal Department of Education Fund, Charter Schools Revolving Loan Fund, School Infrastructure Fund, School Technology Revolving Loan Fund, Private Business and Vocational Schools Fund, Temporary Relocation Expenses Revolving Grant Fund, Fund for Illinois' Future, Tobacco Settlement Recovery Fund, National Center for Education Statistics Fund

Statutory Authority: 105ILCS 5

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$6,130,358.5	$6,512,232.4	$6,489,084.2	$6,489,084.2	$7,032,822.7
* Average monthly full-time employees	333.0	312.7	275.0	275.0	275.0
* Education revenues--federal (in millions)	$1,565.8	$1,868.0	N/A	$1,641.4	N/A
* Education revenues--local (in millions)	$8,907.0	$9,331.6	N/A	$9,724.2	N/A
* Education revenues--state (in millions)	$6,354.0	$6,785.1	N/A	$7,242.9	N/A
* Number of public schools	4,290	4,282	N/A	4,238	N/A
* Total number of operating districts	899.0	892.0	N/A	892.0	N/A
* Public school administrators	7,718	7,940	N/A	7,574	N/A
* Number of full time certified teachers	124,279	127,324	N/A	127,408	N/A
* Number of full time certified staff	21,025	21,672	N/A	21,791	N/A
Output Indicators					
* Attendance rate	93.9 %	93.7 %	N/A	94 %	N/A
* Chronic truancy rate (a)	2.4 %	2.2 %	N/A	2 %	N/A
* Dropout Rate (b)	5.8 %	5.7 %	N/A	5.1 %	N/A
* Graduation rate (c)	82.6 %	83.2 %	N/A	85.2 %	N/A
* Average class size--Grade 3	22.4	22.3	N/A	22.1	N/A
* Average class size--Grade 6	23.9	24.0	N/A	23.6	N/A
* Average class size--Grade 8	22.9	22.6	N/A	22.3	N/A
* Average class size--Grades 9-12	18.4	18.2	N/A	18.8	N/A
* Average class size--kindergarten	21.3	20.9	N/A	20.5	N/A
* Average class size--Grade 1	21.6	21.6	N/A	21.1	N/A
* Teacher retention (d)	N/A	89.6 %	N/A	89.1 %	N/A
* GED certificates	19,796	26,396	N/A	N/A	N/A
* Public school enrollment	2,027,600	2,048,792	N/A	2,071,391	N/A
* Limited English Proficiency enrollment	6.1 %	6.3 %	N/A	6.7 %	N/A
* Percent low income enrollment	36.7 %	36.9 %	N/A	37.5 %	N/A
* Grant applications approved	N/A	N/A	N/A	3,242	N/A
* Certificates issues	N/A	N/A	N/A	40,363	N/A
* School accreditations conferred (public/private)	N/A	N/A	N/A	318.0	N/A
* Teacher education institutions reviewed	N/A	N/A	N/A	13.0	N/A
* Training sessions delivered	N/A	N/A	N/A	392.0	N/A
* Performance reports completed	N/A	N/A	N/A	53.0	N/A
* Mobility rate (e)	17.5 %	17.2 %	N/A	16.5 %	N/A
* Black, non-Hispanic enrollment	432,686	436,568	N/A	439,478	N/A
* White, non-Hispanic enrollment	1,229,943	1,224,508	N/A	1,221,176	N/A
* Hispanic enrollment	295,896	315,446	N/A	335,535	N/A
* Low income enrollment			N/A	785,666	N/A
* Not low income enrollment	1,277,976	1,285,558	N/A	1,285,725	N/A

State Superintendent/Teaching & Learning (Continued)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Outcome Indicators					
* Percent of students meeting or exceeding state goals for reading on ISAT, 3rd grade	62 %	62 %	62 %	62 %	62 %
* Percent of students meeting or exceeding state goals for reading on ISAT, 5th grade	59 %	59 %	59 %	59 %	59 %
* Percent of students meeting or exceeding state goals for reading on ISAT, 8th grade	72 %	66 %	66 %	68 %	68 %
* Percent of students meeting or exceeding state goals for math on ISAT, 3rd grade	69 %	74 %	74 %	74 %	74 %
* Percent of students meeting or exceeding state goals for math on ISAT, 5th grade	57 %	61 %	61 %	63 %	63 %
* Percent of students meeting or exceding state goals for math on ISAT, 8th grade	47 %	50 %	50 %	53 %	53 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for 5th grade reading on ISAT	N/A	32 %	32 %	33 %	33 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for 5th grade math on ISAT	N/A	30 %	30 %	32 %	32 %
* Percent of Hispanic students meeting or exceeding state standards for 5th grade reading on ISAT	N/A	37 %	37 %	41 %	41 %
* Percent of Hispanic students meeting or exceeding state standards for 5th grade math on ISAT	N/A	N/A	41 %	46 %	46 %
* Percent of White, non-Hispanic, students meeting or exceeding state standards for 5th grade reading on ISAT	N/A	72 %	72 %	73 %	73 %
* Percent of White, non-Hispanic, students meeting or exceeding state standards for 5th grade math on ISAT	N/A	N/A	76 %	77 %	77 %
* Percent of low income students meeting or exceeding state standards for 5th grade reading on ISAT	N/A	36 %	36 %	37 %	37 %
* Percent of low income students meeting or exceeding state standards for 5th grade math on ISAT	N/A	37 %	37 %	41 %	41 %
* Percent of not low income students meeting or exceeding state standards for 5th grade reading on ISAT	N/A	70 %	70 %	71 %	71 %
* Percent of not low income students meeting or exceeding state standards for 5th grade math on ISAT	N/A	74 %	74 %	75 %	75 %
* Percent of all students meeting or exceeding state standards for reading on PSAE	N/A	57 %	57 %	57 %	57 %
* Percent of all students meeting or exceeding state standards for math on PSAE	N/A	54 %	54 %	54 %	54 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for reading on PSAE	N/A	N/A	31 %	32 %	32 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for math on PSAE	N/A	N/A	19 %	19 %	19 %
* Percent of Hispanic students meeting or exceeding state standards for reading on PSAE	N/A	35 %	35 %	36 %	36 %
* Percent of Hispanic students meeting or exceeding state standards for math on PSAE	N/A	28 %	28 %	29 %	29 %
* Percent of White, non-Hispanic, students meeting or exceeding state standards for reading on PSAE	N/A	N/A	65 %	66 %	66 %

State Superintendent/Teaching & Learning (Concluded)					
	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Percent of White, non-Hispanic, students meeting or exceeding state standards for math on PSAE	N/A	63 %	63 %	63 %	63 %
* Percent low income students meeting or exceeding state standards for reading on PSAE	N/A	N/A	32 %	33 %	33 %
* Percent of low income students meeting or exceeding state standards for math on PSAE	N/A	24 %	24 %	24 %	24 %
* Percent not low income students meeting or exceeding state standards for reading on PSAE	N/A	63 %	63 %	64 %	64 %
* Percent of not low income students meeting or exceeding state standards for math on PSAE	N/A	60 %	60 %	60 %	60 %
* Illinois ACT Average Score	21.5	21.6	N/A	20.1	N/A
* Public schools fully accredited	100 %	100 %	100 %	100 %	100 %
* Teacher education institutions fully accredited	N/A	N/A	100 %	100 %	100 %
* Teacher preparation programs fully approved	N/A	N/A	100 %	100 %	100 %
* Districts implementing Illinois Learning Standards	N/A	N/A	100 %	43 %	100 %
* Cycle time for certifications (in weeks)	N/A	N/A	N/A	3.0	N/A
External Benchmarks					
* National ACT average score	21.0	N/A	N/A	20.8	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instructional expenditure per pupil (in dollars)	$4,425.00	$4,643.00	N/A	$4,668.00	N/A
* Operating expenditure per pupil (in dollars)	$7,483.00	$7,884.00	N/A	$7,926.00	N/A
* Teacher pupil ratio for elementary level	19.3	19.1	N/A	19.1	N/A
* Teacher pupil ratio for secondary level	18.1	18.0	N/A	18.3	N/A

Footnotes

(a) The Chronic Truancy Rate is the number of chronic truants divided by the average daily enrollment multiplied by 100. Chronic truants include students subject to compulsory attendance who have been absent without valid cause from such attendance for 18 or more of the previous 180 regular attendance days.

(b) The Dropout rate is the number of dropouts divided by the fall enrollment less post-graduates multiplied by 100. Droputs include students in grades 9-12 whose names have been removed from the district-housed roster for any reason other than death, extended illness, graduation/completion of a program of studies, transfer to another public/private school, or expulsion.

(c) The Graduation rate is the number of 2001-02 graduates (changes every year) divided by the first-time ninth grade 1998 (changes every year) fall enrollment, less students transferred out, plus students transferred in, multipled by 100 (Numerator=number of graduates; denominator=9th grade enrollment-transfers out + transfers in). Transfers as used here refer to this specific graduation class and are accumulated over a four-year period.

(d) An additional 3.1% in fiscal year 2001 and 3.7% in fiscal year 2002 were retained in non-teaching positions.

(e) The Mobility rate reflects any enrollment change between the first school day in October and the last day of the school year. It is the sum of the students who transferred out and the students who transferred in, divided by the average daily enrollment multiplied by 100. Students are counted each time they transfer out or in during the reporting year. Individuals may be counted more than once.

Operations

Mission Statement: Will provide leadership, advocacy, and support for the work of school districts, policymakers, and citizens in making Illinois education second to none.

Program Goals: Objectives:

1. Will provide advocacy and leadership for adequate and equitable funding of Illinois public schools.
   a. Will support the agency in effectively meeting the priorities of the Board, statutory and regulatory requirements and in providing service in a highly efficient manner.

Source of Funds: General Revenue Fund, Drivers Education Fund, State Board of Education State Trust Fund, School District Emergency Financial Assistance Fund, SBE Federal Department of Agriculture Fund, SBE Federal Department of Education Fund, School Infrastructure Fund, State Board of Education Fund, State Board of Education Special Purpose Trust Fund

Statutory Authority: 105ILCS 5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$109,533.9	$116,357.0	$115,943.4	$115,943.4	$125,658.6
* Average monthly full-time employees	242.2	227.4	200.0	200.0	200.0
Outcome Indicators					
* Entities receiving funds electronically	20.7 %	27.6 %	N/A	75.8 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Grant transactions per FTE	23,399	20,854	21,500	21,510	22,000
* Child Nutrition reviews with significant findings	21.6 %	22 %	0 %	19.3 %	0 %
* Agency property unlocated	0.74 %	0.97 %	1 %	1.02 %	1 %
* Copies/impression per FTE	5,280,630	7,154,250	N/A	7,848,692	7,850,000
* Contracts/Commod/Purchases transactions per FTE	1,151	1,142	N/A	1,288	1,300

Information Technology

Mission Statement: Will provide leadership, advocacy, and support for the work of school districts, policymakers, and citizens in making Illinois education second to none.

Program Goals: Objectives:

1. Will generate policies, programs, products, and services that support local district efforts to ensure student success.
   a. Will provide leadership and technical assistance to enable the agency to integrate, sustain, update and use technology and telecommunications to support agency operations.

Source of Funds: General Revenue Fund, SBE Federal Department of Agriculture Fund, SBE Federal Department of Education Fund, National Center for Education Statistics Fund

Statutory Authority: 105ILCS 5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$16,963.5	$18,020.2	$17,956.2	$17,956.2	$19,460.7
* Average monthly full-time employees	81.1	76.2	67.0	67.0	67.0
Output Indicators					
* Responses to external data requests	N/A	N/A	N/A	3,700	3,700
* Responses to technical assistance requests	N/A	N/A	N/A	6,500	6,500
Outcome Indicators					
* Technical assistance requests resolved	N/A	N/A	100 %	95 %	100 %
* Data requests completed	N/A	N/A	100 %	100 %	100 %
* Cycle time for responses to data requests	N/A	N/A	3.0	2.0	2.0

Planning & Performance

Mission Statement: Will provide leadership, advocacy, and support for the work of school districts, policymakers, and citizens in making Illinois education second to none.

Program Goals: Objectives:

1. Will work with partners in all sectors of government, education, and private enterprise to support continuous improvement of Illinois education.
   a. Will provide policy development and agency planning based on data analysis; public reporting of performance in relation to legislative requirements and Board goals; Agency business planning and performance measures.

Source of Funds: General Revenue Fund, SBE Federal Department of Agriculture Fund, SBE Federal Department of Education Fund

Statutory Authority: 105ILCS 5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$3,831.7	$4,070.4	$4,056.0	$4,056.0	$4,395.8
* Average monthly full-time employees	49.6	46.6	41.0	41.0	41.0
Output Indicators					
* Program evaluations conducted	N/A	N/A	11.0	11.0	11.0
* Research and policy reports completed	N/A	N/A	20.0	20.0	20.0
* Responses to state/federal legislative requests	N/A	N/A	6,800	6,946	6,900
* Regional improvement plans reviewed	N/A	N/A	35.0	38.0	35.0
* Data requests filled.	N/A	N/A	N/A	1,000	N/A
* Performance reports completed	N/A	N/A	N/A	21.0	N/A
* Internal audit reports completed	N/A	N/A	N/A	19.0	N/A
* Legislative scholarships processed & logged	N/A	N/A	N/A	828.0	N/A
Outcome Indicators					
* Regional improvement plans approved	N/A	N/A	100 %	100 %	100 %
* Federal earmark and competitive grants received (in thousands)	N/A	N/A	N/A	$93,934.4	N/A
* Mandated reports submitted to General Assembly	N/A	N/A	19.0	19.0	19.0
* Cycle time, in days, for responses to legislative requests	N/A	N/A	3.0	3.0	3.0

Public Information

Mission Statement: Will provide leadership, advocacy, and support for the work of school districts, policymakers, and citizens in making Illinois education Second to None.

Program Goals: Objectives:

1. Will work with partners in all sectors of government, education, and private enterprise to support continuous improvement of Illinois education.

Source of Funds: General Revenue Fund, SBE Federal Department of Agriculture Fund, SBE Federal Department of Education Fund

Statutory Authority: 105ILCS 5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$1,822.5	$1,936.0	$1,929.1	$1,929.1	$2,090.8
* Average monthly full-time employees	26.6	25.0	22.0	22.0	22.0
* Phone calls fielded by Information Center	N/A	N/A	N/A	41,806	N/A
* Publications mailed by Information Center	N/A	N/A	N/A	74,160	N/A
* FOIA requests processed	N/A	N/A	N/A	95.0	N/A
* Multi-media productions (cd/video/satellite/webcast)	N/A	N/A	N/A	112.0	N/A
Outcome Indicators					
* Agency website "hits"	N/A	N/A	N/A	79,976,233	N/A
* Average cycle time (in days) for Freedom of Information Act requests	N/A	N/A	N/A	9.0	N/A

Human Resources

Mission Statement: Will provide leadership, advocacy, and support for the work of school districts, policymakers, and citizens in making Illinois education second to none.

Program Goals: Objectives:

1. Will generate policies, programs, products, and services that support local district efforts to ensure student success.
   a. Will provide services to Agency staff.

Source of Funds: General Revenue Fund, SBE Federal Department of Agriculture Fund, SBE Federal Department of Education Fund

Statutory Authority: 105ILCS 5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$1,478.7	$1,570.8	$1,565.2	$1,565.2	$1,696.4
* Average monthly full-time employees	20.6	19.3	17.0	17.0	17.0
Output Indicators					
* Personnel transactions	N/A	N/A	N/A	30,683	N/A
* Staff consultations	N/A	N/A	N/A	N/A	N/A
* Union transactions	N/A	N/A	N/A	5,272	N/A
* Staff participants in agency trainings	N/A	N/A	N/A	586.0	N/A
Outcome Indicators					
* Union transactions completed within timelines	N/A	N/A	N/A	95 %	N/A
* Number of staff satisifed with Human Resources services	N/A	N/A	N/A	500.0	N/A

Part 2: Higher Education

Higher Education Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Board of Higher Education	$104,702.5	$130,510.4	24.6%
Public Universities			
University of Illinois	$768,080.2	$829,748.5	8.0%
Southern Illinois University	$236,451.8	$251,564.4	6.4%
Northern Illinois University	$112,038.0	$116,839.9	4.3%
Illinois State University	$87,764.2	$92,437.1	5.3%
Western Illinois University	$61,700.4	$64,779.9	5.0%
Eastern Illinois University	$51,092.6	$57,931.5	13.4%
Northeastern Illionis University	$43,533.6	$44,994.1	3.4%
Chicago State University	$41,405.8	$43,528.6	5.1%
Governors State University	$26,748.1	$27,726.4	3.7%
Illionis Student Assistance Commission	$603,172.9	$607,041.4	0.6%
Illinois Community College Board	$327,950.6	$402,539.4	22.7%
Illinois Math & Science Academy	$15,767.9	$16,544.7	4.9%
State University Civil Service Merit Board	$1,178.1	$1,210.4	2.7%
TOTAL	**$2,481,586.7**	**$2,687,396.7**	**8.3%**

Numbers may not add due to rounding

University Research Expenditures

	National Rank		
	1998	1999	2000
University of Illinois (Urbana)	15	14	15
Northwestern University	32	35	35
University of Illinois (Chicago)	52	46	47
University of Chicago	54	52	60
Southern Illinois University (Carbondale)	164	159	158
Loyola University (Chicago)	157	167	173

Source: Lombardi Program on Measuring University Performance

Paying for Higher Education: Tuition and Financial Support at Illinois Community Colleges and Public Universities

	$ Amount (w/ year)	$ Change	Percent Change	State Rank
Tuition a public community colleges (1992-2001)	$1,580 (2001)	$183	13%	25
Tuition at 4 year public institutions (1992-2001)	$4,215 (2001)	$889	27%	19
Higher education appropriations per student (1992-2000)	$6,463 (2000)	$1,319	26%	8
Financial aid per student (1990-1999)	$ 747 (1999)	$201	37%	26

Source: National Center for Public Policy and Higher Ed.

Degrees Conferred and Enrollment

Degrees Conferred	1980	1990	1999	2000	2001
Associate	19,599	23,660	26,008	25,917	26,008
Bachelors	44,020	49,863	53,542	55,232	55,954
Master's	16,406	19,655	26,233	26,937	27,604
Doctorate	1,887	2,421	2,674	2,484	2,696
Professional	4,430	4,403	4,551	4,510	4,526
Total Degrees	86,342	100,002	113,008	115,080	116,788
Enrollment	551,379	530,248	533,553	533,884	534,274

Source: Illinois Board of Higher Education

State Awards for Need-Based Undergraduate Scholarship and Grant Programs and Grant Programs
(in millions)

	1987	1995	1997	1998	1999	2000	2001	% Change 1987-2000
National Need-Based Aid	$1,378.0	$2,422.0	$2,555.7	$2,735.7	$2,927.2	$3,102.3	$3,475.5	152.2%
Illinois Need Based Aid	$135.9	$244.4	$272.9	$288.9	$315.7	$337.0	$359.9	164.9%

Source: U.S. Department of Education

Mission and Organization

The Illinois Board of Higher Education (IBHE) is a twelve-member coordinating board with responsibilities extending to virtually every aspect of higher education. The IBHE plays a central role in higher education planning and policy, and is involved with the ongoing analysis of the aims, needs and requirements of higher education. The Board recommends an annual state budget for the system, approves degree-granting programs offered by public and independent private institutions, and operating authority for independent post-secondary institutions. IBHE also administers focused grant programs for health education, engineering equipment, cooperative work-study, teacher quality, institutional cooperation and institutional quality. The IBHE Internet site (www.ibhe.state.il.us) contains extensive information on higher education policies, issues, and statistics.

Illinois' system of higher education consists of 188 degree-granting institutions, (12 public universities, 48 community colleges, 99 private, non-profit institutions, and 29 proprietary institutions). In addition to degree and certificate programs, these institutions deliver programs of developmental instruction, continuing education, personal enrichment, and technical or vocational training. Some institutions engage in basic and /or applied research, and many provide a variety of public services ranging from direct medical services for low-income children and families to public radio and television programming. The system is supported by a number of related agencies, including the Illinois Student Assistance Commission, which administers student financial aid programs that enable thousands of financially needy students to further their education beyond high school, and the Illinois Mathematics and Science Academy, a discipline-focused secondary school that seeks to transform Math and Science teaching and learning, developing new and innovative instructional strategies in instruction, research and service programs at the Academy.

The Illinois Commitment: Partnerships, Opportunities, and Excellence, a strategic plan adopted by the IBHE in February 1999, outlines and articulates six statewide goals that guide the higher education system in Illinois in meeting the challenges of the new century. These six goals serve as guiding principles for progress in higher education and are critical to the evolving policy goals of the system:

- Higher Education will help Illinois business and industry sustain strong economic growth.
- Higher education will join elementary and secondary education to improve teaching and learning at all levels.
- No Illinois citizen will be denied an opportunity for a college education because of financial need.
- Illinois will increase the number and diversity of citizens completing training and education programs.
- Illinois colleges and universities will hold students to even higher expectations for learning and will be accountable for the quality of academic programs and the assessment of learning.
- Illinois colleges and universities will continually improve productivity, cost-effectiveness, and accountability.

Illinois' system of higher education ranks among the finest in the nation. *Measuring Up 2000*, the first national report card for higher education issued by the National Center for Public Policy and Higher Education ranked Illinois first among the fifty states. *Measuring Up 2002*, the follow-up to that report, ranks Illinois third behind only the states of Massachusetts and Connecticut. The report card ranks systems in terms of five key criteria: preparation, participation, affordability, completion, benefits, and student learning. Illinois received a B+ in preparation, an A in participation, a B in affordability, and B- grades in both completion and benefits. All states were again issued an incomplete in student learning as the National Center has been unable to establish reliable, comparable statistical measures for use in evaluating state performance. The national report card is an important tool in evaluating the strengths and weaknesses in Illinois higher education. While our grades are reflective of our progress toward the six goals of The Illinois Commitment, they also underscore the need to redouble our efforts in targeted areas to ensure that Illinois higher education remains at the top of the list.

Public Accountability Report: Components

The IBHE and the higher education system as a whole recognize the importance of performance reporting in evaluating progress toward the statewide goals set forth in the Illinois Commitment. To that end, the 2002 Public Accountability Report has been expanded to include data on the Illinois Community College System, and will continue to include data on all three of the primary programs of Illinois'

public universities (instruction, public service, and research), the Illinois Mathematics and Science Academy, and the Illinois Student Assistance Commission. In developing the 2002 report, care was taken to include state-level data related to Illinois' overall system of higher education, core data common to all institutions, and mission-specific data that highlights each institution's unique role and mission within the system. The IBHE is currently engaged in a cooperative effort with higher education institutions and agencies to further enhance our performance reporting capabilities. The ongoing development of targeted performance indicators for inclusion in annual results reports will complement our current accountability efforts and build upon the progress embodied in this report.

Public Universities: Instructional Programs

Instructional Programs at Illinois public universities consist of those activities carried out for the explicit purpose of eliciting some measure of "educational change" in a learner or group of learners. Activities included in this category should lead to credit toward a degree with one exception to the rule: Requisite Preparatory or Remedial Instruction consists of instructional activities that are not creditable toward a degree. Instructional Programs are one of three primary functions of the university system (along with Organized Research and Public Service programs). Instructional Programs include both teaching and facilitating activities including academic advising. The Instructional Program classification includes the following sub-categories: General Academic Instruction; Vocational/Technical Instruction; Requisite Preparatory/Remedial Instruction; Departmental Research; Admissions, Registration and Records; and Support for Instruction, including Audio-Visual Services, Instructional Computing Support, Departmental Administration and Personnel Development, and Course and Curriculum Development.

For purposes of this report, Instructional Program activities are combined with another functional classification, Academic Support, to present a more complete picture of instructional efforts on the system. Academic Support activities are carried out in direct support of the three primary functions of Instruction, Organized Research and Public Service. Academic Support activities are generally difficult to allocate among the three primary functions, but are distinguished from other university support programs by their direct relation to the preservation, maintenance and display of both the stock of knowledge and educational materials. Academic Support programs include the following functional sub-categories: Library Services; Hospitals and Patient Services; Museums and Galleries; and Academic Administration.

Public Universities: Organized Research Programs

Organized Research programs produce one or more research outcomes including the creation of knowledge, the reorganization of knowledge and the application of knowledge. These activities are carried out using institutional funds, or funds made available by agencies external to the institution, and may be conducted by organizational entities such as research divisions, bureaus, or institutes or on an individual or project basis. Research conducted on an individual or project basis usually results from special institutional or external grant awards to faculty members with those awards generally distributed on a competitive basis through a central research office. Organized Research programs include the following functional sub-categories: Institutes and Research Centers; Individual or Project Research; Laboratory Schools; and Support for Organized Research. In fiscal year 2002, research expenditures at Illinois public universities ranged from less than $200,000 at Governors State University to over $300 million at the University of Illinois at Urbana-Champaign.

Public Universities: Public Service Programs

Public Service programs at Illinois public universities include programs established to allow public access to the unique resources and capabilities of our institutions and are designed to respond to community needs or problems. Public Service programs include a variety of non-degree instructional programs as well as a variety of consulting activities performed by faculty or other representatives of the university. To be considered a Public Service activity, the effort must be sanctioned by the university. Examples of public services activities include community education programs, direct patient care, cooperative extension services, public broadcasting services, and public service support.

Conclusion

These Public Accountability reports were prepared by the IBHE in partnership with each university, the Illinois Community College Board, the Illinois

Mathematics and Science Academy, and the Illinois Student Assistance Commission. The most recent available data was used in compiling the reports.

The reader is cautioned that while the measures provided by this report are important performance indicators, they should in no way be considered as separate indicators of the "quality" of an institution. For example, the report notes specifically that graduation rates are dramatically affected by the percentage of part-time enrollment at a particular institution. Obviously, a high percentage of part-time students will result in lower graduation rates, but other factors can be equally important in affecting graduation rates. Does an institution enroll a large percentage of low-income or first-generation (the first generation in a family to attend college) students? Is the enrollment base primarily drawn from underserved areas of the state where academic preparation at the secondary level is lacking in comparison to other regions? Clearly, a straight-line comparison of graduation rates at institutions with wide variances in mission and student characteristics is limited in its application, and should be viewed within the context of these and other qualifying factors.

University of Illinois at Urbana-Champaign: Instruction

Mission Statement: As the state's most comprehensive public university campus, the University of Illinois at Urbana-Champaign provides instruction at the baccalaureate, master's, first professional, and doctoral levels and conducts basic and applied research in a broad array of fields. Many of UIUC's academic programs have achieved national repute for both instruction and research. The vast majority of undergraduate and graduate students attending UIUC are of traditional college age, enrolled full-time and living on or near the campus.

Program Goals: Objectives:

1. To carry out its traditional land-grant mission by focusing on instruction, research and public service in agriculture and engineering, along with comprehensive programs in the arts and sciences and other fields.
2. To offer professional education in law, veterinary medicine, business, and architecture.
3. To provide off-campus instruction and public service on a statewide basis in architecture, engineering, and other fields not generally available at other universities.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$319,050.4	$338,497.6	N/A	$371,391.8	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$282,091.8	$297,551.9	N/A	$324,137.4	$.0
* Percent change - state appropriated funds expenditures for Instruction/Academic Support (a)	2.9 %	5.5 %	N/A	8.9 %	N/A
* Total staff - all fund sources for Instruction/Academic Support (b)	5,981	6,137	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Instruction/Academic Support (b)	5,634	5,746	N/A	N/A	N/A
Output Indicators					
* Undergraduate headcount enrollment	28,916	28,414	28,414	28,746	28,700
* Graduate headcount enrollment	9,935	10,051	10,051	10,545	10,500
* Total headcount enrollment	38,851	38,465	38,465	39,291	39,000
* Percent: part-time student enrollment	11.1 %	9.1 %	N/A	9.1 %	9 %
* Baccalaureate degrees conferred	6,370	6,250	N/A	6,720	N/A
* Master's degrees conferred	2,298	2,184	N/A	2,437	N/A
* First Professional degrees conferred	278.0	266.0	N/A	317.0	N/A
* Doctorate degrees conferred	597.0	667.0	N/A	602.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred (c)	22.4 %	25.5 %	N/A	25.7 %	N/A
* Minority Graduates: percent of total master's degrees conferred (c)	43.6 %	45.2 %	N/A	45.1 %	N/A
* Minority Graduates: percent of total first professional degrees conferred (c)	19.8 %	21.1 %	N/A	20.5 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred (c)	46.6 %	47.1 %	N/A	53.8 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (d)	84.6 %	79.4 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	6.6 %	7.3 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	7.2 %	9.6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	73.9 %	73.7 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (d)	51.5 %	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	89.3 %	81.3 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	87.2 %	78.7 %	N/A	N/A	N/A
* Institutional pass rate: Illinois State Bar Examination	84.3 %	94 %	N/A	93.7 %	94 %
* Institutional pass rate: Fundamentals of Engineering Exam	N/A	93 %	90 %	97 %	95 %

University of Illinois at Urbana-Champaign: Instruction (Concluded)					
Outcome Indicators (Continued)	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Institutional pass rate: Accounting, Uniform CPA Exam, first-time attempts no advanced degree	21.2 %	10.4 %	15.4 %	N/A	15 %
* Institutional pass rate: Teacher Education, basic skills tests, new test implemented in FY 2002	100 %	100 %	N/A	N/A	98 %
* Institutional pass rate: Teacher Education, subject matter tests	99 %	99 %	N/A	N/A	98 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	92 %	92 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen (e)	75.9 %	76.5 %	N/A	77.9 %	N/A
External Benchmarks					
* National pass rate: State Bar examinations	65 %	20.0	N/A	N/A	N/A
* State pass rate: Illinois State Bar Examination	79 %	53.2 %	N/A	80 %	N/A
* National pass rate: Fundamentals of Engineering Exam	78.6 %	N/A	N/A	80 %	N/A
* National pass rate: Accounting, Uniform CPA Exam, all first-time attempts	13.7 %	15.4 %	N/A	N/A	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	79.7 %	N/A	79.9 %	N/A
* Six-Year graduation rate: statewide average (e)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support: expenditures (all sources) as a percentage of total University Expenditures from all sources (a)	32.1 %	32.1 %	N/A	N/A	N/A
* Instructional cost per credit hour: all levels	$299.20	$307.83	N/A	N/A	N/A
External Benchmarks					
* Public universities: all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour: public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

The University of Illinois at Urbana - Champaign (UIUC) ranks second among Big Ten universities in percentage of minority enrollment and percentage of baccalaureate degrees awarded to minority students.

UIUC produced more than 9,500 highly qualified graduates in fiscal year 2001.

For Fall 2002, UIUC received the largest number of applications for admission ever, and attracted the best qualified freshman class ever, based on composite ACT scores. The entering freshman class achieved a mean score of 27.2 on that measure.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Degree attainment data reflecting the percentage of minority graduates earning post-secondary degrees includes figures for students classified as "non-resident alien". The inclusion of this category inflates minority participation percentages beyond levels customarily reported by the University.

(d) Data regarding graduate employment, attainment, and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. Data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

(e) Institutions with high ratios of part-time students will have lower graduation rates.

University of Illinois at Urbana-Champaign: Research

Mission Statement: As the state's most comprehensive public university campus, the University of Illinois at Urbana-Champaign provides instruction at the baccalaureate, master's, first professional, and doctoral levels and conducts basic and applied research in a broad array of fields. Many of UIUC's academic programs have achieved national repute for both instruction and research. The vast majority of undergraduate and graduate students attending UIUC are of traditional college age, enrolled full-time, and living on or near the campus.

Program Goals: Objectives:

1. To carry out its traditional land-grant mission by focusing on instruction, public service and research in agriculture and engineering, along with comprehensive programs in the arts and sciences and other fields.
2. To offer professional education in law, veterinary medicine, business, and architecture.
3. To provide off-campus instruction and public service on a statewide basis in architecture, engineering, and other fields not generally available at other universities.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$285,301.3	$295,816.0	N/A	$312,049.1	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$40,149.3	$41,869.1	N/A	$46,331.7	$.0
* Percent change - state appropriated funds expenditures for Organized Research (a)	13 %	4.3 %	N/A	10.7 %	N/A
* Total staff - all fund sources for Organized Research programs (b)	4,872	4,961	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Organized Research programs (b)	865.0	782.0	N/A	N/A	N/A
* Total grants and contracts research expenditures (in thousands)	$193,966.0	$257,124.5	N/A	$282,305.0	$280,000.0
Output Indicators					
* Number of research grants and contracts awarded to campus units	1,481	1,537	1,500	1,613	1,600
* Number of research grants awarded by the National Science Foundation	242.0	303.0	248.0	340.0	340.0
* Number of external grants and contracts applications, sponsored research	2,218	2,310	N/A	2,405	2,400
* Dollar value of external grants and contracts applications, sponsored research (in millions)	$1,056.2	$1,245.6	N/A	$1,241.2	$1,240.0
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	1,396	1,485	N/A	1,613	1,600
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$258,566.1	$304,382.2	N/A	$352,750.4	$350,000.0
External Benchmarks					
* National ranking: annual research and development spending	16.0	N/A	15.0	N/A	15.0
* National ranking: annual research support from the National Science Foundation	1.0	1.0	1.0	1.0	1.0
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures (a)	28.7 %	28 %	N/A	N/A	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds (a)	8.8 %	8.7 %	N/A	N/A	N/A
* Organized Research staff (all fund sources) as a percentage of total University staff (b)	29.2 %	28.8 %	N/A	N/A	N/A
* Organized Research staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	9.7 %	8.6 %	N/A	N/A	N/A

University of Illinois at Urbana-Champaign: Research (Concluded)

External Benchmarks	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Total spending (all funds) for Organized Research by all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending (state appropriated funds) for Organized Research by all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff (all fund sources) in all Illinois public universities (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff (state appropriated fund sources) in all Illinois public universities (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

For fiscal year 2000, UIUC ranked 16th among American research universities in terms of research and development expenditures. Only three other institutions in Illinois were ranked in the top 100 in that category including Northwestern University (37), the University of Illinois at Chicago (49) and the University of Chicago (55).

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

University of Illinois at Urbana-Champaign: Public Service

Mission Statement: As the state's most comprehensive public university campus, the University of Illinois at Urbana-Champaign provides instruction at the baccalaureate, master's, first professional, and doctoral levels and conducts basic and applied research in a broad array of fields. Many of UIUC's academic programs have achieved national repute for both instruction and research. The vast majority of undergraduate and graduate students attending UIUC are of traditional college age, enrolled full-time, and living on or near the campus.

Program Goals: Objectives:

1. To carry out its traditional land-grant mission by focusing on instruction, public service and research in agriculture and engineering, along with comprehensive programs in the arts and sciences and other fields.
2. To offer professional education in law, veterinary medicine, business, and architecture.
3. To provide off-campus instruction and public service on a statewide basis in architecture, engineering, and other fields not generally available at other universities.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$117,783.7	$130,789.5	N/A	$140,709.4	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$25,318.7	$29,362.9	N/A	$31,172.8	$.0
* Percent change - state appropriated fund sources for Public Service programs (a)	18.5 %	16 %	N/A	6.2 %	N/A
* Total staff - all fund sources for Public Service programs (b)	1,961	2,135	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Public Service programs (b)	552.0	606.0	N/A	N/A	N/A
Output Indicators					
* U of I Extension: number of youth participating in 4-H programs (c)	284,800	371,600	286,000	N/A	350,000
* Institute for Competitive Manufacturing: service fees collected (in thousands) (d)	$84.0	$100.0	$104.0	$76.0	$76.0
Outcome Indicators					
* U of I Extension: number of face-to-face teaching contacts	2,002,000	1,904,300	1,800,000	N/A	1,900,000
* Institute for Competitive Manufacturing: number of Illinois companies served	21.0	25.0	26.0	19.0	19.0
External Benchmarks					
* University of Wisconsin Extension: number of face-to-face teaching contacts	1,277,000	N/A	N/A	N/A	N/A
* Penn State University Extension: number of face-to-face and Internet contacts	N/A	1.0	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Public Service program expenditures (all sources) as a percentage of total University expenditures (a)	11.8 %	12.4 %	N/A	N/A	N/A
* Public Service program expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds (a)	5.6 %	6.4 %	N/A	N/A	N/A
* Public Service staff (all fund sources) as a percentage of total University staff paid from all fund sources (b)	11.7 %	12.4 %	N/A	N/A	N/A
* Public Service staff (state appropriated fund sources) as a percentage of total University staff paid from state appropriated funds (b)	6.2 %	6.7 %	N/A	N/A	N/A
External Benchmarks					
* Total expenditures from all sources by all Illinois public universities for Public Service programs (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state appropriated funds by all Illinois public universities for Public Service programs (a)	$78,805.7	$85,370.2	N/A	N/A	N/A

University of Illinois at Urbana-Champaign: Public Service (Concluded)

External Benchmarks (Continued)	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Number of Public Service staff (all fund sources) in all Illinois public universities (b)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated funds) in all Illinois public universities (b)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

UIUC is responding to the state's looming teacher shortage with innovative programs to retain novice teachers in the profession, develop on-line curricula and resources aligned with ISBE standards, support alternative certification programs, help certified teachers acquire credentials in special education (an area of especially critical need), assist school administrators, and other areas.

UIUC has worked to improve the welfare of Latinos in the Chicago area through the College of Education's El Valor program.

UIUC expanded participation in on-line courses and degree programs available on a statewide basis. Fields represented range from Animal Sciences to Computer Science and Information Science, with enrollments in these programs having increased significantly in the last year.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The Illinois Cooperative Extension Service provides practical, research-based information and programs to help individuals, families, farms, businesses and communities in Illinois.

(d) The Institute for Competitive Manufacturing is a strategic alliance of industry, labor, government and higher education that offers a range of manufacturing assistance program services with a particular emphasis on small and medium-sized enterprises.

University of Illinois at Chicago: Instruction

Mission Statement: The University of Illinois at Chicago offers instruction at the baccalaureate, master's, first professional, and doctoral levels. The University conducts research and public service in a variety of fields and ranks among the top universities nationally in attracting external support for these initiatives. A significant proportion of the undergraduate student body commutes, is older than traditional college age, attends part-time, and has transferred from other institutions.

Program Goals: Objectives:

1. To strengthen the economic and social vitality of the Chicago metropolitan area by emphasizing business and industrial development, health care, school improvement, and enhanced opportunities for minority groups.
2. To offer instruction, research and public service in traditional fields such as engineering and the arts and sciences complemented and enhanced by a focus on health and medical sciences and services.
3. To provide off-campus programs in community college districts in the Chicago metropolitan area.
4. To provide off-campus programs in health science and in selected other areas not generally available through other colleges and universities in the state.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$638,882.6	$655,671.2	N/A	$660,934.7	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$272,835.9	$285,819.9	N/A	$300,395.2	$.0
* Percent change - state appropriated funds expenditures for Instruction/Academic Support (a)	3.6 %	2.6 %	N/A	5.1 %	N/A
* Total staff - all fund sources for Instruction/Academic Support (b)	9,381	9,469	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Instruction/Academic Support (b)	5,064	5,488	N/A	N/A	N/A
Output Indicators					
* Undergraduate headcount enrollment	16,170	16,140	16,140	15,887	15,900
* Graduate headcount enrollment	8,440	8,802	8,802	9,068	9,000
* Total headcount enrollment	24,610	24,942	24,942	24,955	25,000
* Percent: part-time student enrollment (c)	20.7 %	19.9 %	N/A	19 %	19 %
* Baccalaureate degrees conferred	2,928	3,174	N/A	3,182	N/A
* Master's degrees conferred	1,623	1,715	N/A	1,688	N/A
* First Professional degrees conferred	513.0	468.0	N/A	501.0	N/A
* Doctorate degrees conferred	201.0	195.0	N/A	177.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred (d)	48.5 %	45.8 %	N/A	47.5 %	N/A
* Minority Graduates: percent of total master's degrees conferred (d)	47.3 %	51.5 %	N/A	53.6 %	N/A
* Minority Graduates: percent of total first professional degrees conferred (d)	51.3 %	47.9 %	N/A	49.5 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred (d)	48.3 %	50.3 %	N/A	54.2 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (e)	80.3 %	81.9 %	N/A	N/A	N/A
* Percent of graduates employed part-time (e)	10 %	8 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (e)	6.1 %	5.2 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (e)	70.2 %	78.8 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (e)	33.5 %	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (e)	86 %	81.6 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (e)	83.1 %	80.2 %	N/A	N/A	N/A
* Institutional pass rate: United States Medical Licensing Exam, Step 1	100 %	100 %	100 %	100 %	100 %

University of Illinois at Chicago: Instruction (Concluded)

Outcome Indicators (Concluded)	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Institutional pass rate: United States Medical Licensing Exam, Step 2	100 %	100 %	100 %	100 %	100 %
* Institutional pass rate: College of Dentistry, National Dental Board Examination (NDBE) Part 1	76.2 %	93.6 %	95 %	98.3 %	95 %
* Institutional pass rate: College of Dentistry, NDBE Part 2	96.3 %	94.6 %	95 %	98.2 %	95 %
* Institutional pass rate, Teacher Education, basic skills tests, reflecting new test implemented in 2002	100 %	100 %	N/A	85 %	90 %
* Institutional pass rate: Teacher Education, subject matter tests	99 %	97 %	N/A	98 %	98 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	74.8 %	77.3 %	N/A	77.9 %	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	35.8 %	37.3 %	N/A	42 %	N/A
External Benchmarks					
* National pass rate: United States Medical Licensing Exam, Step 1	89 %	20.0	N/A	N/A	N/A
* National pass rate: United States Medical Licensing Exam, Step 2	93 %	N/A	N/A	N/A	N/A
* National pass rate: College of Dentistry, NDBE Part 1	90 %	15.4 %	N/A	92.7 %	N/A
* National pass rate: College of Dentistry, NDBE Part 2	93.6 %	79.7 %	N/A	94 %	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	53.2 %	N/A	79.9 %	N/A
* Six-Year graduation rate: statewide average (c)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instructional cost per credit hour: all levels	$287.36	$299.02	N/A	N/A	N/A
* Instruction/Academic Support expenditures (all funds) as a percentage of total University expenditures (a)	58.4 %	56.2 %	N/A	N/A	N/A
External Benchmarks					
* Public universities: all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour: public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

The Fall 2002 first-year Dental class is 58 percent female as compared to the 42.1 percent national average.

The UIC College of Medicine is the largest medical school in the United States, with an internationally renowned faculty of approximately 4,000 (full-time, part-time and volunteers) and nearly 1,300 students at four locations across the state.

The College of Medicine is one of the most diverse medical schools in the United States, best exemplified by the significant number of minority and disadvantaged students enrolled each year. Blacks, Latinos and American Indians have, since the late 1970's, constituted about one-fourth of each entering class.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Institutions with high ratios of part-time students will have lower graduation rates.

(d) Degree attainment data reflecting the percentage of minority graduates earning post-secondary degrees includes figures for students classified as "non-resident alien". The inclusion of this category inflates minority participation percentages beyond levels customarily reported by the University.

(e) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. Data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

University of Illinois at Chicago: Research

Mission Statement: The University of Illinois at Chicago offers instruction at the baccalaureate, master's, first professional, and doctoral levels. The University conducts research and public service in a variety of fields and ranks among the top universities nationally in attracting external support for these initiatives. A significant proportion of the undergraduate student body commutes, is older than traditional college age, attends part-time, and has transferred from other institutions.

Program Goals: Objectives:

1. To strengthen the economic and social vitality of the Chicago metropolitan area by emphasizing business and industrial development, health care, school improvement, and enhanced opportunities for minority groups.
2. To offer instruction, research and public service in traditional fields such as engineering and the arts and sciences complemented and enhanced by a focus on health and medical sciences and services.
3. To provide off-campus programs in community college districts in the Chicago metropolitan area.
4. To provide off-campus programs in health science and selected other areas not generally available through other colleges and universities in the state.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$141,449.0	$166,191.5	N/A	$188,839.9	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$17,062.0	$18,912.3	N/A	$24,510.9	$.0
* Percent change - state funds expenditures for Organized Research (a)	7.1 %	10.8 %	N/A	29.6 %	N/A
* Total staff - all fund sources for Organized Research programs (b)	2,273	2,529	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Organized Research programs (b)	307.0	348.0	N/A	N/A	N/A
* Total grants and contracts research expenditures (in thousands)	$135,200.0	$161,700.0	N/A	$183,000.0	$183,000.0
Output Indicators					
* Business incubator facilities: new buildings	0.0	1.0	1.0	1.0	1.0
* Business incubator facilities: number of employees	225.0	485.0	500.0	500.0	500.0
* Number of external grants and contracts awarded, sponsored research	1,109	1,259	N/A	2,334	2,334
* Number of external grants and contracts applications, sponsored research	2,366	2,558	N/A	2,600	2,600
* Dollar value of external grants and contracts applications, sponsored research (in thousands) (in thousands)	$351,000.0	$400,000.0	N/A	$436,000.0	$436,000.0
Outcome Indicators					
* Invention disclosures	73.0	77.0	84.0	109.0	81.0
* Patent applications	26.0	31.0	34.0	74.0	27.0
* Patents issued	8.0	10.0	N/A	19.0	20.0
* Licenses issued for use of university developed research products	14.0	28.0	31.0	29.0	25.0
* License revenues	$1,700.0	$2,000.0	$2,200.0	N/A	N/A
* Start-Up Companies incorporated	1.0	4.0	N/A	6.0	4.0
* Number of companies housed in business incubator facilities	27.0	31.0	34.0	30.0	30.0
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$154,000.0	$197,000.0	N/A	$253,000.0	$253,000.0
External Benchmarks					
* College of Medicine: national ranking, National Institutes of Health (NIH) funding (c)	45.0	N/A	N/A	47.0	47.0
* College of Pharmacy: national ranking, NIH funding	2.0	1.0	N/A	5.0	5.0
* College of Nursing: national ranking, NIH funding	4.0	3.0	N/A	3.0	3.0
* College of Applied Health Sciences: national ranking, NIH funding	4.0	5.0	N/A	5.0	5.0

University of Illinois at Chicago: Research (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* College of Public Health: national ranking, NIH funding	12.0	N/A	N/A	13.0	13.0
* College of Dentistry: national ranking, NIH funding	20.0	20.0	N/A	20.0	20.0
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures (a)	12.9 %	14.2 %	N/A	N/A	N/A
* Organized Research expenditures (state approriated funds) as a percentage of total University expenditures from state appropriated funds (a)	4.1 %	4.3 %	N/A	N/A	N/A
* Organized Research staff (all fund sources) as a percentage of total University staff (b)	14.9 %	15.9 %	N/A	N/A	N/A
* Organized Research staff (state appropriated fund sources) as a percentage of total University staff paid from state appropriated funds (b)	4.2 %	4.3 %	N/A	N/A	N/A
External Benchmarks					
* Total expenditures (all fund sources) for Organized Research by all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total expenditures (state appropriated funds) for Organized Research by all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff (all fund sources) in all Illinois public universities (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff (state appropriated fund sources) in all Illinois public universities (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

UIC is ranked 40th among domestic universities in overall National Institutes of Health funding.

In all sources of Research funding, UIC ranks third in Illinois.

The College of Medicine was awarded a $7 million grant for a Specialized Center for Research in the Reproductive Sciences -- one of 14 such centers in the nation.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The National Institutes of Health is one of the world's foremost medical research centers and is the federal (U.S. Department of Health and Human Services) focal point for medical research in the U.S.

University of Illinois at Chicago: Public Service

Mission Statement: The University of Illinois at Chicago offers instruction at the baccalaureate, master's, first professional, and doctoral levels. The University conducts research and public service in a variety of fields and ranks among the top universities nationally in attracting external support for these initiatives. A significant proportion of the undergraduate student body commutes, is older than traditional college age, attends part-time, and has transferred from other institutions.

Program Goals: Objectives:

1. To strengthen the economic and social vitality of the Chicago metropolitan area by emphasizing business and industrial development, health care, school improvement, and enhanced opportunities for minority groups.
2. To offer instruction, research and public service in traditional fields such as engineering and the arts and sciences complemented and enhanced by a focus on health and medical science and services.
3. To provide off-campus programs in community college districts in the Chicago metropolitan area.
4. To provide off-campus programs in health science and in selected other areas not generally available through other colleges and universities in the state.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$97,217.3	$105,865.1	N/A	$115,587.7	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$15,028.0	$14,700.1	N/A	$14,951.4	$.0
* Percent change - state appropriated funds expenditures for Public Service programs (a)	-14.9 %	-2.2 %	N/A	1.7 %	N/A
* Total staff - all fund sources for Public Service programs (b)	838.0	941.0	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Public Service programs (b)	176.0	223.0	N/A	N/A	N/A
Output Indicators					
* DSCC: number of community-based providers participating in DSCC programs (c)	11,000	13,500	14,000	13,500	13,750
* DSCC: number of enrolled medically fragile children receiving assistance with specialty medical services	24,548	24,500	24,500	24,415	24,500
* DSCC: number of pediatric residents trained on children requiring specialty medical treatment	24.0	26.0	26.0	26.0	26.0
* DSCC: Number of pediatric specialists credentialed/trained to serve medically fragile children	4,457	4,457	4,700	4,457	4,600
* Center for Literacy: number of Family Start workshops offered	89.0	261.0	250.0	232.0	250.0
* Center for Literacy: number of newsletters distributed	72,000	72,000	72,000	72,000	72,000
* Center for Literacy: number of child care centers served by the Family Start Program	124.0	65.0	100.0	242.0	250.0
* Center for Literacy: number of volunteers in the Family Start Program	125.0	129.0	N/A	469.0	470.0
* Center for Literacy: Number of children's books distributed through the Early Childhood Program	N/A	N/A	N/A	16,500	15,000
* TRIO (college bridge programs for high school students): number of students participating	1,537	1,650	1,680	1,600	2,170
* IMSE: number of teachers participating in professional development workshops	1,000	1,000	1,000	1,200	1,200
* IMSE: number of Chicago area schools participating in professional development programs	60.0	60.0	60.0	136.0	136.0
* IMSE: number of students using IMSE-designed curriculum	350,000	350,000	350,000	380,000	420,000

University of Illinois at Chicago: Public Service (Concluded)					
Outcome Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Division of Specialized Care for Children (DSCC): percent of enrolled families trained in accessing needed services	80 %	80 %	82 %	82 %	85 %
* DSCC: percent of enrolled families trained on adult transition planning services	65 %	65 %	80 %	68 %	71 %
* DSCC: percent of enrolled families trained on health benefits management	86 %	88 %	90 %	88 %	90 %
* DSCC: percent of caseworkers (Department of Children and Family Services) trained on children's specialty medical services	41 %	50 %	50 %	51 %	55 %
* DSCC: percent of newly SSI eligible children receiving information/referral on specialty services	99 %	99 %	99 %	99 %	99 %
* Project REACH (Resources, Education and Care in the Home): number of clients served	287.0	434.0	1,270	500.0	650.0
* Institute for Mathematics and Science Education (IMSE): number of states using IMSE-designed curriculum	40.0	40.0	40.0	40.0	40.0
Efficiency/Cost-Effectiveness Indicators					
* Public Service program expenditures (all sources) as a percentage of total University expenditures (a)	8.9 %	9.1 %	N/A	N/A	N/A
* Public Service program expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds (a)	3.6 %	3.4 %	N/A	N/A	N/A
* Public Service staff (all fund sources) as a percentage of total University staff paid from all fund sources (b)	5.5 %	5.9 %	N/A	N/A	N/A
* Public Service staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	2.4 %	2.7 %	N/A	N/A	N/A
External Benchmarks					
* Total expenditures from all sources by all Illinois public universities for Public Service programs (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state appropriated funds by all Illinois public universities for Public Service programs (a)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of Public Service staff (all fund sources) in all Illinois public universities (b)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated funds) in all Illinois public universities (b)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

UIC is the state's major and only comprehensive center for production of health professionals, almost all of whom are in short supply in this state. UIC is also a state leader in advanced healthcare, both in the discovery of new techniques and in bringing them to practice in Illinois. The Hospital and Clinics provide significant services to Illinois residents who are uninsured or underinsured.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted funds. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The Division of Specialized Care for Children is the Illinois Title V agency that provides care coordination for families and children with special health care needs.

University of Illinois at Springfield: Instruction

Mission Statement: The University of Illinois at Springfield has a broad role in serving the central Illinois region. As an undergraduate and graduate level campus, it offers programs to meet the needs of transfer and adult students as well as residential students of traditional college age. Located in the state's capital, UIS has a special mission in public affairs.

Program Goals: Objectives:

1. To emphasize public affairs and the integration of liberal arts and professional studies in its curricula.
2. To emphasize the development and implementation of improvements in program articulation, facilitating the transfer of community college students and promoting institutional cooperation.
3. To concentrate graduate offerings in selected disciplines that are able to share faculty and coursework in a mutually supportive environment.
4. To organize instructional, public service and research programs that are within the programmatic priorities of the campus.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$17,955.9	$18,774.3	N/A	$20,245.9	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$17,557.4	$18,371.8	N/A	$19,643.3	$.0
* Percent change - state appropriated funds expenditures for Instruction/Academic Support (a)	3.8 %	4.6 %	N/A	6.9 %	N/A
* Total staff - all fund sources for Instruction/Academic Support (b)	322.0	322.0	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Instruction/Academic Support (b)	322.0	322.0	N/A	N/A	N/A
Output Indicators					
* Undergraduate headcount enrollment	2,183	2,118	2,118	2,300	2,300
* Graduate headcount enrollment	1,896	1,824	1,824	1,988	1,988
* Total headcount enrollment	4,079	3,942	3,942	4,288	4,288
* Percent: part-time student enrollment	63.9 %	64.7 %	N/A	62.1 %	62.1 %
* Baccalaureate degrees conferred	646.0	597.0	N/A	613.0	N/A
* Master's degrees conferred	314.0	350.0	N/A	359.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred (c)	11 %	11.4 %	N/A	10.9 %	N/A
* Minority Graduates: percent of total master's degrees conferred (c)	17.8 %	17.7 %	N/A	18.9 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (d)	83.2 %	78.2 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	10.7 %	13.4 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	4 %	3.8 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	77.4 %	67.4 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (d)	22.8 %	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	93.3 %	80.4 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	82.6 %	77.8 %	N/A	N/A	N/A
* Institutional pass rate: Accountancy, National Association of State Boards of Accountancy (NASBA) four parts, first-time no advanced degree	35 %	N/A	15 %	25 %	25 %
* Institutional pass rate: Clinical Laboratory Science, American Society of Clinical Pathologists (ASCP) Exam	88 %	88 %	88 %	86 %	85 %
* Institutional pass rate: Teacher Education, basic skills tests	100 %	100 %	N/A	100 %	100 %
* Institutional pass rate: Teacher Education, subject matter tests	100 %	100 %	N/A	100 %	100 %

University of Illinois at Springfield: Instruction (Concluded)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
External Benchmarks					
* National pass rate: Accountancy, NASBA four parts, first-time no advanced degree	12.1 %	N/A	N/A	N/A	N/A
* National pass rate: Clinical Laboratory Science, ASCP Exam	70 %	20.0	N/A	67 %	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	79.7 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	53.2 %	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instructional cost per credit hour: all levels	$314.82	$339.53	N/A	N/A	N/A
* Instruction/Academic Support: expenditures (all fund sources) as a percentage of total University expenditures (a)	43.2 %	40.7 %	N/A	N/A	N/A
External Benchmarks					
* Public universities: all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour: public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

Admissions to the Teacher Education Program at UIS increased by 102 percent, from 177 in academic year 1999-2000 to 357 in 2000-2001.

Total on-line enrollments increased by 51 percent, from 1,603 in fiscal year 2001 to 2,425 in fiscal year 2002.

Enrollment in the on-line concentration in master teaching and leadership was up 71 percent in Spring 2002, enrolling 99 students in total.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Degree attainment data reflecting the percentage of minority graduates earning post-secondary degrees includes figures for students classified as "non-resident alien". The inclusion of this category inflates minority participation percentages beyond levels customarily reported by the University.

(d) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. Data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

University of Illinois at Springfield: Research

Mission Statement: The University of Illinois at Springfield has a broad role in serving the central Illinois region. As an undergraduate and graduate level campus, it offers programs to meet the needs of transfer and adult students as well as residential students of traditional college age. Located in the state's capital, UIS has a special mission in public affairs.

Program Goals: Objectives:

1. To emphasize public affairs and the integration of liberal arts and professional studies in its curricula.
2. To emphasize the development and implementation of improvements in program articulation, facilitating the transfer of community college students and promoting institutional cooperation.
3. To concentrate graduate offerings in selected disciplines that are able to share faculty and coursework in a mutually supportive environment.
4. To organize instructional, public service and research programs that are within the programmatic priorities of the campus.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$718.6	$734.4	N/A	$771.2	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$286.2	$297.7	N/A	$318.5	$.0
* Percent change - state appropriated funds expenditures for Organized Research (a)	17.6 %	4 %	N/A	7 %	N/A
* Total staff - all fund sources for Organized Research programs (b)	21.0	21.0	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Organized Research programs (b)	6.0	6.0	N/A	N/A	N/A
Output Indicators					
* Number of external grants and contracts awarded, sponsored research	62.0	79.0	79.0	61.0	60.0
* Number of external grants and contracts applications, sponsored research	90.0	100.0	N/A	78.0	75.0
* Dollar value of external grants and contract applications, sponsored research (in thousands)	$12,000.0	$9,200.0	$9,200.0	$10,300.0	$9,000.0
Outcome Indicators					
* Dollar value of external grants and contacts awarded, sponsored research (in thousands)	$9,500.0	$6,500.0	$6,500.0	$6,800.0	$6,500.0
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	1.7 %	1.6 %	N/A	N/A	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated fund sources (a)	1 %	1 %	N/A	N/A	N/A
* Organized Research staff (all fund sources) as a percentage of total University staff (b)	2.5 %	2.5 %	N/A	N/A	N/A
* Organized Research staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	1 %	1 %	N/A	N/A	N/A
External Benchmarks					
* Total spending (all fund sources) for Organized Research by all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending (state appropriated funds) for Organized Research by all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff (all sources) in all Illinois public universities (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff (state appropriated funds) in all Illinois public universities (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

A four-year study is underway examining wetlands under the jurisdiction of the Illinois Department of Transportation, and documenting nutrient dynamics during transition from agricultural land use to natural vegetation.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

University of Illinois at Springfield: Public Service

Mission Statement: The University of Illinois at Springfield has a broad role in serving the central Illinois region. As an undergraduate and graduate level campus, it offers programs to meet the needs of transfer and adult students as well as residential students of traditional college age. Located in the state's capital, UIS has a special mission in public affairs.

Program Goals: Objectives:

1. To emphasize public affairs and the integration of liberal arts and professional studies in its curricula.
2. To emphasize the development and implementation of improvements in program articulation, facilitating the transfer of community college students and promoting institutional cooperation.
3. To concentrate graduate offerings in selected disciplines that are able to share faculty and coursework in a mutually supportive environment.
4. To organize instructional, public service and research programs that are within the programmatic priorities of the campus.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$8,839.9	$11,984.8	N/A	$12,128.5	$.0
* Total expenditures - state appropriated funds (in thousands) (a)	$1,884.1	$1,959.5	N/A	$2,096.6	$.0
* Percent change - state appropriated funds expenditures for Public Service programs (a)	-5.3 %	4 %	N/A	7 %	N/A
* Total staff - all fund sources for Public Service programs (b)	186.0	187.0	N/A	N/A	N/A
* Total staff - state appropriated fund sources for Public Service programs (b)	50.0	50.0	N/A	N/A	N/A
Output Indicators					
* Community Outreach Partnership Center: number of student participants (c)	100.0	100.0	100.0	120.0	150.0
Outcome Indicators					
* WUIS/WIPA Public Radio: external funds raised (in thousands) (d)	$610.0	$610.0	$610.0	$753.0	$650.0
* WUIS/WIPA Public Radio: clients served, weekly	21,000	21,000	21,000	27,000	25,000
* Community Outreach Partnership Center: external funds raised (in thousands)	$97.4	$95.5	$95.5	$.0	$50.0
* Community Outreach Partnership Center: number of households served, annual	15,000	15,000	15,000	15,000	15,000
Efficiency/Cost-Effectiveness Indicators					
* Total expenditures (all sources) for Public Service as a percentage of total University expenditures (a)	21.3 %	26 %	N/A	N/A	N/A
* Total expenditures (state appropriated funds) for Public Service programs as a percentage of total University expenditures from state appropriated funds (a)	6.7 %	6.6 %	N/A	N/A	N/A
* Public Service staff (all sources) as a percentage of total University staff paid from all fund sources (b)	22.9 %	23 %	N/A	N/A	N/A
* Public Service staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	8.6 %	8.6 %	N/A	N/A	N/A
External Benchmarks					
* Total expenditures (all fund sources) for Public Service programs by all Illinois public universities (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state appropriated funds for Public Service programs by all Illinois public universities (a)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of Public Service staff (all fund sources) in Illinois public universities (b)	4,961	5,407	N/A	N/A	N/A

University of Illinois at Springfield: Public Service (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Number of Public Service staff (state appropriated fund sources) in all Illinois public universities (b)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

WUIS/WIPA continues to rank in the top echelon of all public radio stations in the nation for achieving market share.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-apppropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The Community Outreach Partnership Center helps link faculty, students and other University resources with community partners who are working with neighborhood revitalization efforts in Springfield. In fiscal year 2002, the COPC program is operating on an extension of a previous grant.

(d) WUIS/WIPA is an FM band public radio station within the National Public Radio Network that provides service twenty-four hours a day and seven days a week.

Southern Illinois University at Carbondale: Instruction

Mission Statement: The mission of the instruction program at Southern Illinois University - Carbondale is to provide a quality, academic environment for teaching and learning and promote social and economic initiatives within the community.

Program Goals: Objectives:

1. To develop skills expected of college students.
2. To improve student retention and achievement.
3. To support the economic, social and cultural development of southern Illinois.

Source of Funds: General Revenue Fund, Education Assistance Fund, Capital Development Fund ***Statutory Authority:*** 110 ILCS 520

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$110,910.0	$116,093.3	N/A	$122,722.8	$122,722.8
* Total expenditures - state appropriated funds (in thousands) (a)	$100,377.4	$103,474.7	N/A	$111,047.6	$111,047.6
* Percent change - state appropriated funds expenditures for Instruction/Academic Support (a)	3.3 %	3.1 %	N/A	7.3 %	N/A
* Total staff - all fund sources for Instruction/Academic Support (b)	2,102	2,092	N/A	2,119	N/A
* Total staff - state appropriated fund sources for Instruction/Academic Support (b)	1,906	1,894	N/A	1,909	N/A
Output Indicators					
* Undergraduate headcount enrollment	17,829	17,788	N/A	16,802	16,900
* Graduate headcount enrollment	4,494	4,764	N/A	4,796	4,850
* Total headcount enrollment	22,323	22,552	N/A	21,598	21,750
* Percent: part-time student enrollment (e)	18.6 %	20.1 %	N/A	20.3 %	20 %
* Baccalaureate degrees conferred	4,429	4,609	N/A	4,676	N/A
* Master's degrees conferred	813.0	800.0	N/A	798.0	N/A
* First Professional degrees conferred	191.0	192.0	N/A	187.0	N/A
* Doctorate degrees conferred	119.0	120.0	N/A	126.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	21.9 %	21.6 %	N/A	21.3 %	N/A
* Minority Graduates: percent of total master's degrees conferred	34.5 %	44.6 %	N/A	36 %	N/A
* Minority Graduates: percent of total first professional degrees conferred	12.5 %	10.4 %	N/A	9.6 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred	30.2 %	27.5 %	N/A	38.9 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (c)	83.9 %	83.7 %	N/A	N/A	N/A
* Percent of graduates employed part-time (c)	5.5 %	8.1 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (c)	5.5 %	1.8 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (c)	74.1 %	75 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (c)	30.1 %	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (c)	84.2 %	86 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (c)	86 %	82.6 %	N/A	N/A	N/A
* Institutional pass rate: United States Medical Licensing Examination, Step1 (d)	96 %	87 %	94 %	94 %	95 %
* Institutional pass rate: United States Medical Licensing Examination, Step2 (d)	91 %	94 %	98 %	99 %	95 %
* Institutional pass rate: Illinois State Bar Examination	69 %	71 %	N/A	80 %	N/A
* Institutional pass rate: FAA Flight Certification Exams	87 %	87 %	N/A	93 %	N/A

Southern Illinois University at Carbondale: Instruction (Concluded)	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Institutional pass rate: National Counselor Examination	100 %	100 %	N/A	100 %	100 %
* Institutional pass rate: Teacher Education, basic skills tests	99 %	100 %	N/A	100 %	100 %
* Institutional pass rate: Teacher Education, subject matter tests	97 %	99 %	N/A	99 %	100 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	72.5 %	68.2 %	N/A	67 %	N/A
* Six-year graduation rate: first-time, full-time freshmen (e)	38.5 %	43 %	N/A	41.7 %	N/A
External Benchmarks					
* National pass rate: United States Medical Licensing Examination, Step 1 (e)	95 %	12.0	N/A	92 %	N/A
* National pass rate: United States Medical Licensing Examination, Step 2 (e)	95 %	95 %	N/A	96 %	N/A
* National pass rate: state bar examinations	65 %	53.2 %	N/A	N/A	N/A
* State pass rate: Illinois State Bar Examination	79 %	79 %	N/A	80 %	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	94 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	79.7 %	N/A	79.9 %	N/A
* Six-year graduation rate: statewide average (e)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support: expenditures (all fund sources) as a percentage of total University expenditures from all sources (a)	40 %	39.5 %	N/A	39.5 %	N/A
* Instructional cost per credit hour: all levels	$255.26	$270.59	N/A	N/A	N/A
External Benchmarks					
* Public universities: all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour: public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

Southern Illinois University School of Medicine enrolled 293 medical students in undergraduate medical student education programs in fiscal year 2002. Ten students were enrolled in the MD/JD program, a joint medical and law degree program.

The SIU School of Medicine has increased the number of Preceptor Faculty (community-based physicians providing practical training for SIU medical students) from 88 in fiscal year 2000 to 113 in fiscal year 2002.

SIUC has 2,313 students taking courses at off-campus locations, with 2,278 of those students associated with military sites in Southern Illinois.

The Jobs for Illinois Graduates (JILG) program, a cooperative effort of the Department of Workforce Education and the Illinois State Board of Education, provides academic and employment opportunities for high school seniors. Faculty and staff provided technical assistance to more than 90 sites in southern, central and northern Illinois in fiscal year 2002, culminating in four statewide career association events and the placement of more than 2,500 students.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated fund totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. Data provided reflects the class of 2000 one year out (FY 2001) and the class of 1991 nine years out (FY 2000).

(d) The United States Medical Licensing Examination (USMLE) is the national standard for medical school testing. Step 1 tests progress after the student's second year of medical school. Step 2 is completed in the fourth year of medical school and before medical residency.

(e) Institutions with high ratios of part-time students will have lower graduation rates.

Southern Illinois University at Carbondale: Research

Mission Statement: Committed to the concept that research and creative activity are inherently valuable, the University supports intellectual exploration at advanced levels in traditional disciplines and in numerous specialized research undertakings, some of which are related directly to the southern Illinois region. Research directions are evolved from staff and faculty strengths, and mature in keeping with long-term preparation and planning.

Program Goals:
Objectives:
Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 520

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$29,788.0	$35,887.6	N/A	$35,946.1	$35,946.1
* Total expenditures - state appropriated funds (in thousands) (a)	$10,348.2	$10,860.8	N/A	$10,852.3	$10,852.3
* Percent change - state appropriated funds expenditures for Organized Research (a)	0.2 %	5 %	N/A	-0.1 %	N/A
* Total staff - all fund sources for Organized Research programs (b)	537.0	555.0	N/A	563.0	N/A
* Total staff - state appropriated fund sources for Organized Research programs (b)	188.0	185.0	N/A	173.0	N/A
Output Indicators					
* Number of external grants and contract applications, sponsored research	634.0	730.0	N/A	724.0	730.0
* Dollar value of external grants and contract applications, sponsored research (in thousands)	$127,068.8	$155,405.8	N/A	$137,315.7	$140,000.0
* Cancer/Oncology: number of basic and applied research grants related to cancer and cancer treatment	10.0	8.0	N/A	9.0	10.0
* Cancer/Oncology: dollar amount of basic and applied research grants related to cancer and cancer treatment (in thousands)	$834.3	$623.5	N/A	$776.1	$850.0
* Neuroscience: number of biomedical research grants addressing neurological issues and disorders	11.0	8.0	N/A	13.0	14.0
* Neuroscience: dollar amount of biomedical research grants addressing neurological issues and disorders (in thousands)	$2,632.8	$2,483.4	N/A	$2,350.1	$2,580.0
* Geriatrics: number of biomedical research grants addressing human aging and associated health issues	4.0	5.0	N/A	6.0	7.0
* Geriatrics: dollar amount of biomedical research grants addressing human aging and associated health issues (in thousands)	$1,623.9	$2,029.2	N/A	$2,319.7	$2,550.0
* Excellence in Academic Medicine: number of state-sponsored research grants supporting improvements in academic medicine	7.0	10.0	N/A	8.0	9.0
* Excellence in Academic Medicine: dollar amount of state-sponsored research grants supporting improvements in academic medicine (in thousands)	$988.4	$1,761.1	N/A	$778.2	$850.0
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	796.0	714.0	N/A	694.0	715.0
* Dollar value of external grants and contracts awarded, sponsored research (in thousands) (in thousands)	$78,336.4	$55,622.9	N/A	$61,671.6	$63,000.0
* Number of inventions disclosed	18.0	18.0	20.0	20.0	30.0
* Number of patents issued	4.0	4.0	7.0	6.0	7.0
* Biomedical patents held by SIU School of Medicine or its faculty: approved and pending	2.0	2.0	N/A	21.0	30.0
* Number of clinical trial contracts (c)	26.0	13.0	N/A	20.0	25.0
* Dollar value of clinical trial contracts (in thousands)	$1,627.2	$806.7	$1,217.0	$1,213.5	$1,500.0

Southern Illinois University at Carbondale: Research (Concluded)

Efficiency/Cost-Effectiveness Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Organized Research expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	10.4 %	11.7 %	N/A	11.6 %	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds (a)	6.1 %	6.1 %	N/A	5.9 %	N/A
* Organized Research staff (all sources) as a percentage of total University staff paid from all fund sources (b)	11.4 %	11.8 %	N/A	11.9 %	N/A
* Organized Research staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	6 %	5.9 %	N/A	5.6 %	N/A
External Benchmarks					
* Total spending (all funds) for Organized Research by all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending (state appropriated funds) for Organized Research by all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff (all funds) in all Illinois public universities (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff (state appropriated funds) in all Illinois public universities (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

SIUC continues to strengthen and expand its research mission through new initiatives in three areas experiencing major growth nationwide: biotechnology, nanotechnology, and technology transfer commercialization, and continues to establish partnerships with agricultural, biological, business, financial and technology based industries.

SIUC serves central and southern Illinois, the state, the nation, and the world through 14 research and service centers.

New National Science Foundation funding of approximately $2 million in fiscal year 2002 will underwrite work on computer neural networks, quantum computing, parasitic plants, and many other projects. SIUC researchers in the Colleges of Science, Engineering and Liberal Arts have ongoing projects supported by NSF grants.

An SIUC plant scientist is heading a six-institution team of scientists seeking to use biotechnology to breed soybeans resistant to Sudden Death Syndrome, a costly and contagious fungal disease.

In fiscal year 2000, the SIU School of Medicine established the SIU Cancer Institute, a community-based research, education and treatment center specializing in cancer treatment and care.

SIU School of Medicine recently established the Geriatric Medicine and Research Initiative, a multi-disciplinary research/education/service initiative focusing on the health issues of older patients.

Excellence in Academic Medicine is a program designed to encourage biomedical research (basic and applied) that will enhance the practice of medicine within academic medical centers.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Clinical trials are grants/contracts to medical providers to test pharmaceutical and other biotechnology products before final product approval.

Southern Illinois University at Carbondale: Public Service

Mission Statement: SIUC continues a long tradition of service to its community and region. Its unusual strengths in the creative and performing arts provide wide ranging educational, entertainment, and cultural opportunities for its students, faculty, staff, and the public at large. Its programs in public service and its involvement in the civic and social development of the region are manifestations of a general commitment to improve the quality of life through the exercise of academic skills and application of problem-solving techniques. The University seeks to help solve social, economic, educational, scientific, and technological problems and thereby to improve the well being of those whose lives come into contact with it.

Program Goals: Objectives:

1. To develop partnerships with communities, businesses, and other colleges and universities.
2. To strive to meet the health care needs of central and southern Illinois through appropriate health-related programs, services, and public health policy.
3. To build public and private sector partnerships that address the state's needs and strengthen the University's leadership role in the regions.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 520

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$26,883.0	$27,443.3	N/A	$27,764.8	$27,764.8
* Total expenditures - state appropriated funds (in thousands) (a)	$7,536.4	$9,071.0	N/A	$8,794.3	$8,794.3
* Percent change: state appropriated funds expenditures for Public Service programs (a)	4 %	20.4 %	N/A	-3.1 %	N/A
* Total staff - all fund sources for Public Service programs (b)	433.0	426.0	N/A	435.0	N/A
* Total staff - state appropriated fund sources for Public Service programs (b)	143.0	163.0	N/A	152.0	N/A
* Rehabilitation Institute: dollar value of external program support (in thousands) (c)	$2,831.9	$2,826.0	$2,935.0	$2,010.7	$2,211.8
* Office of Economic and Regional Development: dollar value of external program support (in thousands) (d)	$2,652.2	$3,341.7	N/A	$4,344.3	N/A
Output Indicators					
* SIU Clinics: number of clinical procedures performed (e)	478,400	503,300	528,500	647,200	711,000
* Number of Rural Health Initiative projects (f)	14.0	17.0	18.0	27.0	25.0
* Number of Southern Illinois University clinics	79.0	81.0	79.0	81.0	86.0
* Centers for Alzheimers and Parkinson Disease: number of center sites in Illinois (g)	21.0	23.0	N/A	23.0	24.0
Outcome Indicators					
* Rehabilitation Institute: clients served, individuals and families	3,469	2,935	3,033	2,789	2,978
* Rehabilitation Institute: number of service programs	11.0	10.0	10.0	10.0	12.0
* Office of Economic and Regional Development: number of clients served, small businesses and organizations	731.0	788.0	N/A	978.0	N/A
* Rural Health Initiative (RHI): number of RHI communities offering community-based health programs	45.0	50.0	N/A	86.0	75.0
* Clinical Practice/Outreach: number of unduplicated patients served by SIU physicians	87,500	89,900	N/A	90,289	99,000
Efficiency/Cost-Effectiveness Indicators					
* Public Service program expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	9.4 %	9 %	N/A	8.9 %	N/A
* Public Service program expenditures (state appropriated funds as a percentage of total University expenditures from state appropriated fund sources (a)	4.5 %	5.1 %	N/A	4.8 %	N/A

Southern Illinois University at Carbondale: Public Service (Concluded)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Public Service staff (all fund sources) as a percentage of total University staff paid from all fund sources (g)	9.2 %	9.1 %	N/A	9.2 %	N/A
* Public Service staff (state appropriated funds) as a percentage of total University staff paid from state appropriated fund sources (g)	4.6 %	5.2 %	N/A	4.9 %	N/A
External Benchmarks					
* Total expenditures from all sources by all Illinois public universities for Public Service programs (f)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state approriated funds by all Illinois public universities for Public Service programs (f)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of Public Service staff (all sources) in Illinois public universities (g)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated funds) in all Illinois public universities (g)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

The SIUC Heartland Dental Clinic began serving clients in September 2000 to assist in increasing access to care for the public aid population. The Clinic has served 551 clients to date from 14 counties in southern Illinois, while providing valuable training for Dental Hygiene and Dental Technology students at SIUC.

Footnotes

(a) The Rehabilitation Institute at SIUC (College of Education and Human Services) offers undergraduate and graduate programs, as well as service programs through the Evaluation and Development Center, Project Twelve Ways and Region V Rehabilitation continuing education programs.

(b) The Office of Economic and Regional Development includes the Small Business Development Center, the Illinois Manufacturing Extension Center, the Center for Rural Health and Social Services, and Community Business Services at SIUC.

(c) The Rural Health Initiative supports community-based programs advancing health in rural Illinois.

(d) Clinical practice and outreach programs support patient care and other clinical outreach efforts by SIU physicians.

(e) SIU's Center for Alzheimer Disease and related disorders was established in 1987; the SIU Parkinson Center in 2001. These centers provide direct patient care, perform biomedical research, and offer related educational and training experiences for medical students, residents, practicing physicians and other providers.

(f) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(g) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

Southern Illinois University at Edwardsville: Instruction

Mission Statement: The mission of the instruction program at Southern Illinois University Edwardsville is student learning, with the communication, expansion, and integration of knowledge through excellent undergraduate education as its first priority and complementary excellent graduate and professional academic programs.

Program Goals: Objectives:

1. To help students become lifelong learners and effective leaders in their professions and communities.
2. To engage students and prepare capable graduates.
3. To deliver innovative, high quality programs appropriate for a Metropolitan University.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 520

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$58,773.2	$61,960.1	N/A	$66,475.1	$69,696.5
* Total expenditures - state appropriated funds (in thousands) (a)	$54,448.4	$57,086.2	N/A	$61,885.4	$65,106.8
* Total staff - all sources for Instruction/Academic Support (b)	1,054	1,048	N/A	1,098	N/A
* Total staff - state appropriated funds for Instruction/Academic Support (b)	1,017	1,010	N/A	1,052	N/A
Output Indicators					
* Undergraduate headcount enrollment	9,313	9,576	9,700	9,799	9,900
* Graduate headcount enrollment	2,564	2,617	2,650	2,643	2,650
* Total headcount enrollment	11,877	12,193	12,350	12,442	12,350
* Percent: part-time student enrollment (c)	31.1 %	28.7 %	N/A	28.3 %	N/A
* Baccalaureate degrees conferred	1,539	1,756	N/A	N/A	N/A
* Master's degrees conferred	665.0	693.0	N/A	N/A	N/A
* First Professional degrees conferred	52.0	48.0	N/A	N/A	N/A
* Doctorate degrees conferred	1.0	3.0	N/A	N/A	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	15.7 %	13 %	N/A	N/A	N/A
* Minority Graduates: percent of total master's degrees conferred	17.9 %	20.2 %	N/A	N/A	N/A
* Minority Graduates: percent of total first professional degrees conferred	15.4 %	6.3 %	N/A	N/A	N/A
* Minority Graduates: percent of total doctorate degrees conferred	0 %	0 %	N/A	N/A	N/A
Outcome Indicators					
* Percent of graduates employed full-time (d)	85.4 %	77.9 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	7.6 %	9.9 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	4.6 %	7.5 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	83.6 %	72.4 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (d)	30.8 %	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	83.8 %	76 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	94.6 %	79.3 %	N/A	N/A	N/A
* Institutional pass rate: Nurse Anesthesia program, first-time attempts	100 %	89 %	88 %	88 %	88 %
* Institutional pass rate: School Nurse program, first-time attempts	100 %	100 %	100 %	100 %	100 %
* Institutional pass rate: National Dental Board Exam, Part I, first-time attempts	98 %	98 %	N/A	100 %	94 %
* Institutional pass rate: National Dental Board Exam, Part II, first-time attempts	98 %	96 %	98 %	100 %	94 %
* Institutional pass rate: Teacher Education, basic skills tests	100 %	100 %	N/A	100 %	100 %

Southern Illinois University at Edwardsville: Instruction (Concluded)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Institutional pass rate: Teacher Education, subject matter tests	98 %	99 %	N/A	99 %	100 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	70.9 %	71.2 %	74 %	72.2 %	N/A
* Six-Year graduation rate: first-time, full-time freshmen (b,c)	32 %	35.5 %	N/A	41.4 %	N/A
External Benchmarks					
* National pass rate: Nurse Anesthesia program, first-time attempts	84 %	80 %	N/A	80 %	N/A
* State pass rate: School Nurse program certification, first-time attempts	87 %	85 %	N/A	84 %	N/A
* National pass rate: National Dental Board Exam, Part I	93 %	79 %	N/A	92 %	N/A
* National pass rate: National Dental Board Exam, Part II	93 %	94 %	N/A	94 %	N/A
* Ranking: National Dental Board Exam Part II (SIUE ranking among 54 institutions offering the exam)	16.0	12.0	15.0	4.0	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	53.2 %	N/A	79.9 %	N/A
* Six-year graduation rate: statewide average (b,c)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support - expenditures as a percentage of total University expenditures (a)	42.4 %	38.9 %	N/A	39 %	N/A
* Instructional cost per credit hour, all levels (in dollars)	$247.44	$249.72	$257.00	$267.94	$278.00
External Benchmarks					
* Public universities - all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour: public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

A new School of Pharmacy and a related Pharmd degree have been approved for SIUE by the Illinois Board of Higher Education.

SIUE recently implemented degree programs for the Masters in Computer Science and the Bachelor of Science in Criminal Justice.

SIUE has hired additional faculty and staff for the CMIS program and Faculty Technology Center.

SIUE offered supplemental instruction in 17 course sections in 2002 and also piloted freshman seminars designed to improve student retention and success rates.

The construction program at SIUE has achieved full accreditation.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Institutions with high ratios of part-time students will have lower graduation rates.

(d) Data regarding graduate employment, attainment and career path preparation was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. Data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

Southern Illinois University at Edwardsville: Research

Mission Statement: The mission of the research program at Southern Illinois University Edwardsville is to communicate, expand, and integrate knowledge through the scholarly, creative, and research activity of its faculty, staff, and students.

Program Goals: Objectives:
1. To recruit and support a committed faculty and staff known for providing the highest quality scholarship.
2. To sustain the quality of instruction, the intellectual vitality of the faculty, and the responsiveness of the institution to regional need

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 520

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$2,517.5	$3,506.0	$2,798.3	$4,410.0	$3,888.6
* Total expenditures - state appropriated funds (in thousands) (a)	$1,028.7	$1,156.2	$1,335.8	$1,888.5	$1,335.8
* Percent change - state appropriated funds expenditures for Organized Research (a)	-3.8 %	12.4 %	15.5 %	63.3 %	-31 %
* Total staff - all sources for Organized Research (b)	46.0	57.0	51.0	64.0	62.0
* Total staff - state appropriated funds for Organized Research (b)	22.0	23.0	24.0	32.0	37.0
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual	3.1 %	57.8 %	5 %	7.3 %	N/A
* Number of sponsored grants awarded	267.0	251.0	260.0	281.0	290.0
* Dollar value of sponsored grants awarded (in thousands)	$17,825.6	$34,617.7	$17,000.0	$31,303.0	$25,000.0
* Number of sponsored grant applications (c)	475.0	459.0	480.0	482.0	490.0
* Dollar value of sponsored grant applications (in thousands)	$41,146.3	$67,863.2	$43,000.0	$53,945.0	$55,000.0
* Number of external grants and contract applications, sponsored research	185.0	173.0	N/A	190.0	200.0
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	$10,768.9	$15,905.5	N/A	$14,692.0	$15,000.0
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	79.0	60.0	N/A	85.0	90.0
* Dollar value of external grants and contracts awarded, sponsored research ($ thousands)	$2,444.0	$1,683.0	N/A	$2,047.0	$2,100.0
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures (a)	1.8 %	2.2 %	N/A	2.6 %	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds (a)	1.1 %	1.2 %	N/A	1.8 %	N/A
* Organized Research staff (all sources) as a percentage of total University staff (b)	2 %	2.4 %	N/A	2.6 %	N/A
* Organized Research staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	1.4 %	1.5 %	N/A	1.9 %	N/A
External Benchmarks					
* Total spending (all sources) on Organized Research - all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending (state appropriated funds) on Organized Research - all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff - all Illinois public universities, all sources (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff - all Illinois public universities, state appropriated funds (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

In fiscal year 2002, Southern Illinois University Edwardsville implemented the new Institute for Urban Research.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated or restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The term "sponsored grants" as referenced in the output indicator section represents the total for sponsored programs (Instruction, Public Service, Research) as an indicator of scholarship and creative activities, excluding financial aid.

Southern Illinois University at Edwardsville: Public Service

Mission Statement: The mission of the public service program at Southern Illinois University Edwardsville is, through active community engagement, to address regional needs and to benefit southwestern Illinois and the St. Louis metropolitan area.

Program Goals: Objectives:

1. To incorporate the activities and results of its instructional and research efforts into programs and services which enhance area development.
2. To work cooperatively in instruction, scholarship, and public service with all other area educational institutions, including the community colleges and the common schools.
3. To pursue cooperative opportunities beyond its immediate region when there is promise of benefit to the University and its region.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 520

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$21,520.6	$24,510.9	$23,188.1	$24,828.2	$24,292.3
* Total expenditures - state appropriated funds (in thousands) (a)	$4,680.1	$4,739.2	$4,712.7	$4,475.1	$4,712.7
* Percent change - state appropriated funds expenditures for Public Service programs (a)	14.7 %	1.3 %	2.2 %	-5.6 %	2.6 %
* Total staff - all sources for Public Service programs (b)	392.0	421.0	414.0	484.0	405.0
* Total staff - state appropriated funds for Public Service programs (b)	86.0	87.0	88.0	84.0	85.0
* Total budget - Head Start and Early Head Start programs (in thousands)	$7,788.9	$8,432.0	$9,474.5	$8,152.1	$8,354.0
* Total budget - Upward Bound Science Awareness program (in thousands)	$482.9	$506.0	$514.7	$548.5	$538.0
Output Indicators					
* Number of public service grants awarded	158.0	164.0	172.0	159.0	170.0
* Dollar value of public service grants awarded ($ thousands) (in thousands)	$13,853.9	$18,392.2	$19,300.0	$21,483.5	$22,500.0
Outcome Indicators					
* Head Start and Early Head Start: number of clients served (a)	1,716	1,686	1,614	1,680	1,614
* Upward Bound Science Awareness Program (SAP): number of students served (b)	150.0	150.0	150.0	150.0	150.0
* Percentage of Upward Bound SAP seniors graduating (b)	90 %	100 %	90 %	100 %	90 %
* WSIE Public Radio: cost per listener hour (in dollars)	$0.01	$0.01	$0.02	$0.02	$0.02
* Attendance at jazz concerts sponsored by WSIE	85,500	90,000	92,000	96,000	90,000
* WSIE public radio average listeners per week	53,500	53,100	49,000	48,800	49,000
External Benchmarks					
* Average percent of all seniors at Upward Bound target-area schools who graduated (b)	71 %	N/A	N/A	N/A	N/A
* National average: public radio cost per listener hour (in dollars)	$0.06	$0.06	N/A	$0.06	$0.06
Efficiency/Cost-Effectiveness Indicators					
* Total expenditures for Public Service programs as a percentage of total University expenditures (c)	15.5 %	15.4 %	N/A	14.6 %	N/A
* State appropriated fund expenditures for Public Service programs as a percentage of total state appropriated fund expenditures (total University) (c)	5.2 %	4.9 %	N/A	4.3 %	N/A
* Public Service staff (all sources)as a percentage of total University staff (all sources) (d)	18.5 %	19.9 %	N/A	19.4 %	N/A
* Public Service staff (state appropriated funds) as a percentage of total University staff (state appropriated funds) (d)	5.5 %	5.6 %	N/A	5.1 %	N/A

Southern Illinois University at Edwardsville: Public Service (Concluded)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
External Benchmarks					
* Total expenditures by all Illinois public universities for Public Service programs (c)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state appropriated funds by all Illinois public universities for Public Service programs (c)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of Public Service staff (all sources) in Illinois public universities (d)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated funds) in Illinois public universities (d)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

SIUE continues to strengthen staff training efforts in conjunction with the Head Start and Upward Bound programs offered through the East St. Louis Higher Education Center.

Construction and renovation for the East St. Louis Higher Education Center was begun in 2002.

Footnotes

(a) The Head Start and Early Head Start programs provide comprehensive family development services to low-income children and families.

(b) The Upward Bound Science Awareness program offers free after school tutoring for low-income and first-generation high school students in the East St. Louis, Cahokia, Venice, Brooklyn and Lovejoy school districts.

(c) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(d) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

Northern Illinois University: Instruction

Mission Statement: The mission of the instruction program at Northern Illinois University is to provide a full range of liberal arts and professional undergraduate and graduate programs.

Program Goals: Objectives:
1. To provide academic and professional programs that are current, responsive and of the highest quality.
2. To prepare students for effective, responsible and articulate membership in society and in their chosen professions.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 685

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$120,259.8	$128,644.7	$134,654.8	$135,796.8	$135,796.8
* Total expenditures - state appropriated funds (in thousands) (a)	$107,165.3	$114,476.5	N/A	$120,639.9	$120,639.9
* Percent change - state appropriated funds expenditures for Instruction/Academic Support (a)	7.6 %	6.8 %	N/A	5.4 %	5.4 %
* Total staff - all fund sources for Instruction/Academic Support (b)	2,147	2,185	N/A	2,192	N/A
* Total staff - state appropriated fund sources for Instruction/Academic Support (b)	1,915	1,970	N/A	1,974	N/A
Output Indicators					
* Undergraduate headcount enrollment	16,893	17,151	N/A	17,468	18,104
* Graduate headcount enrollment	5,950	6,097	N/A	6,315	6,844
* Total headcount enrollment	22,843	23,248	N/A	23,783	24,948
* Percent: part-time student enrollment (c)	25.8 %	26 %	N/A	26 %	N/A
* Baccalaureate degrees conferred	3,277	3,416	N/A	3,488	N/A
* Master's degrees conferred	1,260	1,278	N/A	1,378	N/A
* First Professional degrees conferred	81.0	90.0	N/A	82.0	N/A
* Doctorate degrees conferred	105.0	94.0	N/A	128.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	19.3 %	19.2 %	N/A	20.3 %	N/A
* Minority Graduates: percent of total master's degrees conferred	21.3 %	21.6 %	N/A	17.1 %	N/A
* Minority Graduates: percent of total First Professional degrees awarded	21 %	24.4 %	N/A	22 %	N/A
* Minority Graduates: percent of total Doctorate degrees awarded	25.7 %	30.9 %	N/A	35.9 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (d)	80.7 %	77.5 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	7.8 %	7.9 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	8.6 %	0.6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	74 %	69.9 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (d)	31.3 %	N/A	N/A	N/A	N/A
* Percent of students satisfied with career path preparation provided by the undergraduate educational experience (d)	86.1 %	76.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a,d)	82 %	78.9 %	N/A	N/A	N/A
* Institutional pass rate: Illinois Bar Examination	73 %	74 %	65 %	N/A	N/A
* Institutional pass rate: Physical Therapy program certification	91 %	91 %	91 %	N/A	N/A
* Institutional pass rate: Nursing program licensure	86 %	79.5 %	84 %	N/A	N/A
* Institutional pass rate: Teacher Education, basic skills tests	N/A	100 %	N/A	N/A	N/A
* Institutional pass rate: Teacher Education, subject matter tests	N/A	99 %	N/A	N/A	N/A

Northern Illinois University: Instruction (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Freshman/Sophomore retention rate: first-time, full-time freshmen	76.1 %	77.1 %	N/A	76.4 %	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	49 %	47 %	N/A	49.2 %	N/A
External Benchmarks					
* National pass rate: state bar examinations	65 %	66 %	N/A	N/A	N/A
* State pass rate: Illinois State Bar Examination	79 %	79 %	N/A	80 %	N/A
* National pass rate: Physical Therapy program certification	90 %	N/A	N/A	N/A	N/A
* National pass rate: Nursing program licensure	84 %	84.5 %	N/A	N/A	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	79.7 %	N/A	79.9 %	N/A
* Six-Year graduation rate: statewide average (c)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support: expenditures (all sources) as a percentage of total University expenditures from all sources (a)	43.4 %	43 %	43 %	42.4 %	N/A
* Instructional cost per credit hour: all levels	$243.50	$258.67	N/A	N/A	N/A
External Benchmarks					
* Public universities: all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour, public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

Undergraduate, graduate, and professional students enrolled in each of the seven colleges participated in more than 8,500 experience-based learning opportunities, including internships, clinical clerkships, practicums, or field placements arranged by the Cooperative Education/Internship Program or by academic departments/schools.

NIU delivered 33,429 semester hours of instruction at regional sites, representing an 8.2 percent increase over the fiscal year 2001 level.

NIU and Rock Valley College (RVC) signed a partnership agreement in fall 2001 to deliver baccalaureate degree-completion programs in computer science, child development, community health, general studies, nursing, and technology on the RVC campus. More than 265 students are enrolled in courses for fall 2002.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Institutions with high ratios of part-time students will have lower graduation rates.

(d) Data regarding graduate employment, attainment, and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

Northern Illinois University: Research

Mission Statement: Northern Illinois University responds to the changing needs of its region through appropriate instructional, research, and public service initiatives; cooperative interaction with other colleges and universities, business, industry, government, and human service organizations; and serves as a regional resource for new knowledge and solutions to contemporary problems.

Program Goals: Objectives:

1. To make significant contributions to the expansion and application of knowledge.
2. To enrich the institution's instructional mission and its service to the community, provide an atmosphere of academic freedom in which all are free to inquire and to disseminate scholarly and creative work, and facilitate the publication and dissemination

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 685

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$15,576.4	$16,548.5	$17,504.0	$16,742.0	$16,742.0
* Total expenditures - state appropriated funds (in thousands) (a)	$5,205.2	$5,248.5	$4,904.0	$4,890.3	$4,890.3
* Percent change - state appropriated funds expenditures for Organized Research programs (a)	5.4 %	0.8 %	N/A	-6.8 %	N/A
* Total staff - all fund sources for Organized Research programs (b)	203.0	220.0	N/A	231.0	N/A
* Total staff - state appropriated fund sources for Organized Research programs (b)	59.0	70.0	N/A	72.0	N/A
Output Indicators					
* Number of external grants and contracts awarded, sponsored research	311.0	270.0	N/A	260.0	N/A
* Number of external grants and contracts applications, sponsored research	485.0	455.0	N/A	447.0	N/A
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	$78,500.0	$74,300.0	N/A	$90,000.0	N/A
Outcome Indicators					
* Number of new patents and copyrights filed	N/A	19.0	N/A	4.0	N/A
* Technology Transfer: number of active entrepreneurial projects	N/A	21.0	N/A	14.0	N/A
* Number of licensing agreements	N/A	10.0	N/A	N/A	N/A
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$34,800.0	$38,800.0	N/A	$45,900.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	5.6 %	5.5 %	5.6 %	5.2 %	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds. (a)	3.3 %	3.1 %	2.7 %	2.7 %	N/A
* Organized Research staff (all fund sources) as a percentage of total University staff paid from all fund sources (b)	4.8 %	5.1 %	4.9 %	5.3 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (b)	2.1 %	2.5 %	2.2 %	2.6 %	N/A
External Benchmarks					
* Total spending (all sources) for Organized Research programs by all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending (state appropriated funds) for Organized Research programs by all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (all fund sources) (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (state appropriated funds) (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

In total, fiscal year 2002 external funding for Organized Research programs at NIU increased by 18 percent over fiscal year 2001 funding levels.

Explanation of Changes to Prior Year Data

The Northern Illinois Center for Accelerator and Detector Development (NICADD), based at NIU, has formed a collaboration to support development of the next generation of detectors at the Fermilab Scintillator Detector Development Laboratory.

A new five-year partnership agreement with Rosecrance Health Network in Rockford offers the University an opportunity to conduct research on and program evaluations of initiatives for the prevention and treatment of substance abuse.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

Northern Illinois University: Public Service

Mission Statement: Northern Illinois University serves as a regional resource for new knowledge, cultural enrichment, and solutions to contemporary problems; and responds to the changing needs of the region through appropriate instructional, research, and public service initiatives and cooperative interaction with other colleges and universities, business, industry, government, and human service agencies.

Program Goals: Objectives:

1. To contribute to the betterment of the society of which it is a part by preparing students for effective, responsible, and articulate membership in society as well as in their chosen professions.
2. To enrich the institution's instructional mission and its service to the community, and help to convey a respect for rationality, a tolerance for uncertainty, and an appreciation of diversity by promoting active programs in research and artistry.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 685

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$21,146.0	$22,303.7	$22,764.4	$23,382.0	$23,382.0
* Total expenditures - state appropriated funds (in thousands) (a)	$5,122.7	$5,275.8	$5,360.2	$5,362.4	$5,362.4
* Percent change - state appropriated funds expenditures for Public Service programs (a)	0.4 %	3 %	N/A	1.6 %	N/A
* Total staff - all fund sources for Public Service programs (b)	180.0	244.0	N/A	248.0	N/A
* Total staff - state appropriated fund sources for Public Service programs (b)	52.0	83.0	N/A	83.0	N/A
Output Indicators					
* CCWE: persons trained in educational procedures for children and youth who have been abused or neglected (annual) (c)	11,000	11,000	N/A	4,800	N/A
* CGS: number of research and/or community assistance projects (d)	97.0	N/A	N/A	47.0	N/A
Outcome Indicators					
* Center for Governmental Studies (CGS): Awards received (in thousands)	$1,000.0	N/A	N/A	$4,230.0	N/A
* CGS: Website visits at the Northern Illinois Business and Data Center site at www.nibidc.com	2,485	7,221	N/A	12,429	N/A
* Center for Child Welfare and Education (CCWE): number of interventions in cases of abused and neglected children, annually	3,000	3,000	N/A	2,976	N/A
* CCWE: Funding provided by Dept. of Children & Family Services (in thousands)	$2,000.0	$2,000.0	N/A	$2,500.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Public Service program expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	7.6 %	7.5 %	7.3 %	7.3 %	N/A
* Public Service program expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated fund sources (a)	3.2 %	3.1 %	3 %	2.9 %	N/A
* Public Service Staff (all sources) as a percentage of total University staff paid from all fund sources (b)	4.2 %	5.7 %	4.3 %	5.7 %	N/A
* Public Sevice staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	1.9 %	2.9 %	1.9 %	2.9 %	N/A
External Benchmarks					
* Total expenditures from all sources by all Illinois public universities for Public Service programs (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state appropriated funds by all Illinois public universities for Public Service programs (a)	$78,805.7	$85,370.2	N/A	N/A	N/A

Northern Illinois University: Public Service (Concluded)					
	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Number of Public Service staff (all sources) in Illinois public universities (b)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated fund sources) in all Illinois public universities (b)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

The Center for Child Welfare and Education staff are in the process of analyzing the data collected for a study of child well-being that involves 224 students in 151 schools in 82 school districts.

In fiscal year 2002, Business and Industry Services conducted 1,098 training courses and served 8,400 employees in 347 companies.

The Speech and Hearing Clinic served 4,004 clients, including 1,937 individuals who received audiology services, 858 who received speech/language services, 1,181 who received speech/language/hearing screenings, and 28 who received rehabilitation counseling or who participated in a support group.

216 non-credit programs served 15,428 participants in programming related to business practices, teaching and learning, health topics, the visual and performing arts, and other topics.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The Center for Child Welfare and Education at NIU was established to ensure academic success and social competence for children in the care and custody of the IL Department of Children and Family Services. The first of its kind in the Midwest, the Center engages in activities that span training interventions, research, policy development, the development of assessment models, and other activities.

(d) The Center for Governmental Studies is a public service, applied research and public policy development organization. The Center develops, maintains and provides access to an extensive array of data resources in a variety of formats including electronic, Internet, print and thematic maps.

Illinois State University: Instruction

Mission Statement: The mission of the instruction program at Illinois State University is to provide individualized attention by placing the learner at the center of teaching and research.

Program Goals: Objectives:

1. To provide individualized attention by placing the learner at the center of teaching and research.
2. To provide public opportunity by providing access to the opportunities of a large university.
3. To foster the active pursuit of learning.
4. To celebrate and encourage diversity.
5. To facilitate the creative response to change.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 675

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$93,655.9	$102,586.7	N/A	$110,823.6	$110,823.6
* Total expenditures - state appropriated funds (in thousands) (a)	$87,030.4	$91,656.6	N/A	$97,404.1	$97,404.1
* Total staffing - all sources for Instruction/Academic Support (b)	1,742	1,864	N/A	1,818	N/A
* Total staffing - state sources for Instruction/Academic Support (b)	1,661	1,666	N/A	1,686	N/A
Output Indicators					
* Undergraduate headcount enrollment	17,705	18,025	18,472	18,472	18,353
* Graduate headcount enrollment	2,765	2,730	2,768	2,768	2,820
* Total headcount enrollment	20,470	20,755	21,240	21,240	21,183
* Percent: part-time student enrollment	9 %	8 %	8 %	15 %	15 %
* Baccalaureate degrees conferred	4,070	4,041	N/A	4,179	N/A
* Master's degrees conferred	669.0	675.0	N/A	644.0	N/A
* Doctorate degrees conferred	43.0	32.0	N/A	52.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	10.3 %	10.5 %	N/A	10.1 %	N/A
* Minority Graduates: percent of total master's degrees conferred	17.8 %	19 %	N/A	21.4 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred	18.6 %	25 %	N/A	26.9 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (d)	81 %	81.5 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	6.4 %	6.3 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	11.1 %	2.6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	77.6 %	65.6 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (d)	35.9 %	2.1 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	91.1 %	77.8 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	84.2 %	77.8 %	N/A	N/A	N/A
* Institutional pass rate: Registered Health Information Administrator Exam (RHIA)	83.3 %	93.8 %	93.8 %	88 %	90 %
* Institutional pass rate: Registered Dietician Examination	90 %	100 %	100 %	100 %	100 %
* Institutional pass rate: Teacher Education, basic skills tests	100 %	100 %	N/A	100 %	100 %
* Institutional pass rate: Teacher Education, subject matter tests	99 %	97 %	N/A	100 %	100 %
* Freshmen/Sophomore retention rate: first-time, full-time freshmen	N/A	78.8 %	N/A	79.5 %	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	53 %	55 %	N/A	55.5 %	N/A

Illinois State University: Instruction (Concluded)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
External Benchmarks					
* National pass rate: Registered Health Information Administrator exam (RHIA)	90.1 %	85.5 %	N/A	85 %	N/A
* National pass rate: Registered Dietician Examination	86 %	80 %	N/A	80 %	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	79.7 %	N/A	79.9 %	N/A
* Six-Year graduation rate: statewide average (c)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support: percent of total expenditures (all sources) (c)	38.7 %	40 %	N/A	41.5 %	N/A
* Instructional cost per credit hour	$226.40	$235.17	$235.17	N/A	N/A
External Benchmarks					
* Public universities all funds expenditures: dollars in billions (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour, all public universities	$261.80	$275.26	N/A	N/A	N/A

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) devoted to a particular function.

(c) Institutions with high ratios of part-time students will have lower graduation rates.

(d) Data regarding graduate employment, attainment, and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education (IBHE) Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

Illinois State University: Research

Mission Statement: The mission of the research program at Illinois State University is to provide individualized attention by placing the learner at the center of teaching and research.

Program Goals: Objectives:

1. To provide individualized attention by placing the learner at the center of teaching and research.
2. To provide public opportunity by providing access to the opportunities of a large university.
3. To foster the active pursuit of learning.
4. To celebrate and encourage diversity.
5. To facilitate the creative response to change.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 675

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$14,277.6	$14,520.4	$14,520.4	$15,118.8	$15,118.8
* Total expenditures - state appropriated funds (in thousands) (a)	$2,598.3	$2,613.4	$2,613.4	$2,804.2	$2,804.2
* Total staff - all sources (b)	229.0	242.0	242.0	243.5	243.5
* Total staff - state appropriated funds (b)	30.0	39.0	39.0	39.5	39.5
* Percent change - state appropriated funds expenditures for Organized Research	39.8 %	0.6 %	N/A	7.3 %	N/A
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual	-9.3 %	1.9 %	0 %	3.4 %	N/A
* Number of external grants and contracts awarded, sponsored research	288.0	271.0	290.0	264.0	297.0
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$17,314.8	$19,835.4	$22,215.7	$20,268.8	$22,802.4
* Number of external grants and contracts applications, sponsored research	373.0	328.0	350.0	335.0	385.0
Outcome Indicators					
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	$69,021.6	$54,001.6	$61,021.8	$69,651.2	$80,098.9
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures as a percentage of total university expenditures - all sources (a)	5.9 %	5.7 %	N/A	5.6 %	N/A
* Organized Research expenditures as a percentage of total university expenditures - state appropriated funds (a)	1.9 %	1.9 %	N/A	1.9 %	N/A
* Organized Research staff as a percentage of total university staff - all sources (b)	6.1 %	6.2 %	N/A	6.3 %	N/A
* Organized Research staff as a percentage of total university staff - state appropriated funds (b)	1.3 %	1.6 %	N/A	1.6 %	N/A
External Benchmarks					
* Total spending on Organized Research (all sources) by all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending on Organized Research (state appropriated funds) by all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities - all sources (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities - state appropriated funds (b)	1,593	1,570	N/A	N/A	N/A

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted funds. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

Illinois State University: Public Service

Mission Statement: The mission of the public service program at Illinois State University is to provide individualized attention by placing the learner at the center of teaching and research.

Program Goals: Objectives:
1. To provide individualized attention by placing the learner at the center of teaching and research.
2. To provide public opportunity by providing access to the opportunities of a large university.
3. To foster the active pursuit of learning.
4. To celebrate and encourage diversity.
5. To facilitate the creative response to change.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 675

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$12,781.2	$13,257.5	N/A	$14,039.8	$14,039.8
* Total expenditures - state appropriated funds (in thousands) (a)	$3,190.4	$2,839.7	N/A	$2,970.4	$2,970.4
* Percent change - state appropriated funds expenditures for Public Service (a)	19.7 %	-11 %	N/A	4.6 %	N/A
* Total staff - all fund sources for Public Service programs (b)	151.0	147.0	N/A	143.0	N/A
* Total staff - state appropriated funds sources for Public Service programs (b)	30.0	39.0	N/A	54.0	N/A
Output Indicators					
* WGLT FM Radio: local programming, annual hours (c)	4,800	4,800	4,800	4,800	4,800
* WGLT FM Radio: community attendance at WGLT events (c)	10,500	13,000	15,000	17,000	20,000
* Extended University: instructor training days (d)	431.0	570.0	570.0	400.0	400.0
* Extended University: computer training certificates earned (d)	63.0	116.0	116.0	94.0	90.0
Outcome Indicators					
* WGLT FM Radio: dollar value of external support ($ in thousands) (in thousands)	$656.0	$662.8	$688.8	$688.8	$710.0
* WGLT FM Radio: number of clients served	15,500	19,600	20,500	23,400	25,000
* Extended University: dollar value of external support ($ in thousands) (in thousands)	$3,775.2	$3,775.5	$3,116.1	$3,834.8	$3,534.8
* Extended University: number of clients served	15,533	12,699	13,080	24,196	20,000
External Benchmarks					
* WGLT FM Radio: external support as a percentage of total support	66 %	68 %	69 %	69 %	70 %
* Extended University: external support as a percentage of total support	89 %	88 %	86 %	88 %	85 %
Efficiency/Cost-Effectiveness Indicators					
* Public Service expenditures as a percentage of total expenditures - all sources (a)	5.3 %	5.2 %	N/A	5.3 %	N/A
* Public Service expenditures as a percentage of total expenditures - state appropriated funds (a)	2.4 %	2 %	N/A	2 %	N/A
* Public Service staff as a percentage of total staff - all sources (b)	4 %	3.8 %	N/A	3.7 %	N/A
* Public Service staff as a percentage of total staff - state appropriated funds (b)	2.3 %	2.3 %	N/A	2.2 %	N/A
External Benchmarks					
* Total expenditures for Public Service by all Illinois public universities - all sources (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures for Public Service by all Illinois public universities - state appropriated funds (a)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Total number of Public Service staff at all Illinois public universities - all sources (b)	4,961	5,407	N/A	N/A	N/A
* Total number of Public Service staff at all Illinois public universities - state appropriated funds (b)	1,309	1,442	N/A	N/A	N/A

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from restricted and non-appropriated funds. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) dedicated to a particular function.

(c) WGLT is an FM band public radio station within the National Public Radio network that provides service 24 hours a day and seven days a week.

(d) The Extended University (EU) at ISU helps to organize and coordinate the vast array of activities and services available at the University. The primary goals of the EU are to: extend the educational resources of ISU beyond the campus; develop new and innovative programs to meet evolving regional needs; and to build educational partnerships between ISU and various local communities and constituencies.

Western Illinois University: Instruction

Mission Statement: The mission of Western Illinois University is to provide the premier undergraduate education among all public universities in Illinois supported by excellence in graduate programs.

Program Goals: Objectives:

1. Academic Standards – to demand a high level of academic excellence and foster academic integrity.
2. General Education – to provide an understanding of fundamental accomplishments in a variety of areas.
3. Undergraduate Majors – to prepare undergraduate students for a wide range of careers and opportunities.
4. Graduate Programs – to promote mastery of special knowledge and skills.
5. Extending and Continuing Education – to promote cooperative education with other institutions.
6. Admissions and Academic Support – to admit a diverse population of students and provide strong support.
7. Teaching – to provide informed, stimulating and effective teaching.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 690

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$58,247.5	$62,931.5	N/A	$65,233.7	$65,233.7
* Total expenditures - state appropriated funds (in thousands) (a)	$55,152.2	$58,939.9	N/A	$61,505.7	$61,505.7
* Total staff - all sources for Instruction/Academic Support (b)	1,055	1,075	N/A	1,069	N/A
* Total staff - state appropriated funds for Instruction/Academic Support (b)	986.0	1,010	N/A	1,003	N/A
Output Indicators					
* Undergraduate headcount enrollment	10,434	10,652	10,652	10,755	11,033
* Graduate headcount enrollment	2,500	2,437	2,437	2,451	2,428
* Total headcount enrollment	12,934	13,089	13,089	13,206	13,461
* Percent: part-time student enrollment	25 %	24.6 %	N/A	23.8 %	25.6 %
* Baccalaureate degrees conferred	2,193	2,164	N/A	2,285	N/A
* Master's degrees conferred	629.0	673.0	N/A	614.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	11.5 %	11 %	N/A	9.8 %	N/A
* Minority Graduates: percent of total master's degrees conferred	19.1 %	20.7 %	N/A	19.5 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (c)	87.8 %	77.1 %	N/A	N/A	N/A
* Percent of graduates employed part-time (c)	5.3 %	11.9 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (c)	6.3 %	5.4 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (c)	72.1 %	67.1 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (c)	30 %	0 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	85.9 %	77.4 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (c)	96.4 %	78.6 %	N/A	N/A	N/A
* Institutional pass rate: Praxis Series Examination in Speech-Language Pathology	94.1 %	100 %	100 %	100 %	100 %
* Institutional pass rate: CPA Examination	22.1 %	30.2 %	42.2 %	37.5 %	40 %
* Institutional pass rate: Teacher Education, basic skills tests	99 %	100 %	N/A	100 %	100 %
* Institutional pass rate: Teacher Education, subject matter tests	97 %	99 %	N/A	99 %	100 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	73.9 %	73.6 %	N/A	74.9 %	N/A
* Six-year graduation rate: first-time, full-time freshmen (d)	43.2 %	46.6 %	N/A	49.1 %	50.6 %

Western Illinois University: Instruction (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Tuition and Fee Guarantee: percent of undergraduate student enrollment covered by the guarantee (e)	36.7 %	65.7 %	83.7 %	83.7 %	94.8 %
External Benchmarks					
* National pass rate: Praxis Series examination in Speech-Language Pathology	N/A	74.1 %	N/A	80 %	N/A
* National pass rate: CPA examination	23.3 %	22.5 %	N/A	N/A	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore rentention rate: statewide average	79.5 %	79.7 %	N/A	79.9 %	N/A
* Six-year graduation rate: statewide average (d)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support - expenditures as a percentage of total University expenditures (a)	40 %	39.8 %	N/A	38.4 %	N/A
* Instructional cost per credit hour, all levels (in dollars)	$215.94	$230.73	N/A	$236.39	N/A
External Benchmarks					
* Public universities all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour, public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

The College of Business and Technology (COBT) at Western Illinois University has 21 formal faculty/student exchange agreements with universities in seven different countries. COBT is currently administering five federally funded grant programs supporting WIU's global business education initiatives.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Data regarding graduate employment, attainment, and career path preparation was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 2000 one year out (FY 2001) and the class of 1991 nine years out (FY 2000).

(d) Institutions with high ratios of part-time students will have lower graduation rates.

(e) The tuition and fee guarantee at WIU ensures that tuition, room and board, and fee rates charged to a student will not change for four years provided that the student remains continuously enrolled during that four year period.

Western Illinois University: Research

Mission Statement: The mission of Western Illinois University is to provide the premier undergraduate education among all public universities in Illinois supported by excellence in graduate programs.

Program Goals: Objectives:

1. Academic Standards: to demand a high level of academic excellence and promote academic integrity.
2. General Education: to provide an understanding of fundamental accomplishments in a variety of areas.
3. Undergraduate Majors: to prepare undergraduate students for a wide range of careers and opportunities.
4. Graduate Programs: to promote mastery of special knowledge and skills.
5. Extended and Continuing Education: to promote cooperative education with other institutions.
6. Admissions and Academic Support: to admit a diverse population of students and provide strong support.
7. Teaching: to provide informed, stimulating and effective teaching.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 690

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$6,986.9	$7,896.6	$.0	$8,679.8	$8,679.8
* Total expenditures - state appropriated funds (in thousands) (a)	$862.2	$881.4	$.0	$1,124.7	$1,124.7
* Percent change - state appropriated funds expenditures for Organized Research programs (a)	-8.7 %	2.2 %	N/A	27.6 %	N/A
* Total staff - all sources for Organized Research programs (b)	79.0	76.0	N/A	75.0	N/A
* Total staff - state appropriated funds for Organized Research programs (b)	17.0	16.0	N/A	18.0	N/A
Output Indicators					
* Center for Best Practices in Early Childhood Education: number of grants awarded (c)	7.0	6.0	7.0	8.0	8.0
* Center for Best Practices in Early Childhood Education: dollar value of grants awarded (in thousands)	$2,300.0	$2,200.0	$2,500.0	$2,500.0	$2,500.0
* Number of external grants and contracts awarded, sponsored research	136.0	149.0	155.0	143.0	140.0
* Number of external grants and contract applications, sponsored research	185.0	186.0	190.0	204.0	220.0
* Dollar value of external grants and contract applications, sponsored research (in thousands)	$36,600.0	$23,500.0	$30,100.0	$32,300.0	$35,000.0
Outcome Indicators					
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$14,600.0	$15,500.0	$16,500.0	$15,300.0	$15,000.0
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures from all sources (a)	4.8 %	5 %	N/A	5.1 %	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds (a)	1 %	1 %	N/A	1.2 %	N/A
* Organized Research staff (all sources) as a percentage of total University staff paid from all sources (b)	3.6 %	3.4 %	N/A	3.3 %	N/A
* Organized Research staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	1.1 %	1.1 %	N/A	1.2 %	N/A
External Benchmarks					
* Total expenditures (all sources) by all Illinois public universities for Organized Research programs (a)	$516,085.7	$561,003.4	N/A	N/A	N/A

Western Illinois University: Research (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Total expenditures (state appropriated funds) by all Illinois public universities for for Organized Research programs (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (all sources) (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (state appropriated funds) (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

A major biological field station grant from the National Science Foundation will assist the College of Arts and Sciences in the construction of a new 4,200 square foot research facility at the Kibble Life Science Field Station near the Mississippi River. The facility will also be used for instructional and outreach activities.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The Center for Best Practices in Early Childhood Education develops, evaluates and conducts research on innovative models in early childhood education.

Western Illinois University: Public Service

Mission Statement: The mission of Western Illinois University is to provide the premier undergraduate education among all public universities in Illinois supported by excellence in graduate programs.

Program Goals: Objectives:

1. Academic Standards: to demand a high level of academic excellence and foster academic integrity.
2. General Education: to provide an understanding of fundamental accomplishments in a variety of areas.
3. Undergraduate Majors: to prepare undergraduate students for a wide range of careers and opportunities.
4. Graduate Programs: to promote mastery of special knowledge and skills.
5. Extended and Continuing Education: to promote cooperative education with other institutions.
6. Admissions and Academic Support: to admit a diverse population of students and provide strong support.
7. Teaching: to provide informed, stimulating and effective teaching.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 690

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (c)	$9,704.6	$11,221.2	$.0	$13,604.4	$13,604.4
* Total expenditures - state appropriated funds (in thousands) (c)	$3,012.8	$3,506.8	$.0	$3,626.5	$3,626.5
* Percent change - state appropriated funds expenditures for Public Service programs (c)	24 %	16.4 %	N/A	3.4 %	N/A
* Total staff - all sources for Public Service programs (d)	142.0	160.0	N/A	193.0	N/A
* Total staff - state appropriated funds for Public Service programs (d)	58.0	61.0	N/A	65.0	N/A
* Illinois Institute for Rural Affairs - dollar value of external funding received (in thousands) (b)	$1,200.0	$1,800.0	N/A	$1,800.0	$1,800.0
Output Indicators					
* USDLC Starnet Engaged Learning Project: number of educators served (a)	9,879	9,879	9,879	29,355	29,355
* USDLC Starnet Engaged Learning Project: number of public school participants (a)	1,059	1,059	1,059	3,935	3,935
* Illinois Institute for Rural Affairs: number of publications (b)	79.0	83.0	90.0	80.0	80.0
Efficiency/Cost-Effectiveness Indicators					
* Total expenditures (all sources) for Public Service programs as a percentage of total University expenditures from all sources (c)	6.7 %	7.1 %	N/A	8 %	N/A
* Total expenditures (state appropriated funds) for Public Service programs as a percentage of total University expenditures from state appropriated funds (c)	3.7 %	3.9 %	N/A	3.8 %	N/A
* Public Service staff (all sources) as a percentage of total University staff paid from all sources (d)	6.5 %	7.2 %	N/A	8.5 %	N/A
* Public Sevice staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (d)	4 %	4.1 %	N/A	4.3 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for Public Service programs (c)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state appropriated funds by all Illinois public universities for Public Service programs (c)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of Public Service staff (all sources) in Illinois public universities (d)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated funds) in all Illinois public universities (d)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

The Center for the Application of Information Technologies (CAIT) provides professional development resources for Illinois teachers. CAIT has conducted approximately 250 workshops and professional development activities, impacting over 6,000 teachers.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The Illinois Institute for Rural Affairs seeks to improve the quality of life in rural areas through public-private partnerships with local agencies. Projects include rural economic and community development, health care, education, public transportation and public management policies.

(d) The USDLC Engaged Learning Project provides instruction and teacher professional development through the Internet, Satellite, and CD-ROM technology.

Eastern Illinois University: Instruction

Mission Statement: The mission of the instruction program at Eastern Illinois University is to provide a quality program of instruction in an environment where students refine their abilities, reason and communicate clearly, and become responsible citizens in a diverse world.

Program Goals: Objectives:

1. To enhance student literacy and communication.
2. To encourage students to think critically.
3. To introduce students to knowledge central to responsible global citizenship.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 665

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$54,646.5	$57,624.5	N/A	$60,636.8	$60,636.8
* Total expenditures - state appropriated funds (in thousands) (a)	$50,610.0	$54,167.9	N/A	$56,422.9	$56,422.9
* Percent change - state appropriated funds expenditures for Instruction/Academic Support (a)	4.1 %	7 %	N/A	4.1 %	N/A
* Total staff - all sources for Instruction/Academic Support (b)	897.0	910.0	N/A	918.0	N/A
* Total staff - state appropriated funds for Instruction/Academic Support (b)	852.0	862.0	N/A	863.0	N/A
Output Indicators					
* Undergraduate headcount enrollment	9,861	9,346	9,346	9,115	9,528
* Graduate headcount enrollment	1,365	1,291	1,291	1,416	1,635
* Total headcount enrollment	11,226	10,637	10,637	10,531	11,163
* Percent: part-time student enrollment	15.1 %	16.1 %	N/A	17.2 %	17.2 %
* Baccalaureate degrees conferred	2,284	2,175	N/A	2,207	N/A
* Master's degrees conferred	569.0	529.0	N/A	438.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	7.5 %	9.6 %	N/A	9.7 %	N/A
* Minority Graduates: percent of total master's degrees conferred	11.4 %	11.5 %	N/A	17.4 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (c)	85.4 %	78.6 %	N/A	N/A	N/A
* Percent of graduates employed part-time (c)	6.5 %	9.7 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (c)	7 %	5.8 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (c)	75 %	71 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (c)	35.7 %	1.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided through the undergraduate educational experience (c)	89.4 %	79.5 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (c)	94.9 %	81 %	N/A	N/A	N/A
* Institutional pass rate: Certified Manufacturing Technologist Examination	100 %	100 %	100 %	100 %	100 %
* Institutional pass rate: Registered Dieticians Examination	63 %	92 %	92 %	92 %	85 %
* Institutional pass rate: Teacher Education, basic skills tests	99 %	99 %	N/A	99 %	99 %
* Institutional pass rate: Teacher Education, subject matter tests	97 %	98 %	N/A	98 %	98 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	80.8 %	81.4 %	N/A	80.8 %	N/A
* Six-year graduation rate: first-time, full-time freshmen (d)	64.6 %	67.8 %	N/A	65.3 %	N/A

Eastern Illinois University: Instruction (concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
External Benchmarks					
* State pass rate: Certified Manufacturing Technologist Examination	60 %	60 %	N/A	60 %	N/A
* State pass rate: Registered Dieticians Examination	63 %	80 %	N/A	N/A	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	79.7 %	N/A	79.9 %	N/A
* Six-year graduation rate: statewide average (d)	52.1 %	53.2 %	N/A	55 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support - expenditures (all sources) as a percent of total University expenditures (c)	37.9 %	39.4 %	N/A	39.3 %	N/A
* Instructional cost per credit hour, all levels	$221.27	$248.91	N/A	N/A	N/A
External Benchmarks					
* Public universities: all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour, public university average, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

EIU is strengthening its students' writing skills by requiring the completion of at least four "writing intensive" courses. As of Spring 2002, EIU offers more than 360 such courses across the curiculum.

EIU continues to be one of the top three producers of teachers in the State of Illinois.

EIU offers EIU4, a graduation incentive program designed to ensure that participants can graduate in four years.

EIU emphasizes teaching and learning activities (e.g., apprenticeships, service learning, faculty-student collaorations) that actively engage students in the learning process.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

(d) Institutions with high ratios of part-time students will have lower graduation rates.

Eastern Illinois University: Research

Mission Statement: The mission of the research program at Eastern Illinois University is to provide a quality program of instruction in an environment where students refine their abilities, reason and communicate clearly, and become responsible citizens in a diverse world.

Program Goals: Objectives: 1. To promote scholarly research to aid students and faculty.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 665

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$945.4	$943.3	N/A	$1,386.7	$1,386.7
* Total expenditures - state appropriated funds (in thousands) (a)	$601.6	$548.9	N/A	$810.3	$810.3
* Percent change - state appropriated funds expenditures for Organized Research (a)	30.6 %	-8.8 %	N/A	47.6 %	N/A
* Total staff - all fund sources for Organized Research programs (b)	9.0	12.0	N/A	14.0	N/A
* Total staff - state appropriated funds for Organized Research programs (b)	5.0	5.0	N/A	7.0	N/A
Output Indicators					
* Number of external grants and contracts applications, sponsored research	28.0	40.0	N/A	37.0	35.0
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	$1,080.4	$3,729.6	N/A	$4,099.3	$2,969.7
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	14.0	19.0	N/A	21.0	18.0
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$289.4	$519.1	N/A	$997.2	$601.9
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures from all sources (a)	0.7 %	0.6 %	N/A	0.9 %	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated funds (a)	0.8 %	0.7 %	N/A	1 %	N/A
* Organized Research staff (all sources) as a percentage of total University staff paid from all sources (b)	0.4 %	0.6 %	N/A	0.7 %	N/A
* Organized Research staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	0.4 %	0.4 %	N/A	0.5 %	N/A
External Benchmarks					
* Total spending (all sources) by all Illinois public universities for Organized Research programs (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending (state appropriated funds) by all Illinois public universities for Organized Research programs (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (all sources) (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (state appropriated funds) (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

EIU focuses on faculty research projects with application to Illinois business, industry and conservation, including projects to help Illinois farmers control plant pathogens, and to promote the development of plastics for use in joint replacement procedures.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

Eastern Illinois University: Public Service

Mission Statement: The mission of the public service program at Eastern Illinois University is to provide a quality program of instruction in an environment where students refine their abilities, reason and communicate clearly, and become responsible citizens in a diverse world.

Program Goals: Objectives: 1. To provide community service in areas of expertise.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 665

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$9,708.1	$7,698.9	$.0	$7,605.3	$7,605.3
* Total expenditures - state appropriated funds (in thousands) (a)	$528.6	$570.0	$.0	$619.0	$619.0
* Percent change - state appropriated funds expenditures for Public Service programs (a)	-4 %	7.8 %	N/A	8.6 %	N/A
* Total staff - all sources for Public Service programs (b)	132.0	144.0	N/A	128.0	N/A
* Total staff - state appropriated funds for Public Service programs (b)	11.0	10.0	N/A	12.0	N/A
* Child Care Resource and Referral: total funding/budget (in thousands)	$376.6	$494.1	N/A	$501.8	$520.7
* Peace Meal Senior Nutrition program: value of in-kind contributions (in thousands)	N/A	$80.7	N/A	$185.0	$209.9
Output Indicators					
* Peace Meal Senior Nutrition Program: value of volunteer hours (in thousands)	N/A	$100.0	$100.0	$120.0	$90.0
* Peace Meal Senior Nutrition Program: value of graduate assistants and student workers (in thousands)	N/A	$13.7	$13.7	$13.0	$10.0
* Peace Mean Senior Nutrition Program: number of meals served	384,613	383,261	380,500	380,500	396,900
* Peace Mean Senior Nutrition Program: number of home-delivered meals served	214,527	207,298	210,500	215,300	218,200
* Peace Meal Senior Nutrition Program: number of assessment hours	4,443	3,888	4,000	4,000	4,430
* Child Care Resource and Referral: number of graduate assistants and student workers	11.0	12.0	10.0	10.0	17.0
* Child Care Resource and Referral: number of parents receiving referrals	716.0	714.0	715.0	715.0	700.0
* Child Care Resource and Referral: number of child care providers in CCR&R database	339.0	304.0	313.0	313.0	315.0
* Child Care Resource and Referral: number of workshops offered to child care providers	100.0	139.0	114.0	114.0	125.0
Outcome Indicators					
* Peace Meal Senior Nutrition Program: number of persons served meals	4,447	4,000	4,200	6,360	6,678
* Peace Meal Senior Nutrition Program: number of persons served home-delivered meals	2,169	2,020	2,200	2,280	2,139
* Peace Meal Senior Nutrition Program: number of persons served by assessment service	1,977	1,954	2,050	2,150	2,139
* Child Care Resource and Referral: number of counties served	6.0	6.0	6.0	6.0	6.0
* Child Care Resource and Referral: number of parents receiving assistance	652.0	690.0	700.0	700.0	700.0
External Benchmarks					
* Peace Meal Senior Nutrition Program: federal and state contributions (in thousands)	N/A	$1,200.0	$1,200.0	$1,469.0	$1,406.5
* Peace Meal Senior Nutrition Program: participant contributions (in thousands)	N/A	$650.0	$650.0	$742.5	$793.4
Efficiency/Cost-Effectiveness Indicators					
* Public Service program expenditures (all sources) as a percentage of total University expenditures from all sources (a)	6.7 %	5.3 %	N/A	4.9 %	N/A
* Public Service program expenditures (state appropriated funds) as a percentage of total	0.7 %	0.7 %	N/A	0.8 %	N/A

Eastern Illinois University: Public Service (Continued)					
	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Public Service staff (all sources) as a percentage of total University staff paid from all fund sources (b)	6.7 %	7 %	N/A	6.3 %	N/A
* Public Service staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	0.9 %	0.8 %	N/A	1 %	N/A
External Benchmarks					
* Total expenditures from all sources by all Illinois public universities for Public Service programs (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state appropriated funds by all Illinois public universities for Public Service programs (a)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of Public Service staff (all sources) in Illinois public universities (b)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated funds) in all Illinois public universities (b)	1,309	1,442	N/A	N/A	N/A

Explanatory Information

EIU's Minority Teacher Education Identification and Enrichment Program (MTEIEP) completed its 8th year of providing a network of Minority Teacher Education Associations that identify and recruit potential teachers among the minority student population.

EIU provides professional development activities (courses, workshops and conferences) and P-16 partnerships to enhance the skills and abilities of hundreds of public school educators and their students each year.

EIU participates in the Cooperative Work Study Program, co-sponsored by the Illinois Board of Higher Education and Illinois businesses, resulting in more than 200 EIU students serving business and industry as interns each year.

EIU's Office of Safety Programs delivers traffic safety programming to thousands of participants on an annual basis.

EIU's Business and Technology Institute provides annual training (computer software, digital electronics, welding, leadership development, etc.) to business and industry in central Illinois.

The Historical Administration program at EIU contributes to Illinois tourism by collaborating with communities to develop museums, archives and living historical sites.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

Northeastern Illinois University: Instruction

Mission Statement: The mission of the instructional program at Northeastern Illinois University is to offer high quality undergraduate and graduate programs to a broad range of students and to foster student growth and development.

Program Goals: Objectives: 1. To serve a population which is diverse in age, culture, language and race.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 680

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$36,784.2	$39,794.5	N/A	$44,320.9	$45,200.0
* Total expenditures - state appropriated funds (in thousands) (a)	$35,139.0	$37,195.2	N/A	$40,635.4	$41,475.7
* Total staff - all fund sources for Instruction/Academic Support (b)	779.0	827.0	N/A	901.0	910.0
* Total staff - state appropriated fund sources for Instruction/Academic Support (b)	736.0	769.0	N/A	843.0	843.0
Output Indicators					
* Undergraduate headcount enrollment	8,205	8,324	8,382	8,382	8,382
* Graduate headcount enrollment	2,732	2,617	2,617	2,617	2,617
* Total headcount enrollment	10,937	10,941	10,999	10,999	10,999
* Percent: part-time student enrollment (c)	54.4 %	53.9 %	N/A	53.5 %	53.5 %
* Baccalaureate degrees conferred	1,039	1,079	N/A	1,160	N/A
* Master's degrees conferred	546.0	518.0	N/A	497.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	43.4 %	42.5 %	N/A	45.6 %	N/A
* Minority Graduates: Percent of total master's degrees conferred	27.1 %	27.2 %	N/A	29.4 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (d)	81.1 %	78.8 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	10.1 %	8.6 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	5.7 %	3.6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	74.4 %	64 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (d)	26.4 %	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	91.2 %	73.8 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	97.9 %	80.2 %	N/A	N/A	N/A
* Institutional pass rate: Teacher Education, basic skills tests	N/A	98.3 %	N/A	100 %	100 %
* Institutional pass rate: Teacher Education, subject matter tests	N/A	94.7 %	N/A	98 %	98 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	68 %	68 %	N/A	72 %	N/A
* Six-year graduation rate: first-time, full-time freshmen	12 %	14.7 %	N/A	14.2 %	N/A
External Benchmarks					
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.5 %	79.7 %	N/A	79.9 %	N/A
* Six-Year graduation rate: statewide average (c)	52.1 %	53.2 %	N/A	55 %	N/A

Northeastern Illinois University: Instruction Concluded)

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support - expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	46.9 %	43.7 %	N/A	44.7 %	N/A
* Instructional cost per credit hour, all levels	$240.88	$256.97	$260.00	N/A	N/A
External Benchmarks					
* Public universities: all funds expenditures (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour, all public universities, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

NEIU continues to be ranked the most diverse university in the Midwest ("U.S. News and World Report"). "Black Issues in Education" ranked NEIU 89th in the nation in the number of total baccalaureate degrees awarded to Latino students. In total, undergraduate enrollment at NEIU is more than 50 percent minority and more than 40 percent part-time, and in fiscal year 2002, 80 percent of NEIU undergraduates were first-generation college students. NEIU participates in the Illinois Professional Learners' Partnership, a program designed to prepare individuals to teach students from diverse backgrounds attending high-need schools.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Institutions with high ratios of part-time students will have lower graduation rates.

(d) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. Data provided reflects the class of 2000 one year out (fiscal year 2001) and the class of 1991 nine years out (fiscal year 2000).

Northeastern Illinois University: Research

Mission Statement: The research mission of Northeastern Illinois University is to enrich the teaching and learning experience and enhance program quality.

Program Goals: Objectives:
1. To provide students and faculty with opportunities to integrate field-based learning, research and public service with classroom instruction.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 680

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$746.1	$635.7	N/A	$819.2	$850.0
* Total expenditures - state appropriated funds (in thousands) (a)	$593.1	$531.8	N/A	$602.0	$614.4
* Percent change - state appropriated funds expenditures for Organized Research programs (a)	11.5 %	2.7 %	N/A	-1.1 %	N/A
* Total staff - all fund sources for Organized Research programs (b)	7.0	8.0	N/A	8.0	N/A
* Total staff - state appropriated fund sources for Organized Research programs (b)	3.0	3.0	N/A	3.0	N/A
Output Indicators					
* Number of external grants and contract applications, sponsored research	8.0	10.0	N/A	13.0	13.0
* Dollar value of external grants and contract applications, sponsored research (in thousands) (in thousands)	$150.7	$432.1	N/A	$1,015.8	$1,015.8
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	8.0	4.0	N/A	5.0	5.0
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$143.7	$223.8	N/A	$153.7	$153.7
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	1 %	0.9 %	N/A	0.8 %	N/A
* Organized Research expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated fund sources (a)	1 %	1 %	N/A	0.9 %	N/A
* Organized Research staff (all sources) as a percentage of total University staff paid from all fund sources (b)	0.5 %	0.6 %	N/A	0.6 %	N/A
* Organized Research staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds (b)	0.2 %	0.3 %	N/A	0.2 %	N/A
External Benchmarks					
* Total expenditures (all sources) on Organized Research programs by all Illinois public universities (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total expenditures (state appropriated funds) on Organized Research programs by all Illinois public universities (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (all fund sources) (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff in all Illinois public universities (state appropriated fund sources) (b)	1,593	1,570	N/A	N/A	N/A

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

Northeastern Illinois University: Public Service

Mission Statement: The public service mission of Northeastern Illinois University is to prepare students for the multiculturalism that characterizes our society through active involvement in the metropolitan area, on behalf of the residents of Illinois.

Program Goals: Objectives:
1. To provide students and faculty with opportunities to integrate field-based learning, research and public service with classroom instruction.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 680

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$10,359.0	$15,679.4	N/A	$14,877.6	$15,295.0
* Total expenditures - state appropriated funds (in thousands) (a)	$4,027.3	$4,406.1	N/A	$4,207.7	$4,294.7
* Percent change - state appropriated funds expenditures for Public Service programs (a)	7.7 %	9.4 %	N/A	-4.5 %	N/A
* Total staff - all fund sources for Public Service programs (b)	120.0	185.0	N/A	153.0	N/A
* Total staff - state appropriated fund sources for Public Service programs (b)	24.0	24.0	N/A	23.0	N/A
* Gear Up: total budget allocation from Public Service funds (in thousands) (c)	$3,963.6	$7,023.2	N/A	$8,375.9	$8,766.7
* Upward Bound: total budget allocation from Public Service funds (in thousands) (d)	$277.1	$365.4	N/A	$373.6	$390.4
Output Indicators					
* Gear-Up: education and college awareness contact hours with parents	12,658	15,800	18,000	18,600	18,000
* Upward Bound: number of tutoring sessions held	360.0	360.0	420.0	360.0	288.0
Outcome Indicators					
* Gear-Up: number of Chicago public school students served by the program	2,206	4,866	5,650	5,995	6,000
* Gear-Up: number of Chicago public school teachers served by the program	89.0	211.0	240.0	375.0	300.0
* Upward Bound: number of Chicago public school students served by the program	60.0	80.0	80.0	84.0	80.0
Efficiency/Cost-Effectiveness Indicators					
* Public Service program expenditures (all sources) as a percentage of total University expenditures from all fund sources (a)	13.2 %	17.2 %	N/A	15 %	N/A
* Public Service program expenditures (state appropriated funds) as a percentage of total University expenditures from state appropriated fund sources (a)	6.9 %	7.3 %	N/A	6.4 %	N/A
* Public Service staff (all fund sources) as a percentage of total University staff paid from all fund sources (b)	9.2 %	12.9 %	N/A	10 %	N/A
* Public Service staff (state appropriated funds) as a percentage of total University staff paid from state appropriated funds sources (b)	2.2 %	2.1 %	N/A	1.9 %	N/A
External Benchmarks					
* Total expenditures from all sources by all Illinois public universities for Public Service programs (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total spending from state appropriated fund sources by all Illinois public universities for Public Service programs (a)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of Public Service staff (all sources) in Illinois public universities (b)	4,961	5,407	N/A	N/A	N/A
* Number of Public Service staff (state appropriated funds) in all Illinois public universities (b)	1,309	1,442	N/A	N/A	N/A

Northeastern Illinois University: Public Service (Concluded)

Explanatory Information

NEIU is the lead institution in the ENLACE project which forms partnerships with area community colleges, K-12 school districts, community organizations, and local businesses to increase educational opprtunities and success for Latino students.

The Chicago Teacher's Center at NEIU supports urban education through close collaboration with Chicago teachers, administrators, parents, and business and community organizations to provide a range of professional development, instructional and school improvement programs.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) The Gear Up program provides service to more than 15,000 students in disadvantaged middle and secondary schools in Chicago, helping to prepare those students for success in college and in their careers.

(d) The Upward Bound program serves 80 low-income, potentially first-generation college students by providing a number of academic, personal and social services to Chicago public school students.

Governors State University: Instruction

Mission Statement: Governors State University seeks to offer a demonstrably excellent education that meets the demands of our region and state for engaged, knowledgeable citizens and highly skilled professionals and that is accessible to all including those traditionally underserved by higher education.

Program Goals: Objectives:

1. Offer degree programs and curricula that meet or exceed high standards of quality and that prepare students for the working world with its demands for respect for diversity, global perspective, adherance to ethical standards, and technological competence.
2. Create an environment that fosters learning and development for all members of the University community.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 670

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$24,578.9	$24,940.6	N/A	$25,752.5	$25,752.5
* Total expenditures - state appropriated funds (in thousands) (a)	$22,100.7	$22,310.6	N/A	$24,324.7	$24,324.7
* Total staff - all sources for Instruction/Academic Support (b)	487.0	517.0	N/A	487.0	N/A
* Total staff - state appropriated funds for Instruction/Academic Support (b)	454.0	473.0	N/A	471.0	N/A
Output Indicators					
* Undergraduate headcount enrollment	3,069	3,020	3,020	2,980	2,940
* Graduate headcount enrollment	3,081	3,085	3,085	2,880	2,930
* Total headcount enrollment	6,150	6,105	6,105	5,860	5,890
* Percent: part-time student enrollment	76.1 %	77 %	N/A	78 %	N/A
* Baccalaureate degrees conferred	850.0	848.0	N/A	809.0	N/A
* Master's degrees conferred	587.0	713.0	N/A	592.0	N/A
* Minority Graduates: percent of total Baccalaureate degrees conferred	31.4 %	33 %	N/A	35 %	N/A
* Minority Graduates: percent of total Master's degrees conferred	32.5 %	39.4 %	N/A	37.7 %	N/A
Outcome Indicators					
* Percent of graduates employed full-time (c)	83.2 %	76.7 %	N/A	N/A	N/A
* Percent of graduates employed part-time (c)	9.3 %	12.7 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (c)	5.6 %	6.2 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (c)	69.7 %	59.9 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (c)	36 %	0.6 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (c)	83.6 %	77.3 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (c)	95.8 %	77.3 %	N/A	N/A	N/A
* Institutional pass rate: Physical Therapy (MS), first-time attempts	80 %	100 %	100 %	67 %	80 %
* Institutional pass rate: Speech Pathology (MS), first-time attempts	83 %	88 %	90 %	71 %	85 %
* Institutional pass rate: Teacher Education, basic skills tests	91 %	99 %	N/A	99 %	95 %
* Institutional pass rate: Teacher Education, subject matter tests	89 %	97 %	N/A	97 %	95 %
External Benchmarks					
* National pass rate: Physical Therapy (MS), first-time attempts	80 %	80 %	N/A	80 %	N/A
* National pass rate: Speech Pathology (MS), first-time attempts	75 %	75 %	N/A	75 %	N/A
* State pass rate: Teacher Education, basic skills tests, all Illinois institutions	N/A	99.6 %	N/A	N/A	N/A
* State pass rate: Teacher Education, subject matter tests, all Illinois institutions	N/A	97.5 %	N/A	N/A	N/A

Governors State University: Instruction (Concluded)					
	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures: percent of total (a)	40.6 %	41.8 %	N/A	42.4 %	N/A
* Instructional cost per credit hour, all levels	$289.99	$306.40	N/A	N/A	N/A
External Benchmarks					
* Public universities all funds expenditures (in billions) (a)	$3.9	$4.0	N/A	N/A	N/A
* Instructional cost per credit hour, all public universities, all levels	$261.80	$275.26	N/A	N/A	N/A

Explanatory Information

Governors State University offers degree programs primarily to working adults, about 80 percent of whom pursue their studies on a part-time basis. This is true at both the undergraduate and graduate levels.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Data regarding graduate employment, attainment and career path preparation was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one year, five years and nine years after graduation. Data provided reflects the Class of 2000 one year out (fiscal year 2001) and the Class of 1991 nine years out (fiscal year 2000).

Governors State University: Research

Mission Statement: Governors State University seeks to cultivate and enlarge a diverse and stimulating community of learners guided by a culture that embodies: openness of communication; diversity of backgrounds and perspectives; mutual respect and cooperation; critical inquiry and constant questioning; and on-going research and scholarship.

Program Goals: Objectives:

1. Develop a culture that attracts and values diversity and supports research and scholarship by all members of the University.
2. Develop a community of learners founded on the values central to the University.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 670

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$202.2	$197.1	N/A	$539.9	$539.9
* Total expenditures - state appropriated funds (in thousands) (a)	$202.2	$196.8	N/A	$208.9	$208.9
* Percent change - state appropriated funds expenditures for Organized Research (a)	2.7 %	-2.7 %	N/A	6.1 %	N/A
* Total staff - all sources for Organized Research (b)	6.0	6.0	N/A	7.0	N/A
* Total staff - state appropriated funds for Organized Research (b)	6.0	5.0	N/A	5.0	N/A
Output Indicators					
* Number of external grants and contracts awarded, sponsored research	2.0	1.0	N/A	4.0	6.0
* Number of external grants and contract applications, sponsored research (c)	N/A	N/A	N/A	N/A	N/A
* Dollar value of external grants and contract applications, sponsored research (in thousands) (c)	N/A	N/A	N/A	N/A	N/A
Outcome Indicators					
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$200.2	$197.1	N/A	$346.3	$425.0
Efficiency/Cost-Effectiveness Indicators					
* Organized Research expenditures as a percentage of total university expenditures - all sources (a)	0.3 %	0.3 %	N/A	0.9 %	N/A
* Organized Research expenditures as a percentage of total university expenditures state appropriated funds (a)	0.6 %	0.5 %	N/A	0.6 %	N/A
* Organized Research staff as a percentage of total university staff - all sources (b)	0.6 %	0.6 %	N/A	0.8 %	N/A
* Organized Research staff as a percentage of total university staff - state appropriated funds (b)	0.9 %	0.7 %	N/A	0.8 %	N/A
External Benchmarks					
* Total spending (all sources) on Organized Research - all Illinois public universities (in thousands) (a)	$516,085.7	$561,003.4	N/A	N/A	N/A
* Total spending (state appropriated funds) on Organized Research - all Illinois public universities (in thousands) (a)	$85,855.1	$88,469.1	N/A	N/A	N/A
* Organized Research staff - all Illinois public universities, all sources (b)	8,518	8,921	N/A	N/A	N/A
* Organized Research staff - all Illinois public universities, state appropriated funds (b)	1,593	1,570	N/A	N/A	N/A

Explanatory Information

As examples of research initiatives addressed at Governors State University, GSU faculty engaged in applied research efforts focusing on (1) effective methods for on-line instruction, (2) environmental protection and preservation, and (3) intervention strategies in preventing drug abuse.

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) GSU faculty engage in a variety of contracted or grant supported projects, with the vast majority coded as public service initiatives in keeping with the primary purposes they are designed to serve. Traditional grants and contracts application measures are not applicable to this institution.

Governors State University: Public Service

Mission Statement: Governors State University seeks to strengthen and enhance the educational, cultural, social and economic development of the region through partnerships with governmental, business, educational, civic and other organizations.

Program Goals: Objectives:
1. Increase the impact of the University on the surrounding region through strategic projects and services.
2. Develop key partnerships to meet critical needs in our surrounding communities.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 670

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands) (a)	$12,207.4	$9,891.1	N/A	$8,202.0	$8,202.0
* Total expenditures - state appropriated funds (in thousands) (a)	$1,170.4	$1,188.1	N/A	$154.1	$154.1
* Total staff - all sources for Public Service programs (b)	185.0	180.0	N/A	147.0	N/A
* Total staff - state appropriated funds for Public Service programs (b)	18.0	27.0	N/A	3.0	N/A
* Percent change - state appropriated funds expenditures for Public Service programs (a)	-42.4 %	1.5 %	N/A	-87 %	N/A
* Project HOPE - total budget (in thousands) (c)	$123.6	$115.3	N/A	$111.6	$114.0
* Smart Start - total budget (in thousands) (d)	$99.9	$309.3	N/A	$387.7	$330.0
Output Indicators					
* Project HOPE: number of students served by the HOPE program	400.0	365.0	400.0	349.0	375.0
* Smart Start: number of families receiving direct institutional services	538.0	729.0	750.0	600.0	625.0
* Smart Start: number of children receiving direct institutional services	344.0	570.0	375.0	465.0	475.0
Outcome Indicators					
* Project HOPE: Percentage of HOPE participants promoted to next grade level at year end	93 %	99 %	99 %	97 %	95 %
* Percentage of high school senior HOPE participants graduating at year end	94 %	100 %	100 %	100 %	100 %
* Percentage of HOPE participants (high school graduates) entering higher education in the subsequent fall term	72 %	82 %	85 %	71 %	75 %
* Smart Start: Percent of parents reporting an increase in awareness of the importance of parent-child relationships	59.1 %	72.7 %	80 %	77 %	80 %
* Smart Start: percent of parents reporting an increase in setting appropriate limits with young children	47.7 %	50 %	60 %	97 %	95 %
* Smart Start: Percent of parents reporting an increase in time spent playing/talking with children	70.5 %	90.9 %	95 %	98 %	95 %
* Smart Start: percent of parents reporting an increase in positive attitudes toward school and parent/school partnerships	36.4 %	63.6 %	70 %	59 %	75 %
External Benchmarks					
* Project HOPE: National percentage of Hispanic high school graduates entering higher education in the subsequent fall term	47 %	49 %	N/A	52 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Public service expenditures as a percentage of total expenditures - all funds (a)	20.2 %	16.6 %	N/A	13.5 %	N/A
* Public Service expenditures as a percentage of total expenditures - state appropriated funds (a)	3.3 %	3.2 %	N/A	0.4 %	N/A
* Public Service staff as a percentage of total staff - all funds (b)	19.3 %	18.2 %	N/A	16.1 %	N/A
* Public Service staff as a percentage of total staff - all state appropriated funds (b)	2.8 %	3.9 %	N/A	0.5 %	N/A

Governors State University: Public Service (Concluded)					
External Benchmarks	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Total expenditures by all public universities for public services (in thousands) (a)	$365,528.5	$402,632.6	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands) (a)	$78,805.7	$85,370.2	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (b)	4,961	5,407	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (b)	1,309	1,442	N/A	N/A	N/A

Footnotes

(a) Total expenditures include all appropriated funds (primarily general funds) and all resources available from non-appropriated and restricted fund sources. University Income Fund expenditures are included in state appropriated funds totals.

(b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(c) Project HOPE (Hispanic Opportunity Program Enhancement) offers tutoring, mentoring and support services to Latino students in grades 5-12. Project HOPE seeks to improve retention and participation rates for Hispanic students at the secondary and post-secondary levels of education.

(d) The Smart Start program promotes effective parent-child interactions at the pre-school level. Smart Start includes training programs for parents of children aged birth to five, a hospital/clinic/high school based prevention program for for parents (and children) at risk, and a pre-kindergarten program. Smart Start seeks to increase academic success rates for the children it serves by providing early intervention and support services for parents and families.

Illinois Student Assistance Commission
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Scholarship and Grant Programs	$406,997.9	76.0	$428,284.3	76.0
Student Loans	$195,575.0	330.0	$177,953.7	331.0
Outreach	$600.0	4.0	$803.0	4.0
Prepaid Tuition Program	$0.0	5.0	$0.0	5.0
Totals	$603,172.9	415.0	$607,041.0	416.0

Explanatory Notes
Prepaid Tuition Program shows zero expenditures because funding for the five positions associated with the program were from non-appropriated expenditures. The summary table identifies only appropriated expenditures.

Mission and Organization

The Illinois Student Assistance Commission (ISAC) was created in 1957 to ensure that financial considerations did not prevent Illinois students from realizing their postsecondary educational goals. Since then, the number of students ISAC assists and the number of programs administered have increased steadily.

ISAC, a one-stop financial aid center, offers a comprehensive array of programs and services; acts as a centralized source of information and guidance; administers most of the key state and federal grant, scholarship, loan and prepaid tuition programs available to postsecondary students; and provides over 280,000 awards annually, totaling over $1 billion, to qualified applicants.

Eligibility for grant and scholarship programs is based on factors such as financial need, academic achievement, chosen field of study, or military service. ISAC's primary program is the Monetary Award Program (MAP). ISAC also administers the state's only *Prepaid Tuition Program* (*College Illinois!*). ISAC offers an array of low-interest educational loan programs with reasonable repayment terms. Under the Federal Family Educational Loan Program (FFELP), individuals can apply for subsidized and unsubsidized Stafford (student) loans, and PLUS (parent) loans. Since 1966, ISAC has guaranteed over $12 billion in federally reinsured FFELP loans for qualified students and parents. ISAC operates a secondary market for student loans, which was created in 1977 to ensure the continued availability for educational loan capital. Finally, at the core of ISAC's services are outreach activities, the primary goal of which is to help families navigate the numerous and often confusing steps of the financial aid delivery process.

In fiscal year 2001, MAP provided $348 million to over 139,000 Illinois students for tuition and fees at community colleges, public universities and private institutions. The average taxable income of families eligible for MAP grants was $20,934.

ISAC guaranteed 145,000 Stafford loans, totaling over $625 million, for graduate and undergraduate students in fiscal year 2001. Borrowers who fail to make timely payments on their loans go into default, and ISAC works to reestablish repayment efforts and restore credit records. There are three main types of federal student loans: (1) A subsidized Stafford loan that is a need-based loan and interest on the loan is paid by the federal government while the student is in school, during a six-month grace period after leaving school, and during deferment periods; (2) An unsubsidized Stafford loan that is not based on need and the student pays the interest while they are in school; and (3) A PLUS loan that is not based on need and provides money to qualified parents of dependent undergraduate students.

College Illinois! allows individuals to prepay tomorrow's college tuition and mandatory fees based on today's prices. It offers plans for purchasing public university semesters, community college semesters, or a combined plan that includes two years at each level. Plans can be purchased one semester at a time up to a maximum of nine semesters. Benefits can be used at public universities and private colleges across the country.

Each year ISAC provides financial aid support to applicants and institutions. For example, staff meets with more than 100,000 families at college fairs, workshops, and other outreach events and conducts annual training sessions, which reach over 1,000 high school counselors. Through ISAC's Internet site (www.isac-online.org), families are advised about the availability of financial aid programs, their potential eligibility, and the status of their application. Borrowers have access to debt counseling and can use a repayment calculator that projects future monthly payments.

Scholarship and Grant Programs

Mission Statement: To reduce financial barriers to post-secondary education for students who might otherwise be prohibited from attending college and to assist specific segments of the Illinois population with college costs.

Program Goals: Objectives:

1. Provide equal educational opportunity to post-secondary education of Illinois citizens.
   a. Grant dollars awarded per staff positions enrollment will increase at least as much as the mean weighted increase in tuition and fees.
   b. The administrative to program dollar ratio will not fall below a level sufficient to support the successful and timely delivery of program dollars to qualified recipients.
2. Improve college affordability for low and middle-income families.
   a. Need-based grant aid as a proportion of college costs will increase annually.
   b. The average constant dollar taxable income of Monetary Award Program (MAP) eligible students and families will increase annually.
3. Reward military service as well as serve as a recruitment incentive for the Illinois National Guard.
   a. The number of students utilizing the National Guard Grant Program will remain equal to 16,000 per year, or increase.
4. Recognize and reward academic achievement of Illinois high school seniors.
   a. The number of students recognized through the Merit Recognition Scholarship Program (MRSP) will remain constant or increase.
5. Increase the number of teachers and workers in designated shortage fields.
   a. The number of students receiving scholarships to pursue careers in worker shortage areas will increase annually.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 110 ILCS 947/35

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual(a)	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$376,466.9	$406,997.9	$433,417.3	$428,284.3	$394,957.0
* Total expenditures - state appropriated funds (in thousands)	$376,466.9	$406,997.9	$433,417.3	$428,284.3	$394,957.0
* Average monthly full-time employees	71.0	74.0	75.0	74.0	74.0
* Average monthly part-time employees	2.0	2.0	2.0	2.0	2.0
Output Indicators					
* Number of students receiving MAP awards	136,697	139,421	136,000	140,744	126,000
* Number of students benefiting from service programs (b)	15,048	14,742	14,500	13,752	14,000
* Number of students participating in teacher and worker shortage programs	733.0	1,905	2,100	2,251	1,100
* Number of applications filed	418,757	426,485	445,000	486,252	490,000
* Number of students receiving MRSP awards (c)	3,845	5,270	6,600	5,327	5,400
Outcome Indicators					
* Grant aid as a proportion of tuition and fees	41.1 %	40.1 %	42 %	40 %	41 %
* Grant aid per undergraduate full-time-equivalent student (in dollars)	$1,036.00	$1,100.00	$1,150.00	$824.00	$870.00
* Percentage of undergraduates at Illinois colleges receiving state need-based aid	36.4 %	36.5 %	37 %	29 %	30 %
* Average constant $ taxable income of families eligible for MAP Grants (in dollars) (d)	$19,933.00	$20,934.00	$21,000.00	$21,397.00	$22,000.00
* Proportion of merit award winners attending in-state schools	56 %	52 %	55 %	51 %	52 %
External Benchmarks					
* National ranking of maximum award	12.0	12.0	12.0	13.0	12.0
* National ranking of need-based aid per undergraduate student	3.0	2.0	2.0	2.0	2.0
* National ranking of percent receiving aid	6.0	6.0	6.0	9.0	9.0
* National ranking of student aid as a percentage of Higher Education budget	5.0	5.0	5.0	5.0	5.0
Efficiency/Cost-Effectiveness Indicators					
* Proportion of administrative spending per $ awarded	1.47 %	1.46 %	1.67 %	1.46 %	1.5 %

Footnotes

(a) Fiscal year 2002 estimated. Data not available until spring 2003.

(b) Service programs are scholarship and grant benefits awarded to relatives of persons who served in the armed forces, national guard, law enforcement, fire departments, and corrections facilities.

(c) The Merit Recognition Scholarship Program offers financial assistance to students ranked in the top 5% of their graduating class or rank in the top 5% of ACT scores.

(d) "Average constant dollar taxable income of families eligible for MAP Grants" is the constant dollar income reported for use in fiscal year 2002.

Student Loans

Mission Statement: To facilitate the delivery of low-interest loans to students and their families by administering the Federal Family Education Loan Program (FFELP) and to improve student access to loans.

Program Goals: Objectives:

1. Provide an efficient means for students and schools to apply for and receive loan funds from participating lenders.
   a. Borrower satisfaction ratings will continue to show satisfaction with ISAC services.
2. Counsel and educate student borrowers who are delinquent on their loan payments.
   a. ISAC's default rate will stay below the national average.
3. Collect outstanding loan balances from defaulted borrowers.
   a. Collections on individual defaulted accounts will be optimized.
4. Provide loan funds to an increasing number of students through institutions that collaborated with both the Illinois guaranty agency and the secondary market.
   a. An increasing number of Illinois students who need to use loans to finance their college education will obtain them from ISAC.

Source of Funds: Federal Student Loan Fund, Student Loan Operating Fund, Federal Reserve Recall Fund, Student Assistance Commission Student Loan Fund, ISAC Loan Purchase Program Payroll Trust Fund

Statutory Authority: 110 ILCS 947/80

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual(a,b)	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$111,897.8	$195,575.0	$197,725.8	$177,953.7	$316,781.6
* Total expenditures - state appropriated funds (in thousands)	$111,897.8	$195,575.0	$197,725.8	$177,953.7	$316,781.6
* Average monthly full-time employees	315.0	318.0	319.0	319.0	320.0
* Average monthly part-time employees	12.0	12.0	12.0	12.0	12.0
* Loan operating expenses (in millions) (c)	$26.9	$27.1	$29.0	$27.9	$27.9
Output Indicators					
* Number of loans guaranteed	131,580	145,000	145,000	178,380	180,000
* Dollar value of new loan guarantees (in millions)	$530.5	$692.0	$650.0	$790.0	$800.0
* Number of defaults averted	72,386	76,982	60,000	104,968	105,000
* Dollar value of default collections (in millions)	$60.4	$48.8	$55.0	$49.8	$50.0
Outcome Indicators					
* Number of defaults	9,855	9,200	10,000	23,475	24,000
* ISAC default rate	4.9 %	5 %	4.5 %	5 %	5 %
* Percent of Illinois student loans guaranteed by ISAC	39.6 %	40 %	40 %	40 %	40 %
* Percent of delinquent accounts resolved	83.2 %	86.7 %	86 %	81.7 %	82 %
* Borrower satisfaction ratings	84.3 %	86.5 %	86 %	88.4 %	89 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per dollar guaranteed (in dollars)	$0.02	$0.02	$0.02	$0.02	$0.02
* Costs per dollar collected (in dollars)	$0.27	$0.26	$0.32	$0.27	$0.27

Explanatory Information

1) ISAC cohort default rates for 2001 and 2002 are estimated.
2) In some cases, prior year Actual numbers that were estimated have been updated to reflect final reported numbers.
3) "Borrower satisfaction ratings" indicated the percent of borrowers who were very satisfied or satisfied with ISAC's secondary market services.

Footnotes

(a) Data reported on federal fiscal year.
(b) Fiscal year 2002 actual numbers are estimated.
(c) Operating expenses reflect all costs incurred to administer the program and are paid from federal funds.

Outreach

Mission Statement: To ensure that students and families have the information and support services they need to plan for their post-secondary education.

Program Goals: Objectives:

1. Increase awareness of college costs and aid availability among potential college students.
   a. The number of potential students and parents utilizing the Student Assistance Commission's Web site will increase annually.
2. Serve as single point of contact for Illinois citizens for information regarding student aid programs.
   a. An increased number of outreach activities will be conducted throughout Illinois to help students and families with college planning.
   b. Participation in outreach activities in non-traditional venues such as community-based organizations will be increased.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 110/ILCS 947/20

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$500.0	$600.0	$900.0	$803.0	$750.0
* Total expenditures - state appropriated funds (in thousands)	$500.0	$600.0	$900.0	$803.0	$750.0
* Average monthly full-time employees	4.0	4.0	5.0	4.0	5.0
Output Indicators					
* Number of financial aid/early awareness presentations	166.0	130.0	140.0	172.0	155.0
* Attendance at financial aid/early awareness presentations	80,469	66,817	68,000	86,437	75,000
* Financial Aid Awareness Month workshop participants	3,025	4,301	4,400	2,700	3,000
* Community agency contacts	73.0	54.0	75.0	90.0	80.0
* State fair contacts	50,000	55,000	55,000	60,000	60,000
* High school counselor seminars	17.0	12.0	12.0	15.0	15.0
* Counselors reached	1,092	1,033	1,200	1,135	1,200
Outcome Indicators					
* Number of Website hits: General Information	47,288	1,704,247	1,750,000	3,439,769	2,900,000
* Hits for Application Status Information (InfoNet)	34,298	36,738	37,000	31,863	8,500
* Hits for Higher-EdNet Applications	4,777	4,952	5,000	5,440	0.0
Efficiency/Cost-Effectiveness Indicators					
* Financial aid sessions per month	14.0	11.0	12.0	14.0	13.0
* Community agency contacts per month	6.0	5.0	6.0	8.0	7.0
* Total Internet site hits per month	4,307	145,495	149,333	289,735	242,375

Prepaid Tuition Program

Mission Statement: To encourage and better enable Illinois families to finance the cost of higher education.

Program Goals: Objectives:

1. Increase the number of families purchasing College Illinois! contracts.
   a. The number of families participating in College Illinois! and the amount of contracts administered shall increase each year.
2. Expand outreach efforts to meet the informational needs of prospective purchasers.
   a. The effectiveness of program promotional efforts will improve each year.

Source of Funds: Illinois Prepaid Tuition Trust Fund ***Statutory Authority:*** 110 ILCS 947/75

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual(a)	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,137.8	$2,183.7	$2,744.5	$2,564.1	$3,048.5
* Average monthly full-time employees	6.0	5.0	5.0	5.0	5.0
Output Indicators					
* College Illinois! contracts purchased (excluding cancellations)	5,436	5,152	5,000	6,576	6,000
* Cumulative College Illinois! contracts purchased	17,089	22,241	27,240	28,885	34,885
* Total contract sales for fiscal year (in millions)	$74.0	$79.0	N/A	$106.0	N/A
* Total Internet site visits (through enrollment period)	120,000	156,151	180,000	656,390	750,000
* Total phone calls (through enrollment period)	12,262	12,325	12,000	7,800	N/A
* Total TV/Radio ads aired	13,099	16,039	17,500	14,118	N/A
* Total newspaper articles	495.0	363.0	350.0	640.0	N/A
* Total number of news reports	114.0	101.0	120.0	150.0	N/A
Outcome Indicators					
* Percent of population covered by TV and Radio ads	85 %	85 %	85 %	95 %	95 %
* Minority beneficiaries as a percent of total contracts	16 %	14 %	N/A	11 %	N/A
* Years of college purchased	17,400	16,200	N/A	21,400	N/A
* Cumulative years of college purchased	54,800	71,000	N/A	92,400	N/A
External Benchmarks					
* College Illinois! national rank among other prepaid tuition programs (b)	7.0	8.0	8.0	8.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Media cost per contract (in dollars)	$89.00	$77.00	N/A	$102.60	N/A
* Total marketing cost per contract (in dollars)	$184.00	$190.00	N/A	$197.70	N/A

Footnotes

(a) Fiscal year 2002 actual numbers are not final and may be subject to change.

(b) National rank based upon the program's asset size among other college savings plans.

Illinois Community College Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Illinois Community College System	$327,966.6	0.0	$402,539.4	0.0
Totals	$327,966.6	0.0	$402,539.4	0.0

Mission and Organization

The Illinois General Assembly established the Illinois Community College Board (ICCB) in 1965 with the intent of creating a system of public community colleges that would be within easy reach of every resident in the state. The Illinois community college system now covers the state with 48 colleges and one multi-college center in 39 districts. Community colleges serve nearly one million Illinois residents each year through credit and noncredit courses and serve as important educational and public service resources in their respective communities. The ICCB promotes system-wide cooperation and provides leadership in the promotion of initiatives that are appropriate to the continued development and improvement of the community college system.

While community colleges in Illinois share a common mission, each college is as unique as the communities they serve. Community colleges offer developmental courses, adult education and English-as-a-Second Language programs to help prepare individuals for college and to provide opportunities for an improved quality of life; furnish transferable coursework that is applicable to the baccalaureate degree; and provide degree and non-degree related workforce preparation programs that provide individuals with the skills necessary for gainful employment.

Illinois Community College Board

Mission Statement: The Illinois Community College Board (ICCB) is the statewide coordinating board for the community college system. Its mission is to administer the Public Community College Act in a manner that maximizes the ability of community college districts to serve their communities, to promote systemwide cooperation, and to accommodate State of Illinois initiatives that are appropriate for community colleges. As an integral part of the state's system of higher education, community colleges are committed to providing high quality, accessible, and cost-effective educational opportunities for the individuals and communities they serve.

Program Goals: Objectives:

1. Address workforce development needs with flexible, responsive and progressive programs.
2. Offer rigorous courses and programs designed for college and university transfer.
3. Expand Adult Education and Literacy programs necessary for individuals and families to achive high quality in their work and life in Illinois.
4. Equip Illinois residents with the technology skills required for success in the 21st century.
5. Emphasize high quality in all programs, services and operations.
6. Deliver affordable learning opportunities to the doorstep of Illinois residents.
7. Model and promote leadership and ethical decision-making.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 805

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,581,760.5	$1,653,835.3	N/A	$.0	$.0
* Total expenditures - state appropriated funds (in thousands)	$308,642.5	$327,966.6	N/A	$402,539.4	$.0
* Teaching faculty employed in Illinois public community colleges, full-time equivalent staff, fall semester	8,732	8,890	N/A	8,853	N/A
* Administrative staff employed in Illinois public community colleges, full-time equivalent staff, fall semester	1,314	1,368	N/A	1,382	N/A
* Non-teaching professional staff employed in Illinois public community colleges, full-time equvalent staff, fall semester	3,370	3,565	N/A	3,781	N/A
* Civil service/classified staff employed in Illinois public community colleges, full-time equivalent staff, fall semester	6,944	8,233	N/A	6,808	N/A
Output Indicators					
* Fall term headcount enrollment: community college system total	340,101	339,002	N/A	354,733	N/A
* Twelve-Month Unduplicated Headcount: all students enrolled for credit, occupational and vocational programs, annual	668,676	666,491	N/A	N/A	N/A
* Percentage of college level (credit/occupational/vocational) students seeking a degree or certificate	40.5 %	40.9 %	N/A	N/A	N/A
* Twelve-Month Unduplicated Headcount: all students enrolled in non-credit courses, annual	339,351	313,094	N/A	N/A	N/A
* Number of students served in Adult Education programs by community college providers	123,595	131,742	N/A	N/A	N/A
* Annual number of Associate degrees awarded	22,477	22,121	N/A	N/A	N/A
* Annual number of Certificate degrees awarded	12,323	16,299	N/A	N/A	N/A
* Minority Graduates: percent of total Associate degrees awarded	17.9 %	17.4 %	N/A	N/A	N/A
* Minority Graduates: percent of total Certificate degrees awarded	38.6 %	44.9 %	N/A	N/A	N/A
Outcome Indicators					
* Student Advancement: percentage of students who graduated, transferred, were still enrolled or left in good standing after three years	80.1 %	79.3 %	N/A	N/A	N/A
* Percentage of Occupational program majors completing an occupational certificate or associate degree within 5 years	54.6 %	55.6 %	N/A	N/A	N/A

Illinois Community College Board (Concluded)					
Outcome Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Percentage of Occupational program completers employed (or still enrolled) in the 3rd quarter after program completion	82.2 %	83 %	N/A	N/A	N/A
* Percentage of Occupational program completers reporting employment in a related field	80.7 %	77.1 %	N/A	N/A	N/A
* Percentage of baccalaureate-transfer students who transferred to an in-state public university within 5 years	30.8 %	31.8 %	N/A	N/A	N/A
* Number of Adult Education students who completed the General Education Development (GED) exam or were awarded an alternative high school diploma	5,487	12,768	N/A	N/A	N/A
* Number of businesses attracted or retained by Community College Business and Industry Centers, annual	248.0	271.0	N/A	312.0	N/A
* Number of persons receiving customized training through Community College Business and Industry Centers, annual	127,650	108,032	N/A	103,726	N/A
Efficiency/Cost-Effectiveness Indicators					
* Statewide average tuition and fees: annual, based on 30 credit hours (in dollars)	$1,419.00	$1,454.00	N/A	$1,483.00	N/A
* Net Instuctional Unit Cost: statewide average instructional cost per credit hour	$187.34	$194.25	N/A	N/A	N/A
* Instruction/Academic Support: expenditures (all fund sources) as a percentage of total system expenditures	42.1 %	41.1 %	N/A	N/A	N/A

Footnotes

(a) Total expenditures include state appropriated funds (primarily general funds) as well as all resources available from non-appropriated, restricted and local fund sources. Reflects expenditures from the Education, Operations and Maintenance, Restricted Purposes, Auxiliary Services, Liablity/Protection/Settlement and Audit funds.

(b) Staffing figures reflect full-time equivalent headcounts in Illinois public community colleges in the fall semester of the respective fiscal years represented.

Illinois Mathematics and Science Academy
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Illinois Mathematics and Science Academy: Instruction	$15,767.9	0.0	$16,546.7	0.0
Illinois Mathematics and Science Academy: Public Service/Outreach	$0.0	0.0	$0.0	0.0
Totals	$15,767.9	0.0	$16,546.7	0.0

Mission and Organization

The Illinois Mathematics and Science Academy (IMSA) was established in 1985. It is one of only a few public, residential high schools of its type in the country, and was created to provide a special residential environment for educating high school students talented in mathematics and science, and to provide curriculum development and training in mathematics and science to teachers across the state. IMSA is an independent state agency and is not a part of the state's secondary school system. As such, the Academy is not eligible to receive general state aid payments or other state support that is typically available to secondary school districts in Illinois. The Academy functions more like a small college than a public high school.

Located in Aurora, Illinois, IMSA is nationally recognized for its work in developing talent and excellence in teaching and learning in mathematics, science and technology. The Academy's advanced residential college preparatory program enrolls 650 academically talented Illinois students in grades 10-12, and in its role as a catalyst for educational change, IMSA has benefited more than 14,000 teachers and 20,000 students in Illinois and beyond through its innovative professional development and enrichment programs.

Illinois Mathematics and Science Academy: Instruction

Mission Statement: The mission of the Illinois Mathematics and Science Academy (IMSA), a pioneering educational community, is to transform mathematics and science teaching and learning by developing ethical leaders who know the joy of discovering and forging connections within and among mathematics, science, the arts, and the humanities by means of an exemplary laboratory environment characterized by research, innovative teaching, and service.

Program Goals: Objectives:

1. By the year 2003, IMSA will be a recognized exemplar and a national leader in mathematics and science teaching and learning.
   a. There will be a generally accepted paradigm for teaching and learning mathematics and science that embodies interconnections as the basis for understanding.
2. By the year 2006, IMSA will be a recognized pioneer and architect in the design of a new system of learning that is inquiry-based, problem-centered and integrative, and that enables learners to acquire, generate, and use knowledge for the world.
   a. The achievement of Illinois students in mathematics and science will be defined and assessed by a new system of indicators.
   b. Materials and methods inspired or developed by IMSA and its partners will be so good that they will be the choice of Illinois educators for the foundation of their mathematics and science programs.

Source of Funds: General Revenue Fund, Education Assistance Fund, Illinois Mathematics and Science Academy Income Fund

Statutory Authority: 105 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$16,537.9	$17,810.9	N/A	$19,426.9	$17,925.2
* Total expenditures - state appropriated funds (in thousands)	$14,713.5	$15,767.9	N/A	$16,546.7	$14,921.6
* Total staff - staff paid from all fund sources (a)	229.0	235.0	N/A	244.0	N/A
* Total staff - staff paid from state appropriated fund sources (a)	198.0	220.0	N/A	222.0	N/A
Output Indicators					
* ALL STUDENT enrollment: applications received	655.0	600.0	650.0	539.0	590.0
* ALL STUDENT enrollment: invitations extended	220.0	247.0	245.0	246.0	250.0
* ALL STUDENT enrollment: number enrolled	203.0	218.0	220.0	229.0	238.0
* ALL STUDENT enrollment: percent of enrolled students graduating IMSA	N/A	N/A	88 %	N/A	87.2 %
* UNDERREPRESENTED GROUPS enrollment: applications received (b)	89.0	80.0	90.0	94.0	105.0
* UNDERREPRESENTED GROUPS enrollment: invitations extended (b)	37.0	26.0	35.0	31.0	35.0
* UNDERREPRESENTED GROUPS enrollment: number enrolled (b)	38.0	25.0	35.0	31.0	29.0
* UNDERREPRESENTED GROUPS enrollment: percent of enrolled students graduating IMSA (b)	84.2 %	N/A	84 %	N/A	85.2 %
* FEMALE STUDENT enrollment: applications received	300.0	271.0	293.0	253.0	262.0
* FEMALE STUDENT enrollment: invitations extended (c)	110.0	124.0	146.0	118.0	125.0
* FEMALE STUDENT enrollment: number enrolled	98.0	109.0	110.0	115.0	118.0
* FEMALE STUDENT enrollment: percent of enrolled students graduating IMSA	85.9 %	N/A	90 %	N/A	88.2 %
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: applications received (c)	412.0	397.0	416.0	366.0	376.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: invitations extended (c)	124.0	152.0	149.0	139.0	143.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: number enrolled (c)	107.0	135.0	136.0	128.0	138.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: percent of enrolled students graduating IMSA (c)	86.9 %	N/A	90 %	N/A	87.2 %
* CHICAGO/OTHER enrollment: applications received (c)	243.0	203.0	234.0	173.0	214.0
* CHICAGO/OTHER enrollment: invitations extended (c)	96.0	95.0	96.0	107.0	107.0

Illinois Mathematics and Science Academy: Instruction (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* CHICAGO/OTHER enrollment: number enrolled (c)	96.0	83.0	84.0	101.0	100.0
* CHICAGO/OTHER enrollment: percent of enrolled students graduating IMSA (c)	86.7 %	N/A	85.7 %	N/A	87.2 %
Outcome Indicators					
* Student performance: exiting SAT scores, IMSA average	1,391	1,365	1,380	1,354	1,370
* Student performance: exiting ACT scores, IMSA average	30.6	29.7	30.0	29.6	30.0
* Student reported: percent of graduates enrolling in college (d)	97.9 %	99.5 %	99.5 %	N/A	98.7 %
* Student reported: percent of graduates enrolling in college in a math or science major (d)	52 %	50 %	55 %	N/A	51 %
* Student reported: percent of graduates enrolling at an Illinois college (d)	48.1 %	53.8 %	45 %	N/A	51 %
* Student reported: percent of graduates satisfied with high school academic preparation (d)	90 %	94.4 %	95 %	N/A	92.2 %
* Student reported: percent of graduates completing college within four years	65 %	75 %	80 %	N/A	70 %
* Student reported: percent of graduates completing a double major (d)	26 %	27.7 %	28 %	N/A	26.9 %
* Student reported: percent of graduates enrolling in graduate school (d)	39 %	41.6 %	50 %	N/A	40.3 %
External Benchmarks					
* Student performance: exiting SAT scores for high school graduates, statewide average	1,016	1,019	N/A	1,020	N/A
* Student performance: exiting ACT scores for high school students, statewide average	21.4	21.5	N/A	21.6	N/A
* Consortium comparison group: percent of graduates enrolling in college (e)	100 %	N/A	N/A	N/A	N/A
* Consortium comparison group: percent of graduates enrolling in college in a math or science major (e)	58 %	N/A	N/A	N/A	N/A
* Consortium comparison group: percent of graduates satisfied with high school academic preparation (e)	95 %	N/A	N/A	N/A	N/A
* Consortium comparison group: percent of graduates completing college within four years (e)	66 %	N/A	N/A	N/A	N/A
* Consortium comparison group: percent of graduates completing a double major (e)	24 %	N/A	N/A	N/A	N/A
* Consortium comparison group: percent of graduates enrolling in graduate school (e)	43 %	N/A	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instructional cost per student per year - includes residential	$18.50	$19.50	$19.90	N/A	N/A
* Instructional cost per student per year - excludes residential	$14.10	$14.50	$14.70	N/A	N/A
External Benchmarks					
* Instructional cost per student per year, statewide average - excludes residential	$4,425.00	$4,667.00	N/A	N/A	N/A

Footnotes

(a) Staff levels reflect the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

(b) Underrepresented groups measures include data for Black, Hispanic and Native American students only.

(c) Suburban Chicago/Collar Counties measures include all students from the five-county Chicago suburban region. Chicago/Other measures include all students from Chicago and from other areas of the state outside of Chicago and the five-county Chicago suburban region.

(d) Student reported data was obtained from a longitudinal study that annually surveys IMSA graduates five years after graduation.

(e) Consortium Comparison Group data was obtained from a longitudinal study that surveys graduates of like institutions. The survey includes members of the National Consortium of Specialized Secondary Schools of Mathematics, Science and Technology (IMSA is a member). These schools are not located in Illinois; rather they are comparably selective and discipline focused institutions from across the southern and eastern regions of the United States.

Illinois Mathematics and Science Academy: Public Service/Outreach

Mission Statement: The mission of the Illinois Mathematics and Science Academy, a pioneering educational community, is to transform mathematics and science teaching and learning by developing ethical leaders who know the joy of dicovering and forging connections within and among mathematics, science, the arts, and the humanities by means of an exemplary laboratory environment characterized by research, innovative teaching, and service.

Program Goals: Objectives:

1. By the year 2003, IMSA will be a recognized exemplar and a national leader in mathematics and science teaching and learning.
   a. There will be a generally accepted paradigm for teaching and learning mathematics and science that embodies interconnections as the basis for understanding.
2. By the year 2006, IMSA will be a recognized pioneer and architect in the design of a new system of learning that is inquiry-based, problem-centered and integrative, and that enables learners to acquire, generate, and use knowledge for the world.
   a. The achievement of Illinois students in mathematics and science will be defined and assessed by a new system of indicators.
   b. Materials and methods inspired or developed by IMSA and its partners will be so good that they will be the choice of Illinois educators for the foundation of their mathematics and science programs.

Source of Funds: General Revenue Fund, Education Assistance Fund, Illinois Mathematics and Science Academy Income Fund

Statutory Authority: 105 ILCS 305

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* All funds expenditures for professional development activities (in thousands)	$756.4	$604.0	N/A	$721.2	N/A
* All funds expenditures for student math and science enrichment activities (in thousands)	N/A	$365.5	N/A	$364.7	N/A
Output Indicators					
* Illinois Student Programs: number of participating students (a)	863.0	680.0	N/A	1,545	1,029
* Illinois Student Programs: number of participating schools (a)	111.0	151.0	N/A	278.0	180.0
* Illinois Educator Programs: number of participating educators (b)	668.0	574.0	N/A	735.0	659.0
* Illinois Educator Programs: number of participating schools (b)	211.0	136.0	N/A	347.0	231.0
* Illinois Educator and Student Programs: number of participating educators (a,b)	603.0	296.0	N/A	681.0	526.0
* Illinois Educator and Student Programs: number of participating students (a,b)	1,175	332.0	N/A	1,490	1,000
* Illinois Educator and Student Programs: number of participating schools (a,b)	72.0	91.0	N/A	41.0	68.0
* Smithsonian Research and Diffusion Network: number of participating schools (c)	10.0	10.0	12.0	12.0	11.0
* Smithsonian Research and Diffusion Network: number of participating teachers (c)	35.0	34.0	37.0	28.0	32.0
* IMSA Research: number of students participating in research: inquiry projects (d)	96.0	101.0	100.0	117.0	145.0
* IMSA Research: number of students participating in research: mentorship projects (e)	140.0	134.0	140.0	140.0	155.0
* IMSA Research: number of external grants and contracts awarded	3.0	5.0	5.0	N/A	N/A
* IMSA Research: dollar value of external grants and contracts awarded (in thousands)	$236.9	$2,386.1	$2,231.0	$973.4	N/A
* Research: number of external grants and contract applications	4.0	5.0	N/A	N/A	N/A
Outcome Indicators					
* Illinois Student Programs: percent of participating students meeting program objectives (a)	79.4 %	63.6 %	N/A	85 %	76 %
* Illinois Educator Programs: percent of products rated satisfactory (b)	92.5 %	84.9 %	N/A	94.6 %	90 %
* Illinois Educator and Student Programs: percent of products rated satisfactory (students) (a,b)	N/A	100 %	N/A	100 %	100 %

Illinois Mathematics and Science Academy: Public Service/Outreach (Concluded)

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Smithsonian Research and Diffusion Network: percent of products rated satisfactory (c)	79 %	75 %	N/A	89 %	81 %
* Smithsonian Research and Diffusion Network: percent of observations rated satisfactory (c)	94 %	92 %	N/A	100 %	95 %

Footnotes

(a) Illinois Student Programs include math and science enrichment programs, problem-based learning experiences, and programs designed to serve economically disadvantaged students in improving their skills in math, science and communication/English. IMSA developed programs exported for use by Illinois students in Illinois schools.

(b) Illinois Educator Programs include an alternative teacher certification program, problem-based learning training programs, on-line learning, and participation in the Illinois Virtual High School. IMSA developed programs exported for use by Illinois educators in Illinois schools.

(c) The Smithsonian Research and Diffusion Network, supported by a grant from the Smithsonian Institute, is designed to gather evidence to determine the ways in which competency-driven, inquiry-based, problem-centered, and integrated curriculum/instructional approaches and models are transforming the educational experience in Illinois schools, particularly in math and science.

(d) IMSA Research: inquiry projects involve student-directed plans of inquiry that are created, designed, and developed around student questions and guided by faculty and staff.

(e) IMSA Research: mentorship projects involve student conduct of high-level research with scientists and scholars in area museums, corporations, universities, and research laboratories.

Part 1: Infrastructure

Infrastructure Expenditures* (in thousands)
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Department of Transportation	$3,560,288.3	$4,084,042.0	14.7%
Illinois State Toll Highway Authority	$0.0	$0.0	0.0

Highway Improvements

	1999	2000	2001	2002
Miles of pavement maintained/improved	1,128	1,219	1,815	1,555
Number of bridges maintained/improved	380	254	501	333
Safety improvements accomplished	145	218	262	329

Source: Illinois Department of Transportation

Chicago Area Traffic Congestion

	1982	1990	1994	1999	2000
Percent of travel time in congestion	38%	46%	46%	49%	49%
Percent of daily travel in congestion (Chicago Area)	23%	35%	35%	40%	40%

	Hours of Delay (in thousands)	National Rank
Annual person-hours of delay	221,300	3

Source: 2002 Urban Mobility Report; Texas Transportation Institute

Illinois Licensed Drivers and Registered Vehicles

	1990	1995	1999	2000	2001	% Change 1990-2001
Licensed Drivers (millions)	7.29	7.65	7.94	8.46	7.81	7.1%
State Rank	7	7	7	7	6	
Registered Vehicles (millions)	8.07	8.64	9.29	9.54	9.86	22.2%
State Rank	7	6	7	6	6	
Illinois Vehicle Miles Traveled (billions)	83.64	94.32	102.19	102.94	103	23.2%

Source: Federal Highway Administration

Transportation
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Highway Construction	$2,653,381.8	4,010.0	$3,051,449.7	4,000.0
Public Transportation	$390,185.7	31.0	$425,764.2	31.0
Roadway Maintenance/Repair	$332,410.3	3,493.0	$329,841.1	3,475.0
Aeronautics	$130,252.4	104.0	$188,250.6	102.0
Rail	$23,517.0	5.0	$51,116.9	5.0
Traffic Safety	$30,541.1	198.0	$37,619.5	195.0
Totals	$3,560,288.3	7,841.0	$4,084,042.0	7,808.0

Mission and Organization

The Illinois Department of Transportation (IDOT) provides safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and demonstrate respect for our environment. Five guiding principles represent the hallmark of IDOT's work: safety, integrity, responsiveness, quality, and innovation.

More than 80% of the state's transportation-related resources are directed to maintain and improve the Illinois state highway system. The department is responsible for nearly 17,000 highway miles, including more than 2,000 miles of Interstate highways and nearly 8,000 bridges.

In fiscal year 2002, the department employed a monthly average of 6,822 full-time workers, reflecting a reduction of more than 600 workers since fiscal year 1991, a decrease of more than 8%. The department through the 1990s implemented numerous cost-cutting measures to make best use of available resources, including the attrition of workers and a variety of technical and procedural efficiencies.

The Illinois FIRST program began in fiscal year 2000, providing billions of dollars in additional revenue for road and bridge improvements as well as improvements in public transportation, airport and rail services across Illinois through fiscal year 2004.

IDOT in fiscal years 2001 and 2002 surveyed Illinois motorists to learn more about customer satisfaction and expectations. Results of those surveys are reflected in many of the outcome indicators detailed in the 2002 report, part of IDOT's customer satisfaction index. More than 60% of motorists surveyed rated IDOT "good" or "excellent" on the overall job the department does. More than 90% rated IDOT "fair" or better.

IDOT's support service goals in areas such as aeronautics, rail and public transit target the efficient delivery of federal and state transportation grants to eligible local and regional agencies across the state. Outcome indicators for these areas focus on the reliability and public use of airports, passenger rail, transit, and other public transportation services.

Fiscal year 2002 outcome indicators for highway construction and maintenance activities focus on the overall condition and reliability of the highway system. The department accomplished 94.8% of the fiscal year 2002 program.

In fiscal year 2002, more than 90% of state roads and bridges were rated in satisfactory condition or better. The department's longstanding goal has been to ensure that at least 85% of state roads and bridges remain in satisfactory condition or better.

Pavement condition is measured through the use of the state's Condition Rating Survey and a computerized estimate of deterioration. This rating system takes into account factors such as pavement roughness, rutting and faulting, and incorporates predominant pavement distresses. The weighted rating average for all state highways in fiscal year 2002 placed the state's overall road and bridge system in the "good" descriptive category.

The department promotes highway safety through programs which provide extra enforcement and educational activities to encourage safe driving and the use of seat belts and child safety seats, and to discourage driving under the influence of alcohol and drugs.

Fatal crash rates on Illinois roadways remain significantly better than the national average, according to indicators used across the nation.

Highway Construction

Mission Statement: The Division of Highways provides and manages with a professional work force the best highway system within available resources which meets the needs of the public and sustains and enhances the environment and economic climate of Illinois.

Program Goals: Objectives:

1. To preserve and modernize the Illinois highway system to make it safe and efficient for motorists.
   a. To utilize available resources to ensure that at least 85% of Illinois state highways and bridges are not in the repair backlog.
   b. To use cost-efficient, effective and creative procedures and technologies to design and construct high-quality roads and bridges that will last longer and serve users satisfactorily.
   c. To provide professional, courteous and service-oriented performance by coordinating with state, regional and local stakeholders, communicating better with highway users, and annually seeking feedback to measure motorist satisfaction and further improve service.
   d. To coordinate with trade associations to develop better standards and policies for safe, cost-effective roads and bridges.
   e. To place under contract at least 95% of projects outlined in the annual construction program by the end of the program year.
2. To improve highway infrastructure to help communities and regions provide for economic prosperity and jobs.
   a. To coordinate with elected officials, the public, local governments and agencies in programming and developing improvements by: 1) Helping to research, understand and outline area priorities; 2) Helping to evaluate public opinion on target priorities; 3) Helping to seek and develop funding for local and regional priorities.

Source of Funds: General Revenue Fund, Road Fund, Motor Fuel Tax - State Fund, Grade Crossing Protection Fund, Capital Development Fund, Transportation Bond Series A Fund, Fund for Illinois' Future, State Construction Account Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund

Statutory Authority: 605 ILCS 5/1-101;30 ILCS 500

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,495,853.7	$2,653,381.8	$2,990,000.0	$3,051,449.7	$3,136,060.4
* Total expenditures - state appropriated funds (in thousands)	$2,495,853.7	$2,653,381.8	$2,990,000.0	$3,051,449.7	$3,136,060.4
* Average monthly full-time employees	3,474.0	3,550.0	3,570.0	3,570.0	3,570.0
* Average monthly part-time employees	477.0	460.0	430.0	430.0	430.0
* State construction capital program expenditures (in thousands)	$1,502,300.0	$1,687,900.0	$1,700,000.0	$2,012,300.0	$2,168,700.0
Output Indicators					
* Highway safety improvements accomplished	218.0	262.0	250.0	329.0	250.0
* Miles of pavement maintained/improved	1,219	1,815	1,500	1,555	1,200
* Number of bridges maintained/improved	254.0	501.0	475.0	333.0	400.0
* Percent of annual program under contract	95.4 %	98.5 %	95 %	94.8 %	95 %
Outcome Indicators					
* Percent of state roads in satisfactory condition	89.2 %	90.4 %	85 %	90.7 %	85 %
* Percent of roads in repair backlog	10.8 %	9.6 %	15 %	9.3 %	15 %
* Percent of bridges in satisfactory condition	91.2 %	91.2 %	85 %	91.8 %	85 %
* Percent of bridges in repair backlog	8.8 %	8.8 %	15 %	8.2 %	15 %
* Private sector construction jobs retained or created (a)	36,055	40,512	40,800	48,295	52,049
* Illinois motorist survey rating of overall job IDOT is doing (b)	N/A	3.5	3.6	3.6	3.6
* Illinois motorist survey rating of IDOT road repair and construction overall (b)	N/A	3.2	3.3	3.3	3.4
* Illinois motorist survey rating of IDOT employees (b)	N/A	3.5	3.6	3.7	3.7
Efficiency/Cost-Effectiveness Indicators					
* Construction investment per lane mile of state-controlled road (Ill.) (in dollars)	$35,558.00	$39,950.00	$40,237.00	$47,628.00	$51,330.00
External Benchmarks					
* U.S. construction investment per lane mile of state-controlled highway	$19,647.00	$21,302.00	N/A	N/A	N/A

Explanatory Information

Illinois state road construction funds, not including local road funds (thousands, 2002) -- $2,012,300;
Lane miles of state-controlled highways in Illinois (2001) -- 42,250;
U.S. road construction funds, not including local road funds (thousands, 2000) -- $38,600,000;
Lane miles of state-controlled highways in U.S. (2000) -- 1,812,000. only, excluding local roads and streets.

Footnotes

(a) Calculated on an average of 24 private-sector jobs created or retained per $1 million in construction expenditures.

(b) Survey ratings based on scale of 1 to 5 -- 1.0-1.7 = very poor; 1.8-2.5 = poor; 2.6-3.3 = fair; 3.4-4.1 = good; 4.2-5.0 = excellent.

Public Transportation

Mission Statement: To provide support for eligible local and regional agencies operating public transportation services for customers in Northeast Illinois and urban downstate Illinois communities.

Program Goals: Objectives:

1. To improve transit customer service, safety and convenience.
   a. To provide grant funds and support for local agencies to replace or rehabilitate rolling stock with program year.
   b. To provide grant funds and support for track and structure improvements within program year.
   c. To provide grant funds and support for station improvements within program year.
2. To improve transit services in rural areas.
   a. To provide support for rural transit agencies needing technical repair assistance within program year.

Source of Funds: General Revenue Fund, Transportation Bond Series B Fund, Fund for Illinois' Future, Public Transportation Fund, Downstate Public Transportation Fund, Metro-East Public Transportation Fund, Federal Mass Transit Trust Fund, Build Illinois Fund

Statutory Authority: 30ILCS 740; 20 ILCS 2705/49.19

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$334,287.9	$390,185.7	$459,100.0	$425,764.2	$474,979.8
* Total expenditures - state appropriated funds (in thousands)	$334,287.9	$390,185.7	$459,100.0	$425,764.2	$474,979.8
* Average monthly full-time employees	23.0	29.0	27.0	27.0	27.0
* Average monthly part-time employees	3.0	2.0	4.0	4.0	4.0
Output Indicators					
* Capital/operating expenditures (Northeast Illinois) (in thousands)	$306,481.9	$359,185.7	$423,000.0	$392,854.2	$439,979.8
* Capital/operating expenditures (Downstate Illinois) (in thousands)	$27,806.0	$31,000.0	$36,100.0	$32,910.0	$35,000.0
* Percent of annual program complete	82.6 %	97.9 %	95 %	91 %	95 %
Outcome Indicators					
* Overall bus and rail ridership (Northeast Illinois, millions)	568.4	574.3	585.0	564.5	585.0
* Bus ridership (Northeast Illinois, millions)	342.3	341.1	345.0	334.2	345.0
* Rail ridership (Northeast Illinois, millions)	226.1	233.1	240.0	230.3	240.0
* Bus ridership (Downstate Illinois, millions)	28.4	30.2	31.0	30.0	31.0
* Rail-car miles (Northeast Illinois, millions)	84.8	94.0	100.0	90.1	95.0
* Bus miles (Northeast Illinois, millions)	105.0	176.1	175.0	107.0	110.0
* Bus miles (Downstate Illinois, millions)	21.4	21.0	21.0	24.7	24.0
* Illinois transit grantee survey rating on information usefulness / timeliness (a)	N/A	3.7	N/A	N/A	3.8
* Illinois transit grantee survey rating on accessibility/service (a)	N/A	4.0	N/A	N/A	4.1
Efficiency/Cost-Effectiveness Indicators					
* Overall capital/operating investment per bus and rail rider (in dollars)	$0.55	$0.64	$0.75	$0.72	$0.82

Footnotes

(a) Illinois transit grantee satisfaction surveys are conducted every two years.

Roadway Maintenance/Repair

Mission Statement: The Division of Highways provides and manages with a professional work force the best highway system within available resources which meets the needs of the public and sustains and enhances the environment and economic climate of Illinois.

Program Goals: Objectives:

1. To preserve and improve the Illinois highway system to make it safer and better for motorists.
   a. To maximize the percentage of state highway lane miles rated "fair" to "excellent."
   b. To maximize the percentage of state bridges rated "fair" to "excellent."
   c. To perform snow and ice control on state roads from beginning to end during a winter weather event, and to continue working to clear pavements as quickly as possible following weather events.
   d. To perform 24-hour roadway maintenance and to monitor road conditions, clear debris and other driving hazards, and provide for temporary repairs on pavements as needed, beginning immediately after reports of problems are received and continuing until pavements are safe for traffic.
   e. To perform traffic management including sign maintenance and traffic patrol in a cost-effective manner and within annual maintenance budget.
   f. To perform roadside management services, including mowing, litter pickup, and rest area services in a cost-effective manner within annual maintenance budget.
   g. To monitor motorist satisfaction with maintenance activities and strive to improve motorist satisfaction.
2. To coordinate with state and local agencies to provide local support and emergency response during times of disaster or emergencies.
   a. To provide support and aid in emergency maintenance and cleanup activities as appropriate and necessary during and after disasters and emergencies.

Source of Funds: Road Fund

Statutory Authority: 605 ILCS 5/1-101;225ILCS 440/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$296,666.5	$332,410.3	$331,792.3	$329,841.1	$346,990.1
* Total expenditures - state appropriated funds (in thousands)	$296,666.5	$332,410.3	$331,792.3	$329,841.1	$346,990.1
* Average monthly full-time employees	2,843.0	2,894.0	2,938.0	2,938.0	2,938.0
* Average monthly part-time employees	544.0	599.0	537.0	537.0	537.0
Output Indicators					
* Acres mowed	233,035	250,273	197,482	282,899	213,295
* Tons of asphalt applied for pavement repair	20,247	25,138	27,431	23,324	27,266
* Tons of road salt applied (snow/ice control)	395,000	590,000	436,000	295,739	459,400
* Number of lane miles of pavement maintained	42,348	42,347	42,300	42,255	42,255
Outcome Indicators					
* Percent of roads rated fair to excellent	90 %	90.4 %	85 %	92.4 %	85 %
* Percent of bridges rated fair to excellent	91 %	91.2 %	85 %	91.8 %	85 %
* Illinois motorist survey rating of highway maintenance and traffic flow (a)	N/A	3.5	3.6	3.6	3.6
* Illinois motorist survey rating of snow/ice removal (a)	N/A	3.8	3.9	3.9	3.9
* Illinois motorist survey rating of safety/cleanliness of rest areas (a)	N/A	3.6	3.7	3.8	3.8
* Illinois motorist survey rating of IDOT employee conduct on the job (a)	N/A	3.7	3.8	3.8	3.8
* Illinois motorist survey rating of roadside landscaping and appearance (a)	N/A	3.4	3.5	3.5	3.5
Efficiency/Cost-Effectiveness Indicators					
* Roadway maintenance cost per lane mile (in dollars) (b,c)	$2,717.00	$3,190.00	$2,881.00	$2,692.00	$2,861.00
* Snow removal cost per lane mile (in dollars) (b,c)	$666.00	$1,151.00	$781.00	$537.00	$776.00
* Mowing cost per lane mile (in dollars) (b,c)	$237.00	$251.00	$217.00	$249.00	$233.00

Footnotes

(a) Survey ratings based on scale of 1 to 5 -- 1.0-1.7 = very poor; 1.8-2.5 = poor; 2.6-3.3 = fair; 3.4-4.1 = good; 4.2-5.0 = excellent.

(b) Indicators measure "cost per lane mile" in order to reflect the effects of changing weather on costs for pavement maintenance, snow removal and mowing.

(c) Cost targets are based on a 5-year historical average cost. Actual costs can vary greatly depending on the extent of weather variances in any particular year.

Aeronautics

Mission Statement: The Division of Aeronautics will encourage and provide the necessary assistance to maintain a safe, efficient and effective aviation system for Illinois that enhances economic growth, offers mobility for people and goods, and ensures environmental quality.

Program Goals: Objectives:

1. To maintain and improve the quality and capacity of airport landing facilities.
   a. To perform operational safety inspections for all 142 Illinois public-use airports each year.
   b. To ensure that as many programmed airport improvement projects as possible are under contract by the end of the fiscal year
   c. To ensure that a minimum condition rating score of 70 (satisfactory rating) is maintained on all runways, taxiways and aprons by the end of the fiscal year.
2. To provide safe and effective air transportation services in support of state programs and operations
   a. To meet and satisfy all rules for air service under Parts 91 and 135 of Federal Aviation Administration (FAA) standards with no violations reported by FAA. (Parts 91 and 135 pertain to rules governing the maintenance of aircraft and the training of pilots.)

Source of Funds: General Revenue Fund, Road Fund, Aeronautics Fund, Federal/Local Airport Fund, Air Transportation Revolving Fund, Transportation Bond Series B Fund, Airport Loan Land Revolving Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund

Statutory Authority: 620 ILCS 5/1et seq; 25/1et seq

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$102,430.6	$130,252.4	$161,000.0	$188,250.6	$214,730.6
* Total expenditures - state appropriated funds (in thousands)	$102,430.6	$130,252.4	$161,000.0	$188,250.6	$214,730.6
* Average monthly full-time employees	89.0	95.0	95.0	95.0	95.0
* Average monthly part-time employees	7.0	9.0	7.0	7.0	7.0
Output Indicators					
* Airport safety inspections	200.0	185.0	200.0	190.0	200.0
* Emergency Medical Service (EMS) flights (a)	1,015	851.0	900.0	805.0	250.0
* Percent of annual airport program under contract	70 %	104 %	75 %	70 %	75 %
* Total airport improvement projects under contract	85.0	125.0	120.0	140.0	120.0
Outcome Indicators					
* Commercial air passengers enplaned at Chicago airports (b)	40,268,750	43,908,466	40,000,000	41,538,400	41,500,000
* Commercial air passengers enplaned outside Chicago (b)	1,086,452	1,084,933	1,080,000	1,032,800	1,250,000
* Percent of public airport runway pavements rated satisfactory or better	76 %	77 %	80 %	83 %	80 %
* Percent of taxiways rated satisfactory or better	68 %	79 %	80 %	74 %	80 %
* Percent of airport aprons rated satisfactory or better	69 %	90 %	80 %	84 %	80 %
* Air operations (takeoffs/landings) at Chicago airports (c)	1,207,000	1,195,000	1,200,000	1,189,000	1,200,000
* Air operations (takeoffs/landings) at public airports with traffic control towers other than Chicago O'Hare and Midway (c)	679,000	600,000	575,000	571,000	575,000
* Percent compliance following IDOT airport safety inspections	95 %	93 %	95 %	90 %	95 %
Efficiency/Cost-Effectiveness Indicators					
* State capital investment per commercial air passenger (in dollars)	$2.48	$2.89	$3.93	$4.42	$5.02

Footnotes

(a) The Emergency Medical Service program is scheduled to end as of Dec. 31, 2002.

(b) Commercial air passenger enplanements for fiscal year are calculated based on actual enplanements during preceding calendar year. This change in calculation formula changed prior year data along with prior and current year data for cost per passenger.

(c) Air operations for fiscal year are calculated based on actual operations during preceding calendar year at reporting airports. This change in calculation formula resulted in a change for prior year data.

Rail

Mission Statement: To plan and implement rail freight and rail passenger programs for Illinois.

Program Goals: Objectives:

1. To improve the speed, reliability and convenience of Illinois rail passenger service.
   a. To complete programmed Phase 1 track improvements by the end of the fiscal year for high-speed rail passenger service line between Chicago and St. Louis (Phase 1 segment between Springfield and Dwight).
   b. To ensure on-time rail passenger service by Amtrak for at least 75% of all departures.
   c. To complete programmed Positive Train Control system improvements on Phase 1 high-speed rail route by the end of the fiscal year.
2. To reduce rail freight congestion, especially in the Chicago area, through funding for projects to add track and yard capacity, to better coordinate train control, and to improve communications.
   a. To have all programmed rail freight projects under contract by the end of the fiscal year.

Source of Funds: General Revenue Fund, State Rail Freight Loan Repayment Fund, Federal High Speed Rail Trust Fund, Transportation Bond Series B Fund, Rail Freight Loan Repayment Fund, Build Illinois Purposes Fund

Statutory Authority: 20 ILCS 2705/49.25d, 49.25g-1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$17,556.3	$23,517.0	$61,900.0	$51,116.9	$66,360.3
* Total expenditures - state appropriated funds (in thousands)	$17,556.3	$23,517.0	$61,900.0	$51,116.9	$66,360.3
* Average monthly full-time employees	5.0	5.0	5.0	5.0	5.0
Output Indicators					
* High-speed rail track improvements (1st phase) (a)	N/A	N/A	100 %	102.2 %	100 %
* Positive Train Control technology improvements (a)	N/A	100 %	100 %	94.7 %	100 %
* Rail freight service projects accomplished (a)	N/A	100 %	100 %	97.2 %	100 %
* Percent of annual program under contract	N/A	89.3 %	100 %	82.9 %	95 %
* State capital investments in Amtrak downstate service (in thousands)	$9,187.5	$10,219.3	$10,200.0	$10,300.0	$10,600.0
Outcome Indicators					
* On-time performance of passenger rail service (Amtrak)	N/A	70 %	75 %	71 %	75 %
* Amtrak ridership	748,517	738,544	778,800	644,112	800,000
Efficiency/Cost-Effectiveness Indicators					
* State capital investment per Amtrak rider (in dollars)	$12.27	$13.83	$13.10	$15.99	$13.25

Footnotes

(a) Output indicator represents percent of overall project category programmed and completed in the fiscal year.

Traffic Safety

Mission Statement: To formulate, coordinate and deliver information, services and programs which will mobilize public and private resources to establish effective public policy and integrated programs to improve highway safety in Illinois.

Program Goals: Objectives:

1. To improve highway safety for motorists and passengers.
   a. To speed reporting of statewide crash statistics and ensure that complete and verified crash data is reported within 12 months.
   b. To use safety data to identify high-accident traffic areas for potential improvements within 12 months based on traffic volume and severity of crashes.
   c. To reduce the statewide (excluding Cook County) severe injury rate in crashes per 100 million vehicle miles traveled (VMT) to a maximum of 19.5 by the end of fiscal year 2003. To reduce the City of Chicago severe injury rate in crashes per 100 million VMT to a maximum of 21.4 by the end of fiscal year 2003. To reduce the Cook County (excluding City of Chicago) severe injury rate in crashes per 100 million VMT to a maximum of 20.7 by the end of fiscal year 2003.
   d. To reduce the statewide (excluding Cook County) fatal crash rate per 100 million VMT to a maximum of 1.5 by the end of fiscal year 2003. To reduce the City of Chicago fatal crash rate per 100 million VMT to a maximum of 1.7 by the end of fiscal year 2003. To reduce the Cook County (excluding City of Chicago) fatality rate in crashes per 100 million VMT to a maximum of 0.8 by the end of fiscal year 2003.
   e. To carry out at least 75 total motor-carrier and hazmat compliance reviews/Notice of Apparent Violation (NAV) reviews each quarter and issue appropriate citations as needed to ensure that commercial trucking firms comply with motor-carrier safety and hazardous materials (hazmat) safety regulations.

Source of Funds: General Revenue Fund, Road Fund, Cycle Rider Safety Training Fund

Statutory Authority: 625ILCS 5/1-100; 430 ILCS 30/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual(a)	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$26,894.1	$30,541.1	$45,000.0	$37,619.5	$43,322.3
* Total expenditures - state appropriated funds (in thousands)	$26,894.1	$30,541.1	$45,000.0	$37,619.5	$43,322.3
* Average monthly full-time employees	186.0	187.0	187.0	187.0	187.0
* Average monthly part-time employees	13.0	11.0	8.0	8.0	8.0
Output Indicators					
* Number of traffic safety enforcement events (b)	N/A	N/A	625.0	744.0	625.0
* Number of traffic safety training events (c)	N/A	N/A	70.0	77.0	70.0
* Number of individuals participating in traffic safety training events (c)	N/A	N/A	1,400	1,722	1,400
* Number of motor carrier/hazmat compliance or Notice of Apparent Violation reviews	N/A	N/A	300.0	286.0	300.0
Outcome Indicators					
* Overall fatality rate per 100 million VMT in IL	1.4	1.4	N/A	1.4	1.4
* Alcohol-related fatalities in IL	519.0	482.0	N/A	482.0	N/A
* Alcohol-related fatality rate per 100 million VMT in IL	0.5	0.5	N/A	0.5	0.5
* Overall fatal crash rate per 100 million VMT in IL	1.3	1.2	N/A	1.2	1.2
* Fatal crashes in IL	1,295	1,274	N/A	1,274	N/A
* Fatalities in IL	1,456	1,418	N/A	1,414	N/A
* Fatal crash rate per 100M VMT (City of Chicago)	N/A	1.9	N/A	1.6	1.7
* Fatal crash rate per 100M VMT (Cook County excluding Chicago)	N/A	0.9	N/A	0.9	0.8
* Fatal crash rate per 100M VMT Statewide excluding Cook County)	N/A	1.2	N/A	1.3	1.5
* Injury rate per 100M VMT (City of Chicago)	N/A	28.2	N/A	33.3	21.4
* Injury rate per 100M VMT (Cook County excluding Chicago)	N/A	14.4	N/A	17.4	20.7
* Injury rate per 100M VMT (Statewide excluding Cook County)	N/A	12.4	N/A	15.8	19.5
* Safety belt usage rate (City of Chicago)	N/A	60.1 %	N/A	60 %	60 %
* Safety belt usage rate (Cook County excluding Chicago)	N/A	65.6 %	N/A	63.6 %	65 %

Traffic Safety (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Safety belt usage rate (Statewide excluding Cook County)	N/A	71.8 %	N/A	70.9 %	73.2 %
External Benchmarks					
* U.S. fatal crash rate per 100 million VMT	1.5	1.3	N/A	1.4	N/A
* U.S. fatality rate per 100 million VMT	1.6	1.5	N/A	1.5	N/A
* U.S. alcohol-related fatality rate per 100 million VMT	0.6	0.6	N/A	0.6	N/A
Efficiency/Cost-Effectiveness Indicators					
* Percent change in fatal crashes compared to 20-year average	-8.44 %	-8.3 %	N/A	-7.07 %	N/A
* Percent change in fatalities compared to 20-year average	-7.74 %	-8.54 %	N/A	-7.59 %	N/A
* Percent change in alcohol-related fatal crashes compared to 20-year average	-6.4 %	-9.67 %	N/A	-9.97 %	N/A
* Percent change in alcohol-related fatalities compared to 20-year average	-5.51 %	-11.58 %	N/A	-10.39 %	N/A

Explanatory Information

All actual state and federal crash data reflect totals for the previous calendar year, the latest complete information available.

Vehicle miles traveled (VMT) in Illinois increased by 37.1 billion since 1982, a 56.2% increase. The 20-year percentage decrease in crashes and fatalities indicates a higher level of safety on roads today, especially when viewed in terms of the significantly higher annual number of vehicle miles traveled by motorists today.

Footnotes

(a) All state and federal crash data reflect totals for the previous calendar year.

(b) Driving under the influence (DUI) law enforcement is included in the designated enforcement events.

(c) Driving under the influence (DUI) training is included in the designated safety training events.

ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 1
ILLINOIS STATE TOLL HIGHWAY AUTHORITY

Illinois State Toll Highway Authority
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Public/Roadway Safety	$0.0	154.0	$0.0	0.0
Revenue Collection and Finance	$0.0	918.0	$0.0	0.0
Congestion Relief	$0.0	156.0	$0.0	0.0
Infrastructure Preservation	$0.0	581.0	$0.0	0.0
Totals	$0.0	1,809.0	$0.0	0.0

Explanatory Notes
Operations are supported predominantly from revenues received from toll collections. No federal or state tax dollars are spent to maintain the tollway system.

Mission and Organization

As we approach our 50th year, the Tollway's mission continues to remain simple and direct: Provide a safe and efficient highway network with the highest possible level of services to our customers. The Illinois State Toll Highway Authority is an administrative agency created to provide for the construction, operation, regulation and maintenance of the tollway system. Furthermore, we believe it is also our duty to explain and promote the benefits of a toll-supported roadway network.

The Tollway's operations are supported predominantly from revenues received from toll collections. Additional minor income is derived from concessions and permit revenues. No federal or state tax dollars are used to maintain and operate the tollway system. Only those motorists that choose to drive on the tollway system pay for the tollway operations including the tollway debt services and all construction and maintenance of the system.

We reached several positive objectives this last year. I-PASS electronic toll collection was responsible for more than 36 percent of toll revenue, with more than 800,000 transponders issued. With the introduction of I-PASS Only toll lanes motorists and commercial vehicles can drive the entire length of the Tri-State Tollway at near highway speeds without stopping. The Tollway is very aggressive in its pursuit of toll violations. Last summer the Board of Directors approved a $38 million, 3-year violation enforcement initiative with an outside vendor, TransCore. It is expected that this contract will pay for itself and provide and additional $16 million. Another milestone is the continued implementation of T.I.M.S. (Traffic and Incident Management System) allowing for extensive monitoring of the Tollway system. T.I.M.S. provides faster response and motorists notification to current or potential traffic problems. The Board also approved a 25-year lease with Wilton Partners that includes a $94 million redevelopment of the Oases system wide.

The Board of Directors will approve a 2003 budget in December of 2002, as of October, the following tentative budget has been adopted by the Board utilizing the expected $397.7 million in 2003 revenue. Approximately $187.7 million will be used to fund tollway operations. That covers all aspects of toll collection and violation enforcement; basic roadway maintenance and snow and ice removal, Illinois State Police District 15 costs and all administrative expenses. Consulting Engineer Consoer, Townsend Envirodyne is required by the Trust Indenture to annually set the Renewal/Replacement Account deposit to fund maintenance and capital improvement projects. In 2003 the Renewal/Replacement Account deposit is $129 million, a 7.3 percent increase over 2002, due to the critical need for reconstruction of the roads and bridges. In addition, just over $79 million will be used for debt services. The 2003 projections show only $358,000 available for capital improvements.

Looking ahead, we continue to prepare for the greater maintenance requirements of our aging roadway, as well as, address the increases traffic demands experienced at several locations on the tollway system. To cover the cost of a system-wide building and widening program an estimated $5.8 billion is needed over the next 20 years. However, based on the current revenue projections the Tollway will not have the funds to continue even a minimal maintenance program, let alone tackle the real improvements that are fundamental to the future of the system. The only viable option to cover these costs is a toll increase. Without additional revenue we expect to be experiencing a deficit by the fourth quarter of 2004.

It is important to note that the Tollway operates on calendar year, the 2002 Budget Year is January 2002 – December 2002.

Public/Roadway Safety

Mission Statement: To ensure the safest possible travel on the tollway system for motorists.

Program Goals: Objectives:

1. Provide safe and reliable roadways.
   a. Improve safety for the motoring public by reducing accidents.
   b. Increase the number of, State Police, public safety presentations.
2. Integrate technology into our daily operations.
   a. Update 2-way radio communication system.
   b. Improve responsiveness to traffic incidents by implementing the Traffic & Incident Management System (TIMS)

Source of Funds: Illinois State Toll Highway Construction Fund ***Statutory Authority:*** 605 ILCS

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected(a)	Fiscal Year 2002 Actual(b)	Fiscal Year 2003 Target/Projected(c)
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	$26,521.4	$28,143.9	$.0	$.0
* Average monthly full-time employees	0.0	151.0	158.0	0.0	0.0
* Average monthly part-time employees	0.0	3.0	2.0	0.0	0.0
* Snow and ice control cost - equipment	N/A	$1.4	$1.9	N/A	N/A
* Snow and ice control costs - labor	N/A	$708.0	$944.0	N/A	N/A
* Snow and ice controls costs - materials	N/A	$1.2	$1.6	N/A	N/A
* Snow and ice control costs - total	N/A	$3.3	$4.5	N/A	N/A
Output Indicators					
* Criminal citation	N/A	1,518	4,800	N/A	5,100
* Impared driving citations	N/A	1,658	1,560	N/A	1,620
* IVC citations	N/A	70,598	71,196	N/A	71,400
* IVC written warnings	N/A	75,161	75,192	N/A	75,600
* Motor carrier safety inspections	N/A	10,010	8,580	N/A	8,700
* Motorist assists	N/A	20,769	19,980	N/A	20,400
* Public safety presentations	N/A	49.0	192.0	N/A	252.0
* Seatbelt citations	N/A	13,058	13,080	N/A	13,200
* Toll evasion citations	N/A	3,695	2,760	N/A	3,000
* Highway Emergency Lane Patrol (H.E.L.P.) contacts (d)	N/A	26,252	N/A	N/A	N/A
Outcome Indicators					
* Traffic crashes on the Tollway (e)	N/A	10,093	N/A	N/A	N/A
* Fatalities on the Tollway (e)	N/A	29.0	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Equipment percentage of total snow and ice control costs			43 %	N/A	N/A
* Labor percentage of total snow and ice control costs	N/A	21 %	21 %	N/A	N/A
* Material percentage of total snow and ice control costs	N/A	38 %	36 %	N/A	N/A
* Snow and ice cost per worker hour	N/A	$113.13	$83.00	N/A	N/A
* Man-hours per Highway Emergency Lane Patrol (H.E.L.P.) contact (d)	N/A	1.1	N/A	N/A	N/A
* Number of workman's compensation claims.	N/A	191.0	265.0	N/A	N/A
* Workman's compensations losses paid	$.0	$604,207.0	N/A	N/A	N/A

Footnotes

(a) The Tollway operates on a calendar year. The 2002 Budget year is Jan/02-Dec/02. Target numbers are the budget numbers.

(b) The Tollway's 2002 actual year end numbers are not available. Our 2002 actual numbers throught the end of our 3rd quarter are in our explanations.

(c) The Tollway is currently working on the 2003 Budget Year targets.

(d) Not projected because this is a service we provide and there is no way to project how many vehicles will need assisance while on the Tollway.

(e) Not projected because there is no way to project how many crashes or fatalities will occur on the Tollway.

Revenue Collection and Finance

Mission Statement: To collect required tolls from motorists in the fairest and most efficient manner possible in order to maintain the integrity of the tollway system.

Program Goals: Objectives:

1. Optimize revenue collection.
   a. Reduce toll violations by 25%.
   b. Set toll rates to allow implementation of 20-year plan.
   c. Implement other revenue sources.
2. Provide appropriate allocation of personnel and resources.
   a. Fill vacancies as operationally necessary.
   b. Identify new personnel needs.

Source of Funds: ***Statutory Authority:*** 605 ILCS

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected(a)	Fiscal Year 2002 Actual(b)	Fiscal Year 2003 Target/Projected(c)
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	$72,640.4	$82,094.4	$.0	$.0
* Average monthly full-time employees	0.0	912.0	880.0	0.0	0.0
* Average monthly part-time employees	0.0	6.0	7.0	0.0	0.0
Output Indicators					
* Electronic Toll Collection (I-PASS) revenue	N/A	$78.8	$131.7	N/A	N/A
* Total toll revenue	N/A	$354.8	$369.3	N/A	N/A
Outcome Indicators					
* Electronic Toll Collection (I-PASS) percentage of total toll revenue.	N/A	21 %	36 %	N/A	N/A

Footnotes

(a) The Tollway operates on a calendar year. The 2002 Budget year is Jan/02-Dec/02. Target numbers are the budget numbers.

(b) The Tollway's 2002 actual year end numbers are not available. Our 2002 actual numbers throught the end of our 3rd quarter are in our explanations.

(c) The Tollway is currently working on the 2003 Budget Year targets

Congestion Relief

Mission Statement: To allow for the most efficient movement of traffic possible on the tollway system, thereby improving the motoring public's quality of life.

Program Goals: Objectives:

1. Provide congestion relief & shorten travel times.
   a. Construct 5 additional Electronic Toll Collection (I-PASS) car only lanes.
   b. Construct 1 additional I-PASS truck only lane.
   c. Increase I-PASS percentage of total transactions by 5%.
2. Integrate technology into our daily operations.
   a. Update 2-way radio communication system.
   b. Improve responsiveness to traffic incidents by initiating the Traffic & Incident Management System (TIMS)

Source of Funds: Illinois State Toll Highway Construction Fund ***Statutory Authority:*** 605 ILCS

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected(a)	Fiscal Year 2002 Actual(b)	Fiscal Year 2003 Target/Projected(c)
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	$12,056.9	$15,864.4	$.0	$.0
* Average monthly full-time employees	0.0	155.0	160.0	0.0	0.0
* Average monthly part-time employees	0.0	1.0	1.0	0.0	0.0
Output Indicators					
* Number of electronic toll collection (I-PASS) car only lanes	N/A	18.0	21.0	N/A	26.0
* Number of I-PASS truck only lanes	N/A	11.0	13.0	N/A	14.0
* Number of I-PASS Express Lanes	N/A	16.0	17.0	N/A	17.0
* Number of valid I-PASS transactions	N/A	231,213,932	293,766,257	N/A	N/A
* Total number of valid transactions.	N/A	764,053,980	782,158,983	N/A	N/A
Outcome Indicators					
* Number of issued electronic toll collection (I-PASS) transponders.	N/A	712,279	882,702	N/A	1,048,356
* Percent of total transactions that are I-PASS. transactions	N/A	31 %	37.6 %	N/A	40 %

Footnotes

(a) The Tollway operates on a calendar year. The 2002 Budget Year is Jan/02-Dec/02. Target numbers are the budget numbers.

(b) The Tollway's 2002 actual year end numbers are not available. Our 2002 actual numbers throught the end of our 3rd quarter are in our explanations.

(c) The Tollway is currently working on the 2003 Budget Year targets.

Infrastructure Preservation

Mission Statement: Provide a well-maintained tollway system.

Program Goals:
Objectives:

1. Provide safe and reliable roadways.
   a. Limit fair to poor pavement conditions to 30% of total pavement.
   b. Improve safety for the motoring public.
2. Provide appropriate allocation of personnel and resources.
   a. Fill vacancies as operationally necessary.
   b. Identify new personnel needs.

Source of Funds: Illinois State Toll Highway Construction Fund ***Statutory Authority:*** 605 ILCS

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected(a)	Fiscal Year 2002 Actual(b)	Fiscal Year 2003 Target/Projected(c)
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	$47,180.6	$54,132.3	$.0	$.0
* Average monthly full-time employees	0.0	579.0	584.0	0.0	0.0
* Average monthly part-time employees	0.0	2.0	2.0	0.0	0.0
* Pavement repair - labor hours (d,g)	N/A	15,277	N/A	N/A	N/A
* Temporary pot hole patching - labor hours (e)	N/A	10,426	N/A	N/A	N/A
* Ditchline cleaning - labor hours (f)	N/A	11,183	N/A	N/A	N/A
Output Indicators					
* Number of bridges to be improved	N/A	44.0	27.0	N/A	N/A
* Pavement repair - work accomplished (d)	N/A	2,184	N/A	N/A	N/A
* Temporary pot hole patching - work accomplished (e)	N/A	469.0	N/A	N/A	N/A
* Ditchline cleaning - work accomplished (f)	N/A	126,782	N/A	N/A	N/A
Outcome Indicators					
* Pavement repair productivity rate (d,g)		1.0	0.8	N/A	N/A
* Temporary pot hole patching productivity rate (e)	N/A	0.5	0.1	N/A	N/A
* Ditchline cleaning production rate (f)	N/A	12.0	12.0	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Percent of mainline miles rated in poor to fair condition	N/A	21.4 %	19 %	N/A	N/A
* Percent of RR&I budget under contract.	N/A	108 %	100 %	N/A	N/A
* Maintenance costs per lane mile.	$0.00	$13,846.52	$18,920.00	N/A	N/A

Footnotes

(a) The Tollway operates on a calendar year. The 2002 Budget year is Jan/02-Dec/02. Target numbers are the budget numbers.

(b) The Tollway's 2002 actual year end numbers are not available. Our 2002 actual numbers through the end of our 3rd quarter are in our explanations.

(c) The Tollway is currently working on the 2003 Budget Year targets.

(d) The labor hour and work accomplished numbers for Pavement Repair are combined and used to calculate a productivity rate. This rate is compared to the standard productivity rate for Pavement Repair.

(e) The labor hour and work accomplished numbers for Temporary Pot Hole Patching are combined and used to calculate a productivity rate. This rate is compared to the standard productivity rate for Temporary Pot Hole Patching. The unit of measure for Temporary Pot Hole Patching is tons.

(f) The labor hour and work accomplished numbers for Ditchline Cleaning are combined and used to calculate a productivity rate. This rate is compared to the standard productivity rate for Ditchline Cleaning. The unit of measure for Ditchline Cleaning is linear feet.

(g) The unit of measure for Pavement Repair in 2001 was cubic yards and was changed in 2002 to square yards becaue it was believed to be a more accurate unit of measure. As a result the Standard Productivity Rate changed from 0.1000 in 2001 to 0.800 in 2002.

Part 2: Economic Development

Economic Development Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Dept. of Commerce & Community Affairs	$778,695.2	$828,325.2	6.4%
Department of Employment Security	$301,000.2	$359,059.8	19.3%
Department of Agriculture	$130,986.8	$133,445.4	1.9%
Metropolitan Fair & Exposition Authority	$115,100.7	$114,097.4	-0.9%
Illinois Arts Council	$18,000.0	$25,712.0	42.8%
Historic Preservation Agency	$20,302.3	$20,099.3	-1.0%
Illinois Sports Facilities Authority	$19,007.3	$18,244.3	-4.0%
Department of Labor	$6,564.8	$6,654.8	1.4%
Illinois Medical District Commission	$6,168.4	$5,019.4	-18.6%
Ilinois Farm Development Authority	$3,617.2	$3,991.7	10.4%
Praire State 2000 Authority	$1,697.6	$1,696.2	-0.1%
Southwestern Illinois Development Authority	$5,084.2	$1,134.5	-77.7%
Illinois Rural Bond Bank	$267.3	$283.5	6.1%
East St. Louis Financial Advisory Authority	$221.5	$264.0	19.2%
Illinois Development Finance Authority	$0.0	$0.0	0.0%
TOTAL	**$1,406,713.5**	**$1,518,027.5**	**7.9%**

Numbers may not add due to rounding

Unemployment Rate

	1990	1995	1999	2000	2001
United States	5.6%	5.6%	4.2%	4.0%	4.8%
Illinois	6.2%	5.2%	4.3%	4.4%	5.4%
Chicago Metro Area	6.0%	5.1%	4.1%	4.2%	5.4%
State Ranking	**40**	**26**	**27**	**38**	**42**

Source: Illinois Department of Employment Security & Bureau of Labor Statistics

Bankruptcy Cases Filed - 2000 and 2001

	2000 Filings	2001 Filings	% Change
California	142,719	153,659	7.70%
Florida	72,731	87,112	19.80%
Texas	62,121	7,021	24.00%
Illinois	**61,162**	**74,583**	**21.90%**

Source: Administrative Office of U.S. Courts

Poverty Rate
(Percent of population in poverty)

	1990	1995	1999	2000	2001
United States	13.5%	13.8%	11.8%	11.3%	11.7%
Illinois	13.7%	12.4%	9.9%	11.4%	10.1%
State Ranking	**30**	**21**	**32**	**34**	**23**

Source: U.S. Census Bureau

Percent Change in Gross State Product
Top 5 States

	1996	1997	1998	1999	2000
California	5.10%	7.40%	7.70%	8.70%	9.90%
New York	6.10%	4.70%	8.30%	4.30%	6.60%
Texas	7.60%	10.00%	5.40%	6.80%	8.40%
Florida	6.20%	6.30%	6.70%	6.10%	7.00%
Illinois	**4.60%**	**6.50%**	**5.70%**	**4.50%**	**5.60%**

Source: U.S. Dept. of Commerce

Illinois Exports

	1998		1999		2000		2001	
	Total Exports (in billions)	*Agricultural Exports (in millions)*	*Total Exports (in billions)*	*Agricultural Exports (in millions)*	*Total Exports (in billions)*	*Agricultural Exports (in millions)*	*Total Exports (in billions)*	*Agricultural Exports (in millions)*
United States	--	53,652.90	692.8	49,043.30	780.4	50,743.80	731	52,734.90
Illinois	--	3,150.80	29.4	2,812.30	31.4	2,876.10	30.4	3,056.50
Percent of U.S.	--	5.90%	4.20%	5.70%	4.00%	5.70%	4.20%	5.80%
State Ranking	--	**4**	**7**	**4**	**7**	**5**	**7**	**5**

Source: USDA Economic Research Service and Miser Trade 2001

Commerce and Community Affairs
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Community Development	$326,967.8	127.1	$313,348.8	137.9
Illinois FIRST	$244,615.7	25.3	$275,131.2	25.1
Technology and Industrial Competitiveness	$52,236.9	56.5	$61,421.0	56.0
Business Development	$31,233.5	124.8	$54,792.2	120.9
Tourism	$47,995.1	26.7	$43,325.1	26.6
Coal Development and Marketing	$32,100.6	16.3	$28,930.1	17.7
Energy Conservation	$13,682.9	43.1	$20,829.5	42.8
International Trade	$19,156.2	34.2	$19,105.8	32.4
Recycling and Waste Management	$9,475.8	38.6	$10,186.1	41.3
Film	$1,230.7	11.9	$1,255.4	11.8
Totals	$778,695.2	504.5	$828,325.2	512.5

Mission and Organization

As the lead state agency for economic development in Illinois, the Department of Commerce and Community Affairs (DCCA) provides information, assistance and advocacy to advance the economic growth of the state. The department works in partnership with local communities, businesses and a network of public and private service providers to improve the competitiveness of Illinois in the global economy.

In the global competition for businesses and jobs, Illinois fared extremely well in fiscal year 2002. Illinois was named number one among the states for business attraction in Site Selection Magazine's annual rankings. Despite a slow economic recovery, DCCA's marketing efforts resulted in the creation and retention of 28,421 jobs with 720 businesses requesting location information. Additionally, 272 new small businesses were created in the state. There were 18,563 requests for business start-up information through the First Stop Business Information Center.

Although the Tourism industry experienced unusual setbacks in 2002, over 1.2 million travel inquiries were made regarding travel to Illinois. The Illinois Trade Office assisted 1,614 clients/companies resulting in the creation and retention of 1,702 jobs. Illinois was ranked sixth among the states for total exports. Four new Illinois Technology Enterprise Centers (ITEC) were opened in 2002 to assist 185 small technology companies in bringing their ideas and products to market. Thirteen Technology Challenge Grants were awarded that leveraged $14.3 million dollars in private investment.

Economic development occurs in communities all across Illinois and it is critical that the state invest in basic infrastructure and quality of life improvements to meet the needs of both the residents and the businesses that call a place home. In 2002, 120 communities were assisted with infrastructure projects through the Community Development Assistance Program (CDAP) benefiting over 100,000 Illinoisans. The Illinois FIRST program continued the timely and efficient administration of nearly 8,000 grants, including the monitoring of 1,355 grants. The Industrial Training Program (ITP) provided skills upgrade training to over 68,000 Illinois workers. The Office of Coal Development and Marketing (OCDM) provided 45 grants, totaling $49.2 million which resulted in $330 million private/public dollars leveraged in the Illinois coal industry.

Community Development

Mission Statement: To improve the physical and social infrastructure in Illinois communities by providing financial assistance, technical assistance and supporting programs which encourage and support community betterment.

Program Goals: Objectives:

1. Improve the physical infrastructure within local communities.
   a. Improve water and sewer service for a minimum of 75,000 residents in local communities demonstrating health and safety compliance issues by 6/30/02.
   b. Improve the quality of 6,288 housing units through the Illinois Home Weatherization Assistance Program (IHWAP) by 6/30/02.
   c. Provide rental assistance through the Section 8 program to 557 clients through 6/30/02.
   d. Improve 340 substandard housing units occupied by low-to-moderate income persons by 6/30/02.
   e. Improve heating systems to 2,000 households by repairing/retrofitting/replacing furnaces by 6/30/02.
2. Improve the social infrastructure within local communities.
   a. Improve the quality of life for a minimum of 75,000 homeless and very low-income families by 6/30/02.
   b. Provide 36.6% (240,000) of the eligible households with energy assistance by 6/30/02.
   c. Encourage volunteerism in local communties resulting in 70 communities being selected to receive a Governor's Hometown Award by 6/30/02.
   d. Improve the quality of life of 180 low-income families by increasing the number of jobs created by 6/30/02.
   e. Provide emergency reconnection services for 14,500 households by 6/30/02.
   f. Provide quality of life services to 270,000 families by 6/30/02.
3. Improve the capacity of local communities to meet their community and economic development objectives.
   a. Improve the economic competitiveness of 12 communities by providing technical assistance designed to improve the economic stature of the communities by 6/30/02.
   b. Assist in the preservation of historic downtowns by providing technical assistance to 120 downtown businesses by 6/30/02.
   c. Complete 50 financial technical assistance projects for local governments by 6/30/02.
   d. Maintain the number of businesses assisted (12) by the Community Development Assistance Program (CDAP) by providing financial assistance on behalf of business planning to locate or expand by 6/30/02.

Source of Funds: General Revenue Fund, Agricultural Premium Fund, Illinois Civic Center B.R. & I. Fund, Capital Development Fund, Rural Diversification Revolving Fund, Supplemental Low Income Energy Assistance Fund, Illinois Civic Center Bond Fund, Energy Assistance Contribution Fund, Energy Administration Fund, Federal Moderate Rehabilitation Housing Fund, Low Income Home Energy Assistance Block Grant Fund, Community Services Block Grant Fund, Community Development/Small Cities Block Grant Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund

Statutory Authority: 20 ILCS 605/605-940,24 CFR 570

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$275,189.4	$326,967.8	$279,597.2	$313,348.8	$293,430.1
* Total expenditures - state appropriated funds (in thousands)	$275,189.4	$326,967.8	$279,597.2	$313,348.8	$293,430.1
* Average monthly full-time employees	121.5	127.1	139.1	136.9	143.0
* Average monthly part-time employees	1.0	0.0	1.0	1.0	1.0
Output Indicators					
* Water and sewer grants awarded - CDAP	168.0	119.0	110.0	120.0	120.0
* Grants awarded on behalf of businesses - CDAP	11.0	10.0	12.0	22.0	15.0
* Persons served by improved water and sewer service - CDAP	108,274	75,634	75,000	100,690	85,000
* Homeless clients served - Emergency Shelter Grants (ESG)	56,372	77,850	75,000	78,054	79,000
* Applications reviewed - Governor's Hometown Awards (GHTA)	115.0	124.0	115.0	84.0	100.0
* Applications taken - Low Income Home Energy Assistance Program (LIHEAP)	278,743	365,000	270,000	322,099	270,000
* Households reconnected (Emergency Service Payments) - LIHEAP	18,439	15,129	14,500	19,519	14,500
* Households assisted - LIHEAP (unduplicated count)	240,348	318,053	240,000	280,510	240,000
* Units weatherized - IHWAP	6,200	5,905	6,288	6,905	6,288
* Communities moved to next stage of development- Competitive Communities Initiative (CCI)	12.0	12.0	12.0	16.0	14.0

Community Development (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Businesses assisted by workshops - Main Street	29.0	48.0	120.0	188.0	0.0
* Local government financial technical assistance projects completed - Local Government Management (LGM)	42.0	50.0	50.0	36.0	36.0
* Number of housing grants awarded - CDAP	N/A	26.0	22.0	24.0	50.0
* Number of persons served (housing) - CDAP	N/A	875.0	780.0	899.0	1,600
* Number of clients served - Section 8	N/A	572.0	557.0	531.0	519.0
Outcome Indicators					
* Homes rehabilitated - (CDAP)	465.0	394.0	340.0	358.0	800.0
* Jobs created - Community Services Block Grant (CSBG) (a)	174.0	152.0	180.0	142.0	150.0
* Dollar change in water and sewer user charges as a result of utility rate studies conducted - (LGM) (in thousands)	$725.0	$1,143.8	$725.0	$1,502.0	$725.0
* Household heating systems repaired/replaced	2,259	2,692	2,000	2,319	2,000
* Awards made - GHTA	N/A	73.0	70.0	62.0	70.0
Efficiency/Cost-Effectiveness Indicators					
* Average benefit per household - LIHEAP (in dollars)	$416.00	$500.00	$400.00	$447.08	$400.00
* Average cost per household - LIHEAP (in dollars)	$470.00	$540.00	$445.00	$498.07	$445.00
* Average benefit per household - IHWAP (in dollars)	$3,430.00	$3,587.00	$3,587.00	$3,897.13	$3,587.00
* Average cost per household - IHWAP (in dollars)	$3,815.00	$3,855.00	$3,855.00	$4,319.44	$3,855.00
* Cost per job created - CSBG (in dollars)	$14,717.00	$13,869.00	$15,000.00	$10,125.54	$15,000.00
* Average cost per person to improve water/sewer service - CDAP (in dollars)	$205.00	$330.00	$250.00	$240.75	$250.00
* Average cost per house to rehabilitate to Section 8 standards - CDAP (in dollars)	$18,382.00	$22,208.00	$26,600.00	$26,187.15	$26,600.00

Footnotes

(a) Jobs created is calculated by utilizing the funding formula of $20,000 of loan dollars for each job created.

Illinois FIRST

Mission Statement: To enhance the quality of life for the citizens of Illinois communities.

Program Goals: Objectives:

1. To increase the efficiency and timeliness of the Illinois FIRST grant review process.
   a. To obligate 89% of signed grant agreements, properly executed by the grantees, within 15 working days of receipt for the period ending 6/30/02.
   b. Mail 95% of grants receiving final administrative release approval to grantee within five calendar days of receiving final approval during the period ending 6/30/02.
   c. Mail 90% of surveys to grant contact within 5 calendar days of the project being assigned to a grant manager during the period ending 6/30/02.
2. Monitor Illinois FIRST grants to assure grantees' compliance with the requirements of their grant agreements.
   a. Upon computerized notification that a grantee is delinquent in filing applicable quarterly status and expense reports, 95% of fiscal year 2001 grantees will be notified of delinquent status within 15 calendar days during the period ending 6/30/02.
   b. Perform on-site or desk monitoring of 1,080 fiscal year 2001 grantees (selected using random stratified sampling techniques) to assure their compliance with the requirements of their grant agreement(s) by 6/30/02.

Source of Funds: General Revenue Fund, Capital Development Fund, Fund for Illinois' Future, Build Illinois Bond Fund, Build Illinois Purposes Fund

Statutory Authority: 30 ILCS 750

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$144,260.3	$244,615.7	$57,283.5	$275,131.2	$45,849.9
* Total expenditures - state appropriated funds (in thousands)	$144,260.3	$244,615.7	$57,283.5	$275,131.2	$45,849.9
* Average monthly full-time employees	12.7	25.3	26.4	25.1	26.6
Output Indicators					
* Number of grant agreements mailed	2,016	3,154	2,400	1,614	1,200
* Number of grant agreements signed and returned	1,883	2,985	2,000	1,791	1,000
* Number of grant agreements obligated	1,808	2,966	1,850	1,450	646.0
* Number of grantees monitored (desk and on-site)	N/A	278.0	1,080	1,021	1,080
Outcome Indicators					
* Percentage of grant agreements obligated within 15 working days of receipt from grantee properly executed by grantee	75 %	82 %	89 %	91.3 %	89 %
* Percentage of projects sent to grantee within five calendar days of receiving administrative approvals	N/A	N/A	95 %	84.7 %	95 %
* Percentage of grantees notified within 15 calendar days (of system alert) to correct report delinquencies	N/A	N/A	95 %	82.9 %	95 %
* Percentage of surveys sent within five calender days of being assigned to a Grant Manager	N/A	N/A	90 %	98.3 %	90 %

Technology and Industrial Competitiveness

Mission Statement: To help position Illinois' businesses, entrepreneurs and citizens to succeed in a changing economy by developing the skills of their workers; promoting safe and healthy workplaces; creating a cooperative labor-management environment; assisting in the commercialization of new technologies; and providing access to modernizing technologies and practices.

Program Goals: Objectives:

1. To improve the skills of the existing workforce.
   a. Increase services to provide training for 80,511 workers under the Industrial Training Program (ITP) by 6/30/02.
   b. Maintain services by providing ITP training at a cost per trainee of $250 by 6/30/02.
   c. Increase services to provide retention in employment (90 days consecutive or 150 days non-consecutive) for 261 workers under the JTED program by 6/30/02.
2. To improve the health, safety and labor management practices of Illinois firms.
   a. Maintain services by providing training in health and safety methods for 500 workers by 6/30/02.
   b. Provide training in labor-management methods to 2,100 workers by 6/30/02.
3. To improve Illinois' infrastructure devoted to the commercialization of new technologies.
   a. Provide technical assistance to 30 technology-related entrepreneurs, start-ups or small businesses through the Illinois Technology Enterprise Centers (ITEC'S) by 6/30/02.
   b. Leverage $1 in non-state funding for each $1 in state funding for projects under the Tech Challenge Grant (TCG) program by 6/30/02.

Source of Funds: General Revenue Fund, New Technology Recovery Fund, Capital Development Fund, Federal Workforce Development Fund, Federal Industrial Services Fund, Tobacco Settlement Recovery Fund, Technology Innovation and Commercialization Fund, Illinois Equity Fund

Statutory Authority: 20 ILCS 700/1001-4005, 605/605

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$55,328.2	$52,236.9	$75,105.6	$61,421.0	$44,666.3
* Total expenditures - state appropriated funds (in thousands)	$55,328.2	$52,236.9	$75,105.6	$61,421.0	$44,666.3
* Average monthly full-time employees	51.3	56.5	60.2	56.0	59.1
Output Indicators					
* Number of Industrial Training Program (ITP) trainees (new & upgraded) (a)	75,046	92,169	80,511	68,519	80,164
* Number trained in health & safety issues	2,972	1,162	500.0	4,087	500.0
* Number trained in labor-management methods	2,040	2,929	2,100	5,114	0.0
* Number of consultation services (workshop or firm-specific) provided to small & medium-sized manufacturers	1,322	1,617	1,300	653.0	340.0
* Number of Technology Challenge Grants (TCG) awarded	8.0	19.0	8.0	13.0	0.0
* Number of clients served through Illinois Technology Enterprise Centers (ITEC's)	N/A	N/A	N/A	185.0	379.0
Outcome Indicators					
* Number of Job Training for Economic Development (JTED) trainees retaining (for 90 consecutive or 150 non-consecutive days)employment	10.5 %	243.0	492.0	466.0	492.0
* Number of ITECs Established	1.0	2.0	2.0	6.0	0.0
* Dollars leveraged through Technology Challenge Grant Program (TCGP) (in millions)	N/A	N/A	N/A	$14.3	$.0
Efficiency/Cost-Effectiveness Indicators					
* ITP cost per trainee (Expenditures/Trainee) (in dollars) (a)	$250.00	$262.00	$250.00	$240.00	$269.00

Footnotes

(a) The Industrial Training Program (ITP) grants operate on a two-year cycle to better meet private sector business needs. These measures are updated annually for the prior year.

Business Development

Mission Statement: To assist existing businesses and businesses new to Illinois to be competitive in the global economy by providing advocacy, business assistance, training and access to information and financial resources in support of business-to-business linkages and market expansion.

Program Goals: Objectives:

1. To retain current producers and suppliers in Illinois.
   a. Maintain the fiscal year 2001 level (17,619) of jobs retained by businesses (exclusive of small businesses) through the efforts of the Market Development Division (MDD) staff by 6/30/02.
   b. Increase the number of jobs retained by small businesses assisted through the Small Business Development Center (SBDC) Network by 6/30/02.
2. To expand and attract producers and suppliers in Illinois.
   a. Increase by 2% over fiscal year 2001 (from 16,265 to 16,590) the number of jobs created by businesses (exclusive of small businesses) through the efforts of the Market Development staff by 6/30/02.
   b. Increase the number of jobs created by small businesses assisted through the Small Business Development Center Network by 6/30/02.
   c. Increase by 15% over fiscal year 2001 (from 236 to 270) the number of new business starts through the Small Business Development Center Network by 6/30/02.
3. Provide access to capital (state and private sector financing) for business growth and expansion.
   a. Maintain the fiscal year 2001 level ($3.3 billion) of private financing investment for new and expanding businesses through the efforts of the Market Development staff by 6/30/02.
   b. Increase by 15% over fiscal year 2001 (from $86 to $99 million) the amount of capital accessed and financing secured for small businesses in Illinois through the Small Business Development Center Network by 6/30/02.

Source of Funds: General Revenue Fund, Economic Research and Information Fund, Capital Development Fund, Small Business Environmental Assistance Fund, Urban Planning Assistance Fund, Local Government Affairs Federal Trust Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund, Build Illinois Capital Revolving Loan Fund, Large Business Attraction Fund, Public Infrastructure Construction Loan Revolving Fund

Statutory Authority: 30 ILCS 750/9, 30 ILCS 750/10

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$24,318.2	$31,233.5	$35,436.0	$54,792.2	$45,680.2
* Total expenditures - state appropriated funds (in thousands)	$24,318.2	$31,233.5	$35,436.0	$54,792.2	$45,680.2
* Average monthly full-time employees	101.7	123.8	132.3	119.9	131.2
* Average monthly part-time employees	2.5	1.0	2.0	1.0	1.0
Output Indicators					
* Sites and buildings inquiries	271.0	681.0	690.0	615.0	700.0
* Information inquiries handled (business requests)	826.0	787.0	800.0	720.0	500.0
* Small Business Development Center (SBDC) - number of clients trained	14,086	15,674	15,985	18,608	16,700
* Procurement Technical Assistance Center (PTAC) - businesses (clients) counseled	1,232	1,280	1,350	1,392	1,400
* SBDC businesses (clients) counseled	9,791	11,331	11,560	11,487	12,100
* Environmental Assistance Inquiries handled	14,850	1,330	1,450	2,695	1,850
* First Stop inquiries handled	15,677	14,636	16,100	18,563	16,900
* Businesses assisted by Business Finance Division (BFD)	N/A	523.0	575.0	279.0	380.0
Outcome Indicators					
* Jobs created through MDD	15,694	16,265	16,590	8,829	7,997
* Jobs retained through MDD	13,958	17,619	17,619	13,454	12,500
* Private investment stimulated (in millions)	$1,900.0	$3,300.0	$3,300.0	$2,072.0	$1,500.0
* Public investment (in millions)	$65.0	$80.0	$80.0	$30.0	$32.0
* PTAC contracts secured (in millions)	$276.3	$229.0	$250.0	$146.8	$230.0
* PTAC jobs created/retained	1,843	3,004	2,800	1,726	2,166
* SBDC business expansions assisted	211.0	145.0	175.0	172.0	185.0
* SBDC capital accessed (in millions)	$80.7	$86.2	$99.0	$86.6	$78.8
* SBDC jobs created/retained (a)	6,707	4,288	4,860	4,412	4,055
* SBDC new businesses started	265.0	236.0	270.0	272.0	236.0

Business Development (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Percent of businesses assisted by First Stop which reported time/dollar savings	94 %	91 %	95 %	92.2 %	95 %
* Amount of financing secured through BFD (in millions)	N/A	$48.7	$53.5	$43.5	$51.8
External Benchmarks					
* Illinois' ranking of top states for new/expanded facilities	N/A	6.0	5.0	1.0	5.0
Efficiency/Cost-Effectiveness Indicators					
* Win Rate (conversion ratio) (b)	46 %	47 %	48 %	59.2 %	48 %
* Private investment leveraged for each dollar of public investment (in dollars)	$29.00	$41.00	$41.00	$69.00	$41.00
External Benchmarks					
* Average hours per SBDC counseling case (national average: five hours)	N/A	4.5	5.3	5.2	5.5

Footnotes

(a) SBDC jobs created/retained is calculated by adding together the number of jobs reported in economic impact reports submitted by the businesses served.

(b) The win rate is calculated by dividing the number of projects successfully completed by the number of projects worked.

Tourism

Mission Statement: To increase tourism visitation and expenditure to and within the State of Illinois.

Program Goals: Objectives:

1. Promote Illinois Tourism as a travel destination for domestic travelers.
   a. Maintain at 10% the percentage of visitors influenced by the advertising campaign to travel to and within the State of Illinois by 6/30/02.
   b. Increase by 3% (from 1,232,834 to 1,270,000) over fiscal year 2001 the total number of customer inquiries generated by the advertising campaign by 6/30/02.
2. Strengthen the Illinois Tourism industry through collaborative partnerships.
   a. Increase by 3% (from $24.7 to $25.4 million) over fiscal year 2001 the amount of local/private sector funds generated for tourism projects by 6/30/02.

Source of Funds: General Revenue Fund, Capital Development Fund, Tourism Attraction Development Matching Grant Fund, Grape and Wine Resource Fund, International Tourism Fund, Tourism Promotion Fund, Local Tourism Fund

Statutory Authority: 20 ILCS 665/1-20, 605/605-710

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$46,002.6	$47,995.1	$49,905.8	$43,325.1	$45,860.2
* Total expenditures - state appropriated funds (in thousands)	$46,002.6	$47,995.1	$49,905.8	$43,325.1	$45,860.2
* Average monthly full-time employees	23.9	26.7	30.5	26.0	30.5
* Average monthly part-time employees	0.0	0.0	0.5	0.6	0.5
Output Indicators					
* Tourism grants awarded	236.0	252.0	270.0	189.0	279.0
* Reservations made at Tourism Information Centers (TICs)	12,894	18,908	20,000	13,721	20,800
* Tourist and traveler inquiries	1,203,487	1,232,834	1,270,000	1,237,504	1,308,000
* Visitors assisted at TICs	N/A	N/A	1,580,000	1,833,289	1,627,800
* Advertising expenditures (in millions)	N/A	$6.0	$6.6	$7.1	$7.0
Outcome Indicators					
* Local funds leveraged by tourism grant-related projects (in millions)	$23.7	$24.7	$25.4	$22.0	$22.0
* Percent of those traveling to IL influenced by advertising (a)	N/A	11.2 %	10 %	10 %	10 %
Efficiency/Cost-Effectiveness Indicators					
* Net advertising return on investment per dollar expended (b)	N/A	$112.70	$100.00	N/A	N/A
* Gross advertising return on investment per dollar expended (b)	N/A	N/A	$600.00	N/A	N/A

Footnotes

(a) Based on statistical research, this measure is calculated by dividing the number of visitors influenced by the advertising campaign by the number of people travelling to Illinois.

(b) Data were not available from the US Travel Data Center (USTDC) at the time of the report.

Coal Development and Marketing

Mission Statement: To preserve and strengthen the Illinois coal production and related industries by providing infrastructure support, coal education programs, technical and financial support for basic research and development, and commercial-scale demonstration of promising coal utilization technologies.

Program Goals: Objectives:

1. To preserve and strengthen coal production and related industries in Illinois.
   a. Utilize $17 million of State dollars to leverage $68 million in private investment, consistent with program guidelines in coal industry infrastructure by 6/30/02.
   b. Increase the number of students participating in the Coal Awareness Program by 80 over fiscal year 2001 (from 920 to 1,000) and increase by 10 (from 75 to 85) the number of teachers participating in the Coal Awareness Program by 6/30/02.
   c. Maintain at 20, the number of laboratory scale research projects undertaken to advance clean coal technology by 6/30/02.

Source of Funds: Coal Development Fund, Institute of Natural Resources Special Projects Fund, Coal Technology Development Assistance Fund

Statutory Authority: 20 ILCS 1105,1110, 30 ILCS 730

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$21,067.3	$32,100.6	$22,901.8	$28,930.1	$24,921.1
* Total expenditures - state appropriated funds (in thousands)	$21,067.3	$32,100.6	$22,901.8	$28,930.1	$24,921.1
* Average monthly full-time employees	12.7	16.3	19.1	17.7	19.2
Output Indicators					
* Research and Development projects published	17.0	17.0	17.0	18.0	24.0
* Coal grants issued	31.0	43.0	44.0	45.0	43.0
* Coal calendar contest entries solicited	1,900	2,910	3,000	4,022	4,000
* Research and Development institutions funded	7.0	8.0	8.0	9.0	8.0
* Classroom presentations	3.0	6.0	7.0	20.0	73.0
* Active Demonstration projects	4.0	2.0	2.0	3.0	4.0
* Research and Development projects started	18.0	17.0	18.0	17.0	18.0
* Students participating in Coal Awareness Program	500.0	920.0	1,000	1,550	2,190
* Teachers participating in Coal Awareness Program	20.0	75.0	85.0	563.0	500.0
Outcome Indicators					
* Infrastructure private and public dollars leveraged (in millions)	$72.3	$105.2	$68.0	$127.0	$73.0
* Demonstration private and public dollars leveraged (in millions)	$19.8	$4.5	$192.0	$203.0	$24.0
* Number of teachers and students educated and made aware of the economic and technological importance of coal	2,696	4,260	4,470	6,135	6,690
* Number of workshop teachers that felt information was helpful and useable in their classroom curricula	75.0	175.0	175.0	248.0	275.0
* Production of Illinois mines (tons in millions)	40.3	33.5	40.0	31.5	33.0
* New / expanded mining operations	7.0	8.0	10.0	9.0	9.0
* New / expanded coal prep plants	8.0	6.0	10.0	5.0	5.0
* Coal mine equipment upgrades	9.0	14.0	15.0	13.0	15.0
External Benchmarks					
* Illinois coal production rank nationally	7.0	6.0	6.0	8.0	7.0
* Illinois percentage of total US production	3.7 %	1.0	3.7 %	3 %	3 %
Efficiency/Cost-Effectiveness Indicators					
* Percent of other non-state public and private dollars leveraged for infrastructure projects	84.7 %	86.2 %	80 %	88.5 %	85 %
External Benchmarks					
* Illinois miner productivity ratio to national (a)	N/A	105 %	105 %	103 %	105 %

Footnotes

(a) Productivity is calculated by dividing total coal production by the total direct labor hours worked by all employees engaged in production, preparation, processing, development, maintenance, repair, shop or yard work at mining operations including office workers. Illinois is compared to the national rate east of the Mississippi River. The information is published by the Energy Information Administration in the EIA Coal Industry Annual Report.

Energy Conservation

Mission Statement: To provide objective information and technical assistance on energy efficiency and renewable resource technologies to residents, businesses, institutions and industries of Illinois to encourage the cost-effective use of Illinois' indigenous and imported energy resources.

Program Goals: Objectives:

1. To encourage the efficient and cost-effective use of Illinois' energy resources through investments, research, education, and technology demonstrations.
   a. Increase the direct energy savings associated with the residential energy efficiency programs by 6/30/02.
   b. Maintain at a minimum of $2.1 million during fiscal year 2002 the savings resulting from contractor performance and compliance under the Energy Performance Contacting Program for state facilities by 6/30/02.
   c. Maintain at the level of $3.2 million the amount of measured energy savings achieved through the commercial, industrial, and institutional energy efficiency demonstration and technology transfer programs by 6/30/02.
   d. Increase the number of ethanol E-85 refueling stations in Illinois by 6/30/02.

Source of Funds: General Revenue Fund, Exxon Oil Overcharge Settlement Fund, Alternate Fuels Fund, Renewable Energy Resources Trust Fund, Energy Efficiency Trust Fund, Coal Development Fund, Institute of Natural Resources Federal Projects Grant Fund, Federal Energy Fund, Petroleum Violation Fund

Statutory Authority: 20 ILCS 1105/3, PA 90-561

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$12,757.2	$13,682.9	$20,797.4	$20,829.5	$35,328.8
* Total expenditures - state appropriated funds (in thousands)	$12,757.2	$13,682.9	$20,797.4	$20,829.5	$35,328.8
* Average monthly full-time employees	37.5	43.1	42.6	42.8	42.8
* Average monthly part-time employees	0.5	0.0	0.0	0.0	0.0
Output Indicators					
* Residential households receiving subsidized energy efficient products	13,000	24,000	17,000	17,400	13,750
* Alternative energy projects funded	14.0	21.0	15.0	26.0	32.0
Outcome Indicators					
* Dollar savings of industrial, commercial, and institutional clients (in millions) (a)	$2.6	$3.5	$3.2	$3.1	$3.2
* Dollar savings of residential clients (in millions) (a)	$1.4	$2.9	$2.9	$1.5	$2.9
* Dollar savings resulting from U.S. Department of Energy (USDOE) Contracting program (in millions) (a)	$2.1	$2.1	$2.1	$2.4	$2.1
* Number of competitive energy educational awards won by Illinois ILEED schools (b)	4.0	6.0	4.0	7.0	5.0
* Affordable housing units retrofitted	325.0	325.0	325.0	239.0	350.0
* Number of E-85 ethanol refueling stations in Illinois.	N/A	N/A	N/A	17.0	30.0
External Benchmarks					
* Percent of USDOE discretionary funding for energy efficiency awarded to Illinois' Energy Office	6.5 %	6.0	6 %	5.9 %	6 %
Efficiency/Cost-Effectiveness Indicators					
* Produce a rate of return of at least 30% on direct agency investments in commercial, industrial, and institutional energy efficiency projects	30 %	30 %	30 %	35 %	30 %
* Produce a rate of return of at least 40% on the investment in energy efficiency for the Affordable Housing program	42 %	42 %	40 %	40 %	40 %

Footnotes

(a) Savings are determined by actual documentation of utility bills or through formulas provided by the US Department of Energy and/or engineering calculations conducted by staff or facility engineers.

(b) The USDOE annually conducts a competition for schools engaged in energy education programs, and on average, Illinois wins 30% of the awards. In Illinois, this program is called Illinois Energy Education and Development (ILEED).

International Trade

Mission Statement: Create Illinois jobs and commerce through international business, international tourism and foreign direct investment.

Program Goals: Objectives:

1. To expand the sales volume of Illinois products in overseas markets.
   a. To create 1,200 additional Illinois jobs as a result of increased export sales by 6/30/02.
2. To expand employment opportunities in the state through foreign direct investment.
   a. To increase by 8% over fiscal year 2001 (from 32 to 38) the number of foreign companies investing in Illinis by 6/30/02.
3. To maximize overseas awareness of Illinois as a travel destination.
   a. To increase the number of foreign visitors to Illinois by 2% (from 1,408,186 to 1,436,348) by 6/30/02.

Source of Funds: General Revenue Fund, International and Promotional Fund ***Statutory Authority:*** 20 ILCS 605/46.14, 46.24

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$9,867.0	$19,156.2	$24,262.2	$19,105.8	$15,426.3
* Total expenditures - state appropriated funds (in thousands)	$9,867.0	$19,156.2	$24,262.2	$19,105.8	$15,426.3
* Average monthly full-time employees	29.8	34.2	35.2	32.4	35.4
* Average monthly part-time employees	0.5	0.0	0.0	0.0	0.0
Output Indicators					
* Clients/Companies Assisted	1,532	1,411	1,750	1,614	1,650
* Foreign Offices maintained	6.0	9.0	8.0	8.0	8.0
* Surveys collected	403.0	326.0	470.0	489.0	500.0
* International travellers visiting Illinois (in millions)	1.7	1.4	1.5	1.5	1.5
Outcome Indicators					
* Client survey satisfaction rate (percent satisfied)	95 %	98 %	96 %	97 %	97 %
* Number of jobs created/retained (a)	1,374	1,389	1,200	1,702	1,749
* Number of foreign companies locating /expanding in Illinois	18.0	32.0	38.0	12.0	15.0
External Benchmarks					
* US Travel Data Center (USTDC) dollar expenditures (b)	$1,800.0	1.0	$1,821.0	N/A	$1,600.0
* Dollar ranking of Illinois exports among the states based on Massachusetts Institute of Social and Economic Research (MISER) export reports	N/A	5.0	4.0	6.0	6.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per international visitor vs. dollars spent (b)	N/A	$10.50	$9.80	N/A	N/A

Explanatory Information

The fiscal year 2003 Target for "Total Expenditures - All Sources" falls below the 2002 Actual because of reduced revenues in the Tourism Promotion Fund for international tourism.

Footnotes

(a) Jobs created/retained is calculated by adding the number of jobs reported from the economic impact surveys submitted by the clients assisted.

(b) Data were not available from the US Travel Data Center (USTDC) at the time of this report.

Recycling and Waste Management

Mission Statement: To assist Illinois citizens, governments and businesses to develop and implement waste reduction and recycling technologies for processing municipal solid waste.

Program Goals: Objectives:

1. To divert waste away from landfills into marketable commodities through recycling, reuse, source reduction and waste reduction programs.
   a. Financially assist ten Illinois maufacturers producing products with recycled content by 6/30/02.
   b. Financially assist 25 collection and processing entities in increasing the availability of recycled feedstock by 6/30/02.
   c. Maintain the private/public dollar leverage at $1.5 million for companies producing materials derived from scrap tires by 6/30/02.

Source of Funds: Keep Illinois Beautiful Fund, Solid Waste Management Fund, Solid Waste Management Revolving Loan Fund, Used Tire Management Fund, Build Illinois Purposes Fund

Statutory Authority: 415 ILCS 20/6, 5/55.6

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$9,094.7	$9,475.8	$10,428.5	$10,186.1	$11,910.9
* Total expenditures - state appropriated funds (in thousands)	$9,094.7	$9,475.8	$10,428.5	$10,186.1	$11,910.9
* Average monthly full-time employees	35.2	38.6	41.1	41.3	41.4
Output Indicators					
* Number of workshops	4.0	4.0	4.0	4.0	4.0
* Number of America Recycles Day (ARD) event	830.0	648.0	350.0	380.0	350.0
* Number of ARD pledge cards	24,076	15,249	30,000	9,426	30,000
Outcome Indicators					
* Manufacturers assisted	12.0	17.0	10.0	11.0	12.0
* Recycling collection and processing entities assisted	25.0	26.0	25.0	18.0	25.0
* Sales increased from scrap tires (in millions)	$1.5	$1.9	$1.5	$1.4	$1.5

Film

Mission Statement: To promote Illinois as a center for film, television, commercials, cable and multimedia in order to increase the number of productions filmed in Illinois.

Program Goals: Objectives:

1. Promote and facilitate the film production industry to and within Illinois.
   a. Increase the level of cash expenditures by 3%, from $83.5 million to $86.6 million by 6/30/02.
   b. Increase by 3% the number of projects worked from a base of 292 per year to 330 per year by 6/30/02.
   c. Increase the number of local temporary jobs in Illinois from a base of 17,065 to 18,929 per year by 6/30/02.
   d. Maintain the ratio of projects filmed in whole or in part to projects worked at 16% or a 6:1 ratio by 6/30/02.
2. Continue to support and develop the commercial production industry in Illinois.
   a. Increase the number of commercials shot in Illinois by 3% per year from a base of 40 to 42 by 6/30/02.
3. Improve the efficiency of product delivery by modernizing the Film Office's internal systems.
   a. Convert 20% of location library to digital format by converting 4,000 location folders by 6/30/02.

Source of Funds: Tourism Promotion Fund

Statutory Authority: 20 ILCS 665/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,162.6	$1,230.7	$1,387.5	$1,255.4	$1,373.0
* Total expenditures - state appropriated funds (in thousands)	$1,162.6	$1,230.7	$1,387.5	$1,255.4	$1,373.0
* Average monthly full-time employees	11.3	11.9	11.7	11.8	11.8
Output Indicators					
* Feature Film/TV projects worked on	268.0	292.0	330.0	347.0	340.0
Outcome Indicators					
* Feature Film/TV projects filmed in Illinois	55.0	46.0	52.0	44.0	55.0
* Local temporary jobs created	17,890	17,065	18,929	6,829	19,497
* Actual cash expenditures by productions (in millions)	$113.0	$83.5	$86.6	$30.3	$89.2
* Film conversion rate (projects worked/projects filmed)	20.4 %	15.7 %	15.7 %	12.7 %	16 %

Employment Security
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Job Training	$105,903.9	68.4	$157,217.8	72.4
Unemployment Insurance	$125,732.0	1,347.6	$136,084.6	1,397.1
Employment Service	$55,339.0	607.1	$50,302.1	556.9
Interfund Transfers	$10,000.0	0.0	$10,000.0	0.0
Labor Market Information	$4,025.3	39.3	$5,455.3	47.5
Totals	$301,000.2	2,062.4	$359,059.8	2,073.9

Mission and Organization

The mission of the Illinois Department of Employment Security (IDES) is to support economic stability in Illinois by administering the Unemployment Insurance (UI), Employment Service (ES) Job Training (JTP) and Labor Market Information (LMI) Programs. IDES provides temporary income in the form of benefit payments to eligible workers; collects taxes from covered employers to finance these benefits; operates a labor exchange service that matches employers' job openings with qualified job seekers; provides for workforce development training; and collects, analyzes and disseminates labor market information. In fiscal year 2002, the department collected more than $1.0 billion in employer taxes and paid nearly $2.5 billion in benefits to unemployed workers, including former Federal employees and ex-military personnel. Due to the general economic downturn and national events, this represented an astonishing 67% increase in benefits over the previous year despite actual staff reductions. IDES has again manifested its commitment to deliver high levels of service to the citizenry of Illinois and retains that commitment despite the challenges anticipated through the early retirement initiative.

The department's staff serve the public through a central office in Chicago, six regional offices, and 56 Illinois Employment and Training Centers (IETCs) across the state. The U.S. Department of Labor (USDOL) provides funding to IDES for administration of its services.

Unemployment Insurance: Since the Unemployment Insurance program is intended to be an income stabilizer, it is crucial that benefit payments be made in a timely manner. The processing of a claim can be complex, and includes the resolution of issues affecting eligibility. In fiscal year 2002, the percentage of first payments made within 14 days was more than 92 percent (under Illinois law, the first week of unemployment is considered a "waiting week", for which benefits are not payable). Similarly, the promptness of payments on a continuing basis is also critical to providing economic stability. Despite a 38 percent increase in workload over the previous year, the percentage of continued payments made within 14 days was maintained at 97 percent. Overall, Illinois continues to exceed national averages in both its initial and continued payments.

Employment Service: The Illinois Employment Service (ES) program is IDES' labor exchange program, which provides employers with qualified workers for their job openings and assists job seekers in finding new employment, therefore decreasing the length of time they are unemployed. Through cooperation with other state agencies and community organizations, ES also assists individuals in accessing training, employability development services, and other needed supportive services to realize their employment goals. The USDOL has developed new ES Performance Measures that will be initiated in July 2002. The measures will be national in scope and permit comparisons to other States and National averages.

Labor Market Information: Labor Market Information (LMI) is collected, analyzed and distributed by IDES for use by employers and public and private sector organizations in planning, training and economic development programs. LMI is also developed into products that can be used by students and job seekers in choosing careers and vocational training.

Job Training: The Job Training Program (JTP) is IDES' partner in Illinois' overall workforce development system, administering the federal Workforce Investment Act of 1998. Program staff provide leadership and guidance to the 26 Local Workforce Areas to support the evolving workforce system, improve the quality of the workforce and enhance the Illinois economy. This is accomplished by negotiating

system performance goals with the USDOL and the 26 local workforce boards, allocating resources, monitoring expenditures, analyzing program performance and reporting on program outcomes.

Unlike previous programs which focused on training for employment, the emphasis of the new Workforce Investment Act is on "work first". The goal is to increase employment retention and earnings of participants and in so doing, improve the quality of the workforce and reduce welfare dependency. The Act identifies core indicators of performance that State and local entities must meet. The specific target levels were negotiated between the State of Illinois and USDOL. The actual goal that must be obtained is 80 percent of the target. Achieving a performance level above the 80 percent level constitutes goal attainment, as defined by USDOL. Targets have therefore been modified for subsequent years to conform to the USDOL definition.

Job Training

Mission Statement: To provide leadership and guidance to support a comprehensive workforce development system that meets the objectives of Title I of the Workforce Investment Act (WIA) and improves the quality of the workforce and enhances the Illinois economy.

Program Goals: Objectives:

1. Increase the retention in employment of participants in Title I Adult, Dislocated Worker, and Youth programs.
   a. Ensure at least 60.8% of adult program participants who enter employment are retained in employment in the third quarter following program exit.
   b. Ensure at least 64.0% of dislocated worker program participants who enter employment are retained in employment in the third quarter following program exit.
   c. Ensure at least 56.8% of older youth program participants who enter employment are retained in employment in the third quarter following program exit.
2. Increase the earnings of Adult program and maintain the earnings of Dislocated Worker program participants.
   a. Ensure that adult program participants who are retained in employment realize a $2,720 increase in wages for the second and third quarters following program exit.
   b. Ensure that dislocated worker program participants who are retained in employment recover at least 67.2% of their pre-dislocation earnings.
3. Increase the occupational skills of participants in the Title I Adult, Dislocated Worker, and Youth programs.
   a. Ensure at least 44.0% of dislocated worker program participants who enter training obtain a recognized occupational credential, in addition to employment.
   b. Ensure at least 53.9% of basic, occupational, and work readiness skill goals set for younger youth participants are met.
   c. Ensure at least 44.0% of adult program participants who enter training obtain a recognized occupational credential, in addition to employment.
4. Increase the satisfaction of participant and employer customers with the services received under Title I.
   a. Ensure that the participant customer satisfaction rate is at least 60.8%.
   b. Ensure that the employer customer satisfaction rate is at least 53.6%.
5. Increase the employment of participants in Title I Adult, Dislocated Worker, and Youth programs.
   a. Ensure at least 55.2% of adult program participants enter employment in the first quarter following program exit.
   b. Ensure at least 62.4% of dislocated worker participants enter employment in the first quarter following program exit.
   c. Ensure at least 50.9% of older youth participants enter employment in the first quarter following program exit.
6. Provide oversight to the WIA Title I Program in Illinois.
   a. Negotiate system performance goals with U.S. Department of Labor and 26 Local Workforce Boards.
   b. Monitor program performance of 26 Local Workforce Areas.
   c. Allocate dollars to Workforce Areas (by Federal formula) and monitor expenditures.
   d. Issue grants to Local Workforce Boards to ensure capacity building of local workforce systems.
   e. Analyze program performance and submit reports for Governor to U.S. Department of Labor.
   f. Develop State Plan for delivery of workforce services.

Source of Funds: Title III Social Security and Employment Service Fund ***Statutory Authority:*** 820 ILCS 405/1704

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	$105,903.9	$106,069.4	$157,217.8	$200,000.0
* Total expenditures - state appropriated funds (in thousands)	N/A	$105,903.9	$106,069.4	$157,217.8	$200,000.0
* Average monthly full-time employees	N/A	68.4	67.0	72.4	72.0
Output Indicators					
* Youth registrants (a), (d)	N/A	10,086	11,163	10,646	11,490
* Adult registrants (b), (d)	N/A	7,090	9,840	10,372	10,130
* Dislocated Worker registrants (c), (d)	N/A	8,563	9,357	15,045	9,630
Outcome Indicators					
* Older youth employment retention rate	N/A	76.6 %	55.2 %	86.8 %	56.8 %
* Adult earnings change (in dollars) (e)	N/A	$3,738.00	$2,560.00	$4,839.00	$2,720.00
* Dislocated Worker earnings retention Rate	N/A	84.8 %	65.6 %	89.7 %	67.2 %
* Adult credential attainment rate	N/A	40.1 %	40 %	56.9 %	44 %
* Dislocated Worker credential Attainment Rate	N/A	48.3 %	40 %	58.1 %	44 %
* Younger youth skill attainment rate	N/A	100 %	53.3 %	75.3 %	53.9 %
* Participant customer satisfaction rate	N/A	73.4 %	59.2 %	75 %	60.8 %
* Employer customer satisfaction rate	N/A	75.1 %	52.8 %	82.6 %	53.6 %
* Adult entered employment rate	N/A	69 %	53.6 %	84.7 %	55.2 %
* Dislocated Worker entered employment rate	N/A	80.7 %	60.8 %	87.9 %	62.4 %
* Older youth entered employment rate	N/A	71.8 %	50.4 %	75.7 %	50.9 %

Job Training (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Adult employment retention rate	N/A	76.6 %	59.2 %	90.7 %	60.8 %
* Dislocated Worker employment retention rate	N/A	83.8 %	60 %	91.6 %	64 %

Explanatory Information

The majority of the Expenditures are passed-through grants to the 26 Workforce Investment Areas.

Footnotes

(a) Youth: A person 14-21 meets Title I eligibility requirements, and is served with Title I youth funds.

(b) Adult: A person aged 18 or greater who is served with Title I funds.

(c) Dislocated Worker: A person who meets the dislocated worker eligibility requirements, and is served with Title I dislocated worker funds.

(d) Registrant: A person who receives services funded by Title I beyond self-accessed and informational services.

(e) Fiscal year 2002 actual data are based on three quarters of data due to the Federal requirement to use quarterly wage records. Final figures will be available December 31, 2002.

Unemployment Insurance

Mission Statement: To promote economic stability in Illinois by collecting employer taxes and paying Unemployment Insurance (UI) benefits promptly to eligible claimants.

Program Goals: Objectives:

1. Minimize disruptions to income maintenance for individuals filing Unemployment Insurance claims.
   a. Ensure at least 87% of first payments are made within 14 days of claim (U.S. Secretary of Labor standard).
   b. Improve the number of continued payments made within 14 days from 96.8% to 96.9%.
2. Provide expeditious resolutions to issues impacting receipt of Unemployment Insurance benefits.
   a. Resolve 85.0% separation adjudications within 21 days.
   b. Resolve 74.1% of non-separation adjudications within 14 days.
   c. Resolve 60% of benefit appeals within 30 days of appeal date (U.S. Secretary of Labor standard).
3. Continually improve the quality of services provided in the dimensions of timeliness, accuracy, and customer satisfaction.
   a. Improve adjudication quality scores from 71.9% to 73.2%.
   b. Improve customer satisfaction survey responses of "exceeded" or "met all" expectations from 86.9% to 87.0%.
   c. Improve the timeliness of establishing new employer accounts from 88.3% to 90.7%.

Source of Funds: General Revenue Fund, Road Fund, Title III Social Security and Employment Service Fund

Statutory Authority: 820 ILCS 405/100-3200

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$126,104.3	$125,732.0	$128,997.0	$136,084.6	$135,000.0
* Total expenditures - state appropriated funds (in thousands)	$126,104.3	$125,732.0	$128,997.0	$136,084.6	$135,000.0
* Average monthly full-time employees	1,169.6	1,179.5	1,100.0	1,226.3	1,200.0
* Average monthly part-time employees	190.4	168.1	160.0	170.8	175.0
Output Indicators					
* Continued weeks claimed	5,483,051	6,514,604	6,775,188	9,652,506	6,030,204
* Initial (first) claims filed	397,868	486,910	506,386	615,699	498,151
* Separation adjudications	155,461	167,043	195,461	194,881	174,727
* Non-separation adjudications	133,782	134,063	173,403	158,144	141,808
* Tax receipts (in thousands)	$1,191,000.0	$1,001,560.0	$1,049,271.0	$1,082,728.0	$1,300,000.0
* Benefits paid (in thousands)	$1,200,000.0	$1,504,969.0	$1,565,136.0	$2,471,455.0	$2,200,000.0
* Employer reports received	1,091,735	1,100,156	1,092,474	1,109,448	1,109,448
* Unemployment Insurance Trust Fund balance - June 30 (in thousands)	$2,166,572.2	$1,993,192.5	N/A	$1,111,069.0	N/A
Outcome Indicators					
* Percent first payments within 14 days	91.7 %	92.6 %	91.9 %	92.3 %	92 %
* Percent continued payments within 14 days	96.7 %	97 %	96.9 %	96.8 %	96.9 %
* Separation adjudication - 21 days	86.3 %	87.6 %	87.3 %	86.9 %	85 %
* Non-separation adjudication - 14 days	71.4 %	76.7 %	74.1 %	79.7 %	74.1 %
* Appeals decisions - 30 days	76.1 %	71.3 %	76.6 %	41.4 %	60 %
* Total adjudication quality	72.9 %	55.7 %	73.1 %	71.9 %	73.2 %
* New employer account setup timeliness	90.4 %	90.6 %	90.6 %	88.3 %	90.7 %
* Claimant satisfaction - "Met All" or "Exceeded" expectations	86.4 %	87.2 %	87 %	87.1 %	87 %
* Employer satisfaction - "Met All" or "Exceeded" expectations	86.9 %	63.6 %	87 %	86.9 %	87 %
External Benchmarks					
* National percent first payments within 14 days	90.3 %	90.7 %	N/A	84.7 %	N/A
* National continued payments within 14 days	94.2 %	94.2 %	N/A	93.7 %	N/A
* National separation adjudicaton - 21 days	71.3 %	70.7 %	N/A	65.5 %	N/A
* National non-separation adjudication - 14 days	68.6 %	67 %	N/A	64.1 %	N/A
* National appeals decisions - 30 days	76.3 %	69.7 %	N/A	69.7 %	N/A
* National adjudication quality	71.6 %	70.3 %	N/A	54.9 %	N/A
* National status determination timeliness	N/A	87.9 %	N/A	89 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost per claim processed (in dollars)	$273.07	$258.23	$254.74	$221.02	$271.00
* Cost per employer report processed (in dollars)	$99.84	$114.29	$118.08	$126.66	$121.68

Employment Service

Mission Statement: To meet the employment needs of Illinois businesses by being the primary source of qualified job candidates.

Program Goals:
Objectives:

1. Collaborate with employers to provide an effective labor exchange program.
   a. Maintain job orders received at 32,000.
   b. Provide employers with a steady pool of qualified workers through enhanced access to the program via the Internet.
2. Assist Illinois workers in locating employment or upgrading current employment.
   a. Maintain number of individuals who find employment at 150,000.
   b. Maintain average wage for workers entering employment at $9.00/hour.
3. Assist Illinois Veterans in locating employment or upgrading current employment.
   a. Collaborate with employers who have federal contracts to provide more job opportunities for veterans by increasing federal contractor job orders received from 1,759 to 1,800.
   b. Sustain an average wage for veterans entering employment at $10.00/hour.

Source of Funds: General Revenue Fund, Title III Social Security and Employment Service Fund, Employment Security Administration Fund

Statutory Authority: 20 ILCS 1015/0.01-15

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$56,959.5	$55,339.0	$56,809.4	$50,302.1	$50,000.0
* Total expenditures - state appropriated funds (in thousands)	$56,959.5	$55,339.0	$56,809.4	$50,302.1	$50,000.0
* Average monthly full-time employees	471.7	525.9	450.0	483.9	480.0
* Average monthly part-time employees	83.3	81.2	80.0	73.0	85.0
Output Indicators					
* Job orders received	47,282	38,443	40,000	32,437	32,000
* New applicants and renewals (job seekers)	463,436	455,998	475,000	582,271	500,000
* Federal contractor orders received for veterans	4,215	2,470	2,500	1,759	1,800
Outcome Indicators					
* Entered employments (applicants)	155,642	106,604	110,000	155,053	150,000
* Average hourly wage of openings filled (in dollars)	$8.06	$8.36	$8.40	$9.37	$9.00
* Average hourly wage of openings filled for veterans (in dollars)	$9.40	$10.13	$10.20	$10.75	$10.00
* Percent of applicants entering employment	25 %	23.4 %	25 %	26.6 %	25 %
* Employers ASCI rating (a)			N/A	N/A	58 %
* Job seekers ASCI rating (a)			N/A	N/A	58 %
Efficiency/Cost-Effectiveness Indicators					
* Average cost of applicant in entered employment (in dollars)	$247.95	$519.11	$516.45	$324.42	$333.33

Footnotes

(a) Customer satisfaction surveys were changed to conform with federally mandated American Customer Satisfaction Index (ASCI) methodology.

Labor Market Information

Mission Statement: To establish a comprehensive, coordinated and effective system for the production, analysis and dissemination of high quality Labor Market and Career Information that is accessible and responsive to all users. Information is used in making informed economic and career decisions by individuals and businesses.

Program Goals: Objectives:

1. Provide quality county level employment and wage data, including monthly employment, total quarterly wages, taxable wages and employer contributions.
   a. Review 1.3 million employer accounts to identify missing or unreasonable data.
   b. Survey 92,000 employers annually to verify coding of industry and area codes.
   c. Produce employment and wage information on a quarterly basis by industry and county.
2. Provide quality monthly estimates of employment, hours, and earnings by industry for Illinois and its nine Metropolitan Statistical Areas (MSA's).
   a. Survey 22,500 employers monthly to collect employment, hours, and earnings data.
   b. Develop employment hours and earnings estimates by industry for Illinois and its nine MSA's and prepare analysis of changes.
3. Provide monthly estimates of the labor force, total employment, unemployment, and unemployment rates for Illinois, its nine MSA's, 56 Labor Market Areas (LMA's), 102 Counties, 84 Cities/Towns, and 26 Workforce Investment Areas (WIA's).
   a. Review and process data from the Current Population Survey, Unemployment Insurance System, Bureau of Census, and the Covered Employment and Wages Report (ES-202).
4. Provide quality occupational employment and wage information for Illinois, its nine MSA's, and the Balance-of-State Area.
   a. Sample 12,000 Illinois employers annually to collect occupational employment and wage information, identifying when possible emerging or declining occupations.
   b. Produce occupational employment and wage data on 700 occupations for the State, its 9 MSA's and the Balance-of-State Area.
5. Provide quality information on permanent job cutbacks, including identification of substantial layoffs and plant closings and the identification of declining industries.
   a. Contact employers identified to determine and verify the number of job separations, duration and reason(s) for layoff, open/closed status of establishment and location of layoff.
   b. Identify establishments with 50 or more separations lasting more than 30 days for possible inclusion in the Mass Layoff Statistics Report.

Source of Funds: Title III Social Security and Employment Service Fund ***Statutory Authority:*** 820 ILCS 405

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,277.5	$4,025.3	$4,120.4	$5,455.3	$5,500.0
* Total expenditures - state appropriated funds (in thousands)	$4,277.5	$4,025.3	$4,120.4	$5,455.3	$5,500.0
* Average monthly full-time employees	35.0	39.3	40.0	47.5	48.0
Output Indicators					
* Quarterly employer accounts received	1,282,692	1,292,000	1,294,260	1,277,093	1,272,000
* Illinois employers sampled to collect Occupational Employment and wage information (OES)	11,684	12,000	12,000	12,400	12,000
* Employer surveys of employment, hours and earnings (CES)	201,159	165,500	269,665	300,361	250,000
* Verifications of area and industry codes for Illinois employers (ES-202)	86,433	106,500	97,933	82,700	92,000
Outcome Indicators					
* Response rate for verification of employer area and industry codes	96.9 %	99.3 %	75 %	83.8 %	75 %
* Response rate for the Occupational Employment Statistical Sample	75 %	78.7 %	75 %	75.7 %	75 %
* Response rate for employer surveys of employment, hours and earnings	88 %	74.7 %	70 %	72.5 %	70 %
* Percent of accuracy of rate for employer surveys of employment, hours and wages as confirmed by follow-up surveys. (CES)	99.8 %	99.8 %	99.5 %	99.7 %	99.5 %
* Percent of quarterly employer accounts reviewed	98 %	100 %	100 %	100 %	100 %
* Number of users (career and job counselors) receiving LMI training	9,200	6,150	5,800	5,248	7,100

Agriculture
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Fairs and Horseracing	$46,526.1	98.0	$47,028.6	99.0
Interfund Transfers and Pass-Throughs	$30,479.1	0.0	$31,182.2	0.0
Land and Water Resources	$16,556.9	19.0	$17,609.8	20.0
Meat Inspection	$9,552.4	149.0	$8,591.6	140.0
Marketing	$5,216.8	37.0	$5,893.0	35.0
Environmental Programs	$5,000.1	65.0	$5,322.1	65.0
Galesburg, Centralia, and Springfield Laboratories	$4,508.8	54.0	$4,911.4	52.0
Weights & Measures	$4,254.5	59.0	$4,402.8	61.0
Ag Products Inspection	$3,380.1	48.0	$3,477.9	46.0
Warehouses	$2,511.2	41.0	$2,823.3	42.0
Animal Health	$1,648.2	16.0	$1,224.8	17.0
Animal Welfare	$1,352.6	16.0	$977.9	18.0
Totals	$130,986.8	602.0	$133,445.4	595.0

Mission and Organization

The mission of the Illinois Department of Agriculture is to be an advocate for Illinois' agriculture industry and provide necessary regulations and programs in support of agricultural growth and consumer and environmental protection. The major responsibilities of the department include regulating Illinois' agribusiness entities to protect both producers and consumers of raw and processed agriculture products from mislabeled, contaminated or diseased agriculture commodities. In addition, the department protects Illinois' soil and water resources from erosion, sedimentation and contamination through regulatory activities and financial incentives.

Finally, the department promotes the agricultural industry by marketing Illinois agricultural products in both foreign and domestic markets, conducting state fairs, and by providing grant assistance to county fairs and 4-H Clubs

The Interfund Transfers and Pass Through component relates to those entities outside the Illinois Department of Agriculture that receive funding through the department's budget. Examples are the University of Illinois' Extension Service and the Council on Food and Agriculture Research (CFAR).

The program expenditure and headcount numbers contain an apportioned amount for the department's administrative headcount and costs which directly support program activities.

Fairs and Horseracing

Mission Statement: Provide opportunities for agricultural awareness through family-oriented fairs, capitalize on the staging of special events that utilize fairground facilities, and support the Illinois horse breeding industry.

Program Goals: Objectives:

1. Provide a safe, entertaining and educational experience at a reasonable price.
   a. Survey attendees to improve the value and performance of the fair.
   b. Enhance the educational focus of the fair.
2. Provide a good business opportunity for concessionaires.
   a. Maintain the percentage of returning concessionaires at both fairs at 90% or better.
3. Provide an appealing event for exhibitors and contestants that enhances agriculture industry awareness and strengthens local tourism industry sales.
   a. Survey exhibitors to improve the value and performance of the fair.
   b. Survey contestants to improve the value and performance of the fair.
   c. Survey attendees.
   d. Improve tourism industry sales.
4. Maximize use of the fairground facilities.
   a. Increase non-fair usage.
5. Timely register eligible horses for racing programs.
   a. Register horses quickly after receipt of application.
6. Provide events sufficient to support a race horse breeding program.
   a. Provide at least 500 thoroughbred events per fiscal year.
   b. Provide at least 2,300 standardbred events per fiscal year.
7. Provide purse and county fair funding.
   a. Provide at least $36 million per fiscal year for purses.
   b. Provide stable financial support for each county fair per fiscal year.
8. Provide facilities that are clean, safe, affordable and available when needed.
   a. Survey customers to gauge and improve customer satisfaction.

Source of Funds: General Revenue Fund, Agricultural Premium Fund, Fair and Exposition Fund, Illinois State Fair Fund, Illinois Racing Quarterhorse Breeders Fund, Illinois Standardbred Breeders Fund, Illinois Thoroughbred Breeders Fund, State Fair Promotional Activities Fund, Illinois Colt Stakes/Championship Purse Fund, Carcass Evaluation Fund

Statutory Authority: 20 ILCS 210/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$42,828.1	$49,014.6	$51,731.9	$50,103.8	$35,632.5
* Total expenditures - state appropriated funds (in thousands)	$39,362.9	$46,526.1	$48,656.7	$47,028.6	$33,217.0
* Average monthly full-time employees	96.0	97.0	96.0	97.0	97.0
* Average monthly part-time employees	1.0	1.0	2.0	2.0	2.0
Output Indicators					
* Number of Illinois State Fair concession and exhibit contracts	425.0	436.0	440.0	436.0	436.0
* Number of DuQuoin State Fair concession contracts	150.0	154.0	190.0	190.0	177.0
* Number of Illinois State Fair attendees	1,063,059	1,162,000	1,130,000	1,130,000	1,264,700
* Number of DuQuoin State Fair attendees	411,749	393,088	447,955	447,955	500,000
* Illinois State Fair revenue generated (in thousands)	$3,705.4	$3,671.5	$3,491.2	$3,486.2	$3,500.0
* DuQuoin State Fair revenue generated (in thousands)	$1,257.7	$1,188.8	$1,303.7	$1,102.4	$915.4
* Number of registered thoroughbreds conceived and/or foaled in Illinois	2,921	3,010	3,100	3,006	3,000
* Number of registered standardbreds conceived and foaled in Illinois	3,249	3,348	3,400	3,714	3,750
* Number of standardbred stakes races and restricted races	2,368	1,916	2,000	1,916	2,000
* Number of thoroughbred stakes races and restricted races	543.0	511.0	525.0	430.0	450.0
* Total purses paid (in thousands)	$43,348.1	$42,473.1	$44,000.0	$36,689.9	$36,000.0

Fairs and Horseracing (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Outcome Indicators					
* Average response of fairgoers surveyed at the Illinois State Fair who agree that the fair is educational, entertaining, and a good value based on a scale of (1) disagree to (7) agree	N/A	5.0	5.5	5.0	5.5
* Average response of fairgoers surveyed at the DuQuoin State Fair who agree that the fair is educational, entertaining, and a good value based on a scale of (1) disagree to (7) agree	N/A	N/A	5.0	5.1	5.1
* Average response of Illinois State Fair exhibitors who agree that the fair and grounds are well managed, clean, safe and provide a good opportunity for exhibitors based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	5.0	5.5	6.0	6.0
* Average response of DuQuoin State Fair exhibitors who agree that the fair and grounds are well managed, clean, safe and provide a good opportunity for exhibitors based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	5.8	5.9	6.3	6.3
* Average response of Illinois State Fair concessionaires who agree that the fair and grounds are well managed, clean, safe and provide a good opportunity for concessionaires based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	6.0	6.5	7.0	7.0
* Average response of DuQuoin State Fair concessionaires who agree that the fair and grounds are well managed, clean, safe and provide a good opportunity for concessionaires based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	5.6	5.7	6.0	6.0
* Percent of return concessionaires at the Illinois State Fair	95 %	90 %	95 %	90 %	95 %
* State support as percentage of total purses paid at horse races	12.9 %	13 %	13 %	9.6 %	9 %
* State support for awards and premiums as percentage of total county fair awards and premiums paid	44.7 %	46.1 %	46.5 %	46.1 %	46 %
Efficiency/Cost-Effectiveness Indicators					
* Number of inspections per employee (Bureau of County Fairs and Horse Racing)	579.0	565.0	570.0	1,120	1,066
* Number of horses enrolled and registered per employee (Bureau of County Fairs and Horse Racing)	3,135	3,176	3,190	3,360	2,400

Land and Water Resources

Mission Statement: Promote the conservation and protection of Illinois' soil and water resources by providing financial and technical assistance to the 98 county soil and water conservation districts to work with rural and urban customers. Provide outreach to the public at large on natural resource conservation.

Program Goals: Objectives:

1. Provide timely and relevant technical and financial assistance to Soil and Water Conservation Districts.
   a. Increase number of projects approved.
   b. Increase total amount of money expended per year.
2. Provide timely assistance upon receipt of request.
   a. Survey customers to assess satisfaction with technical and financial assistance.
3. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
4. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
5. Mitigate soil loss.
   a. Increase acres of conservation tillage applied statewide.
   b. Increase percent of cropland meeting tolerable ("T") soil loss levels.

Source of Funds: Agricultural Premium Fund, Capital Development Fund, Conservation 2000 Fund, Conservation 2000 Projects Fund, Watershed Park Fund, Agriculture Federal Projects Fund, White Experimental Farms Fund, Zell Farm

Statutory Authority: 70 ILCS 405/1 et. seq.

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$14,703.2	$16,851.1	$19,620.7	$17,845.2	$18,604.7
* Total expenditures - state appropriated funds (in thousands)	$14,633.4	$16,556.9	$19,385.3	$17,609.8	$18,464.4
* Average monthly full-time employees	19.0	19.0	19.0	20.0	20.0
Output Indicators					
* Expansion (erosion and sediment control) grants requested (a)	81.0	85.0	80.0	81.0	0.0
* Expansion (erosion and sediment control) grants approved (a)	49.0	49.0	49.0	59.0	0.0
* Sustainable agriculture grants requested	74.0	75.0	75.0	76.0	76.0
* Sustainable agriculture grants approved	36.0	27.0	30.0	32.0	30.0
* Conservation practices program projects approved	1,783	1,755	1,900	2,305	1,900
* Streambank stabilization restoration program projects approved	106.0	117.0	130.0	118.0	130.0
* Number of participants in workshops and courses	1,852	2,329	1,740	2,412	1,850
Outcome Indicators					
* Average response of customers surveyed who rate technical assistance as timely and relevant based on the scale of (1) not at all satisfied to (7) extremely satisfied	5.5	5.6	5.7	5.7	5.8
* Percent of landowners and agricultural producers requesting financial assistance (sustainable ag. grants), whose project was approved, assisted and completed	49 %	36 %	40 %	42 %	42 %
* Percentage of Soil and Water Conservation Districts requesting financial assistance (C2000 expansion grants), whose project was approved, assisted and completed (a)	60 %	57.6 %	61 %	72.8 %	0 %
* State source cost share for conservation practices (in thousands)	$4,250.0	$5,250.0	$5,250.0	$5,250.0	$5,250.0
* Dollars available per acre for conservation practices (in dollars)	$0.18	$0.22	$0.22	$0.22	$0.22
* Average annual soil erosion rate (tons per acre per year)	4.1	4.1	4.1	4.1	4.1
* Acres of farmland in conservation tillage	10,495,297	10,495,297	10,041,369	11,240,318	10,671,188
* Percentage of farmland in conservation tillage	47.8 %	47.8 %	42 %	47.4 %	45 %
* Cropland meeting tolerable soil loss levels	20,476,486	20,476,486	20,571,000	20,156,688	20,156,688
* Percentage of acres meeting tolerable soil loss levels	85.7 %	85.7 %	86 %	85 %	85 %

Land and Water Resources (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
External Benchmarks					
* State source cost share in Indiana (in thousands)	$1,100.0	1.0	N/A	$3,100.0	N/A
* State source cost share in Missouri (in thousands)	$20,000.0	N/A	N/A	$20,000.0	N/A
* Dollars available per acre in Indiana (in dollars)	$0.08	$0.24	N/A	$0.24	N/A
* Dollars available per acre in Missouri (in dollars)	$1.91	$1.91	N/A	$1.91	N/A
* Average annual soil erosion rate (tons per acre per year) in Indiana	3.0	3.0	N/A	3.0	N/A
* Average annual soil erosion rate (tons per acre per year) in Missouri	5.6	1.0	N/A	5.6	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average cost per acre to attain compliance with "T" (in dollars) (b)	$47.19	$46.23	$46.23	$41.69	$46.00

Footnotes

(a) Due to funding restraints in the fiscal year 2003 budget, there will be no Expansion Grant Program.

(b) "T" or "Tolerable" soil loss levels is the Illinois Department of Agriculture's goal.

Meat Inspection

Mission Statement: Protect public health and ensure consumer confidence in Illinois meat products by inspecting meat and poultry slaughter and processing operations.

Program Goals: Objectives:

1. Provide safe and high quality meat products in Illinois by ensuring a regulatory compliant meat and poultry slaughter and processing industry.
   a. Reduce the percentage of actionable findings.
   b. Increase the percent of sites rated compliant.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
4. Provide a dispute resolution and appeals process that is efficient, consistent and fair.
   a. Survey customers to assess and improve the dispute resolution process.

Source of Funds: General Revenue Fund, Wholesome Meat Fund ***Statutory Authority:*** 225 ILCS 650 et. seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$8,377.8	$9,672.7	$10,220.9	$8,591.6	$9,692.4
* Total expenditures - state appropriated funds (in thousands)	$8,377.8	$9,552.4	$10,220.9	$8,591.6	$9,692.4
* Average monthly full-time employees	150.0	147.0	149.0	138.0	138.0
* Average monthly part-time employees	2.0	2.0	2.0	2.0	2.0
Output Indicators					
* Number of enforcement actions taken (warning letters and hearings)	276.0	546.0	550.0	473.0	550.0
* Livestock inspected (head)	896,754	945,109	945,000	920,614	945,000
* Livestock inspected (millions of pounds)	250.4	107.7	108.0	118.9	108.0
* Number of inspected plants/brokers	284.0	788.0	780.0	797.0	780.0
* Number of planned/random compliance reviews	2,701	8,163	8,000	8,344	8,000
* Number of tasks/procedures performed	63,538	178,620	180,000	204,974	185,000
Outcome Indicators					
* Response of customers surveyed who rate their satisfaction with requirements, policies, and procedures based on the scale of (1) not at all satisfied to (7) extremely satisfied	5.7	4.2	5.0	3.8	4.5
* Response of customers surveyed who rate their satisfaction with inspections based on the scale of (1) not at all satisfied to (7) extremely satisfied	4.1	5.4	5.6	5.6	5.5
* Actionable findings (economic and microbiological) as a percentage of all tests taken from state licensed plants	0.28 %	0.59 %	0.5 %	0.28 %	0.5 %
* Percentage of meat and poultry operations initially rated compliant with standards	98 %	99 %	99 %	96 %	99 %
* Total number of instances of non-compliance found	1,424	2,012	2,000	2,799	2,000
* Percent of instances of non-compliance found	1.02 %	1 %	1 %	4 %	1 %
External Benchmarks					
* Percent of instances of non-compliance found in Texas	1.5 %	1.0	N/A	2 %	N/A
* Percent of instances of non-compliance found in Ohio	2 %	N/A	N/A	1 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average cost per inspection (in dollars)	$692.88	$530.00	$550.00	$422.00	$560.00
* Average total cost of inspections per plant during the fiscal year (in dollars)	$19,729.00	$29,340.00	$29,500.00	$27,171.00	$30,000.00
* Number of tasks/procedures performed per inspector	7,720	7,429	7,500	9,192	7,600

Marketing

Mission Statement: Expand Illinois agricultural exports by providing domestic and international marketing assistance.

Program Goals: Objectives:

1. Provide opportunities to expand domestic and international markets identified through tours, trade shows and missions.
   a. Generate more trade leads per year.
   b. Host more buyer/seller introductions per year.
   c. Increase the dollar value of sales resulting from marketing efforts.
2. Provide marketing opportunities for alternative and specialty crops.
   a. Increase the number of projects regarding alternative and specialty crops.
   b. Increase the number of Illinois logo-sanctioned alternative and specialty crops.
3. Provide relevant information and advice on foreign market penetration.
   a. Survey customers to assess and improve satisfaction with services provided.
4. Facilitate access to federal assistance programs.
   a. Facilitate company access to federal programs.
5. Expand Illinois' agricultural sector.
   a. Improve agricultural export sales.

Source of Funds: General Revenue Fund, Agricultural Premium Fund, Agricultural Marketing Services Fund, Illinois Aquaculture Development Fund, Agriculture Federal Projects Fund, Centennial Farm Signs Fund, Agricultural Products Promotional Fund, European Office, Hong Kong Office, Ask Illinois First, Canadian Office Fund, Illinois Agricultural Youth Institute, Agricultural Survey Fund

Statutory Authority: 20 ILCS 205/40.7

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$5,771.1	$5,573.0	$7,808.6	$6,047.0	$7,249.5
* Total expenditures - state appropriated funds (in thousands)	$5,370.5	$5,216.8	$7,654.6	$5,893.0	$7,095.5
* Average monthly full-time employees	39.0	37.0	38.0	35.0	35.0
Output Indicators					
* Number of custom reports and market analyses prepared	1,346	1,018	1,000	442.0	400.0
* Number of IDOA's own trade shows/missions developed	41.0	33.0	17.0	17.0	17.0
* Number of federal/state trade shows/missions shared	26.0	32.0	25.0	16.0	16.0
* Number of participants in IDOA sponsored state/federal trade shows	165.0	282.0	118.0	190.0	190.0
* Number of participants in IDOA sponsored state/federal missions	75.0	73.0	30.0	112.0	112.0
* Number of industry tours hosted by IDOA	9.0	9.0	5.0	7.0	7.0
* Number of industry tour participants	173.0	72.0	125.0	51.0	65.0
Outcome Indicators					
* Number of trade leads generated from phone/fax inquiries	8,311	12,399	10,200	14,978	15,100
* Number of buyer/seller introductions arranged by IDOA staff	4,838	5,135	2,000	6,465	6,500
* Value of sales resulting from marketing activities (in millions)	$47.5	$65.1	$52.0	$60.1	$58.0
* Number of projects regarding alternative and specialty crops	28.0	14.0	19.0	12.0	10.0
* Average response of customers surveyed who rate information and consultation services provided as (1) not at all satisfied to (7) extremely satisfied (a)	5.8	5.3	6.0	N/A	6.0
* Illinois agriculture export sales (in billions)	$3.0	$3.0	$3.0	$3.0	$3.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per trade lead (in dollars)	$353.00	$257.00	$318.00	$393.44	$390.26
* Program cost as percentage of export sales	6.2 %	4.9 %	6.2 %	9.8 %	10.16 %

Footnotes

(a) The information was not available at time of publication.

Environmental Programs

Mission Statement: Protect the public and the State's natural resources by licensing, registering and inspecting agribusinesses and producers.

Program Goals: Objectives:

1. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
2. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
3. Provide timely and accurate processing of pesticide licenses.
   a. Issue timely and accurate licenses.
4. Provide compliance assistance through enhanced training programs, facility site visits, compliance materials distribution and compliance discussions with licensees.
   a. Survey customers to assess satisfaction with compliance assistance.
5. Improve environmental health.
   a. Reduce pesticide misuse.

Source of Funds: General Revenue Fund, Agrichemical Incident Response Trust Fund, Pesticide Control Fund, Agriculture Pesticide Control Act Fund, Agriculture Federal Projects Fund

Statutory Authority: 415 ILCS 60/1 et. seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,864.9	$5,109.0	$6,260.5	$5,423.4	$6,614.8
* Total expenditures - state appropriated funds (in thousands)	$4,555.9	$5,000.1	$6,159.2	$5,322.1	$6,494.8
* Average monthly full-time employees	60.0	65.0	65.0	65.0	65.0
Output Indicators					
* Pesticide applicators licensed (a)	38,648	39,741	39,000	38,021	39,000
* Pesticide products registered	10,699	11,368	11,500	11,653	11,500
* Pesticide misuse investigations conducted (b)	150.0	59.0	100.0	88.0	100.0
* Acres of nursery inspected	33,444	23,772	26,000	33,061	34,000
* Nursery dealers licensed	2,869	2,884	2,900	2,847	2,900
* Number of nursery inspections	865.0	695.0	730.0	828.0	840.0
* Livestock notices of intent to construct	41.0	107.0	75.0	135.0	100.0
* Waste management plans certified	11.0	5.0	10.0	5.0	5.0
* Livestock managers certified	797.0	421.0	500.0	216.0	900.0
* Phytosanitary certificates issued	5,401	6,054	5,500	6,154	6,000
Outcome Indicators					
* Average response of agribusinesses and producers who listed the satisfaction of compliance assistance received as (1) not at all satisfied to (7) extremely satisfied (c)	5.6	5.7	5.7	N/A	5.7
* Average response of agribusinesses and producers who agreed with the statement that inspectors are responsive, consistent, courteous, and prepared based on the scale of (1) strongly disagree to (7) strongly agree (c)	5.5	5.5	5.6	N/A	5.6
* Average response of agribusinesses and producers who rated requirements and policies as (1) extremely unfair to (7) completely fair (c)	5.1	5.0	5.0	N/A	5.0
* Percentage of enforcement actions overturned by the courts	0 %	0 %	0 %	0 %	0 %
* Percentage of lawncare and agrichemical sites subject to enforcement action	2.2 %	1.4 %	1.5 %	4 %	2.5 %
Efficiency/Cost-Effectiveness Indicators					
* Number of inspections per inspector (d)	356.0	397.4	380.0	346.2	360.0
* Average cost per inspection (in dollars)	$390.00	$433.50	$460.00	$543.59	$550.00
* Field inspection time per inspection (in hours) (e)	1.1	0.9	1.1	1.1	1.1

Footnotes

(a) All licenses are not re-issued every year.

(b) Investigations are dependant upon the complaints received.

(c) Last survey was completed in April of 2001. Next survey is during the late summer of 2002.

(d) Includes ag-chem site inspections, lawncare site inspections, livestock program Notice of Intent to Construct inspections, Nursery dealers and phytosanitary certificate inspections.

(e) Field inspection staff time only.

Galesburg, Centralia, and Springfield Laboratories

Mission Statement: Detect and identify animal diseases, human and environmental hazards by conducting laboratory tests for agricultural producers, consumers, pet owners, crop producers, IDOA Bureaus, state and local jurisdictions and others.

Program Goals: Objectives:

1. Provide timely, accurate and high quality results using quality assurance/quality control.
   a. Maintain United States Department of Agriculture and American Association of Veterinary Laboratory Diagnostician's yearly accreditation.
   b. Survey customers to assess satisfaction with services and assistance provided.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
4. Mitigate human and animal health and environmental hazards.
   a. Provide meat testing.
   b. Provide municipal water testing.
   c. Provide rabies testing.
   d. Provide diagnostic testing for animal diseases and for other purposes.

Source of Funds: General Revenue Fund, Illinois Department of Agriculture Laboratory Services Revolving Fund, Agriculture Federal Projects Fund

Statutory Authority: 510 ILCS 10/0.01 et. seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,043.7	$4,508.8	$4,593.7	$4,911.4	$5,351.5
* Total expenditures - state appropriated funds (in thousands)	$4,043.7	$4,508.8	$4,593.7	$4,911.4	$5,351.5
* Average monthly full-time employees	57.0	54.0	53.0	51.0	51.0
* Average monthly part-time employees	0.0	0.0	1.0	1.0	1.0
Output Indicators					
* Total tests performed	832,131	829,174	830,000	825,297	840,000
* Tests on meat samples	1,237	1,243	1,250	3,101	3,000
* Municipal water tests	1,851	1,801	1,800	2,019	1,800
* Rabies tests	1,164	1,336	1,350	1,002	1,200
Outcome Indicators					
* United States Department of Agriculture and/or American Association of Diagnostician's yearly accreditation	Yes	Yes	Yes	Yes	Yes
* Response of customers surveyed who rate satisfaction with services as (1) not at all satisfied to (7) extremely satisfied	5.9	6.0	6.0	6.2	6.0
Efficiency/Cost-Effectiveness Indicators					
* Average cost per test (in dollars)	$4.56	$4.60	$4.80	$7.60	$7.50
* Number of tests per lab worker	15,983	17,466	17,000	16,968	17,000

Weights & Measures

Mission Statement: Ensure fair and equitable trade practices by the business community with Illinois consumers, by inspecting and testing all measuring devices used in commercial transactions. Evaluate the quality of gasoline, diesel fuel, kerosene, propane and other petroleum products offered for sale. Inspect facilities that sell, serve or process eggs to ensure proper handling, storage and grading.

Program Goals: Objectives:

1. Provide timely and accurate inspections.
   a. Complete inspections in a timely manner.
   b. Reduce the number of challenges of inspection reports.
2. Assure that an appropriate and certified device is being used.
   a. Inspect at least 100% of all known devices each year.
   b. Reduce instances of inappropriate activity/device used.
3. Provide comprehensive, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
4. Ensure public confidence in system integrity.
   a. Survey customers to improve integrity of commerical measurement.
   b. Reduce the number of complaints about accuracy.
5. Provide accurate measuring devices.
   a. Increase the overall percent of devices that measure accurately.

Source of Funds: General Revenue Fund, Weights and Measures Fund, Agricultural Master Fund, Agriculture Federal Projects Fund

Statutory Authority: 225 ILCS 470/1 et. seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,798.8	$4,254.5	$4,842.4	$4,402.8	$5,027.7
* Total expenditures - state appropriated funds (in thousands)	$3,798.8	$4,254.5	$4,842.4	$4,402.8	$5,027.7
* Average monthly full-time employees	59.0	59.0	60.0	61.0	61.0
Output Indicators					
* Devices inspected (a)	109,324	111,037	115,000	126,455	115,000
* Number of re-inspections	3,054	1,712	4,500	1,173	1,000
* Egg inspections	5,000	3,045	5,000	3,171	3,000
* Enforcement actions	5,446	4,684	5,000	6,641	5,000
* Device/Egg licenses issued	2,355	2,088	2,150	2,331	2,150
Outcome Indicators					
* Average time (in minutes) to complete inspections	38.0	38.5	40.0	34.4	40.0
* Number of challenges to inspection reports	0.0	0.0	0.0	0.0	0.0
* Percent of instances where inappropriate device is used	5 %	4 %	4 %	5.3 %	4 %
* Average response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) not at all restrictive	5.2	5.5	5.5	5.3	5.5
* Average response of customers surveyed who rate inspection procedures as (1) not at all efficient to (7) extremely efficient	5.6	5.9	6.0	5.4	5.6
* Percent of devices that measure accurately	95.5 %	96 %	96 %	94.8 %	96 %
* Number of citizen complaints about accuracy	187.0	274.0	200.0	165.0	200.0
External Benchmarks					
* Percent of devices that measure accurately in Missouri	88.5 %	1.0	N/A	96.5 %	N/A
* Percent of devices that measure accurately in Kansas (b)	92.7 %	N/A	N/A	N/A	N/A
* Percent of devices that measure accurately in Michigan	87.2 %	$0.24	N/A	83.2 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection (in dollars)	$33.93	$32.50	$33.50	$29.91	$33.50

Footnotes

(a) Does not include egg inspections.

(b) Information not available.

Ag Products Inspection

Mission Statement: Protect growers, livestock owners and the environment by inspecting feed, seed and fertilizer products.

Program Goals: Objectives:

1. Provide timely and accurate inspections.
   a. Perform inspections during appropriate seasonal time.
   b. Complete single ingredient lab analysis and multiple ingredient analysis in a timely fashion.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide professional, consistent, efficient and fair implementation of requirements and inspection policies and procedures.
   a. Survey customers to assess satisfaction with procedures and inspectors and improve performance.
4. Ensure that feed, seed and fertilizer products available in Illinois are safe and of high quality.
   a. Reduce instances of non-compliant products used.
   b. Maintain and enhance new lab capabilities.
5. Maintain a regulatory compliant feed, seed and fertilizer products processing and users industry.
   a. Increase percent of sites rated compliant.

Source of Funds: General Revenue Fund, Fertilizer Control Fund, Feed Control Fund ***Statutory Authority:*** 505 ILCS 30/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,389.5	$3,380.1	$4,066.5	$3,477.9	$3,803.4
* Total expenditures - state appropriated funds (in thousands)	$3,389.5	$3,380.1	$4,066.5	$3,477.9	$3,803.4
* Average monthly full-time employees	48.0	48.0	48.0	46.0	46.0
Output Indicators					
* Number of inspections	11,895	11,064	11,000	11,817	11,200
* Number of special inspection activities	1,070	222.0	300.0	76.0	75.0
* Number of enforcement actions	1,678	1,673	1,250	1,395	1,500
Outcome Indicators					
* Percent of fertilizer lab results challenged	0 %	0 %	0.1 %	0 %	0.2 %
* Average response of customers surveyed who rate inspection procedures as (1) not at all satisfactory to (7) extremely satisfactory	5.7	5.7	5.7	5.8	5.5
* Average response of customers surveyed who rate the professionalism of inspectors as (1) not at all satisfactory to (7) extremely satisfactory	6.1	6.1	6.1	6.4	6.0
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations	86 %	84.9 %	85 %	88.2 %	85 %
* Number of days to complete feed-multiple ingredient laboratory analysis	6.1	11.9	6.0	8.6	8.0
* Number of days to complete fertilizer-single ingredient laboratory analysis	1.6	3.0	2.0	2.4	3.0
* Number of days to complete fertilizer-multiple ingredient laboratory analysis	2.9	4.3	5.0	4.1	6.0
* Number of days to complete seed (depends on type) laboratory analysis	12.0	13.2	15.0	11.6	13.0
* Percent of seed lab results challenged	0 %	0 %	0.3 %	0 %	0.2 %
* Percent of feed lab results challenged	0.01 %	0 %	0.1 %	0 %	0.2 %
External Benchmarks					
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations in Kentucky	87 %	3.0	N/A	85 %	N/A
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations in Indiana	88 %	1.0	N/A	88 %	N/A
* Program expenditures in Kentucky (in thousands)	$3,375.0	$3,280.0	N/A	$3,263.7	N/A
* Program exepnditures in Indiana (in thousands)	$2,950.0	$2,922.0	N/A	$2,664.8	N/A
* Number of enforcement actions in Kentucky	1,565	1,820	N/A	1,730	N/A
* Number of enforcement actions in Indiana	1,070	1,269	N/A	1,153	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection (in dollars)	$23.26	$34.70	$41.50	$33.74	$66.00

Explanatory Information

All states have some type of agriculture product regulatory program. External benchmarks from two adjoining states indicate that Illinois is more active in inspections and enforcement activities. Prior year data for Kentucky and Indiana are included.

Warehouses

Mission Statement: Inspect the operations of grain dealers, grain warehouses, and personal property warehouses; manage the Illinois Grain Insurance Fund and administer the Grain Code and the Personal Property Storage Act, in order to protect the property of grain producers and residents of Illinois.

Program Goals:
Objectives:

1. Issue licenses in a timely manner for correct applications.
   a. Issue licenses to all qualified applicants and provide necessary assistance to those who initially fail to meet specific requirements.
   b. Review all applications and issue licenses in a timely manner.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures.
3. Provide professional, consistent, efficient and fair implementation of requirements and examination policies and procedures.
   a. Survey customers to assess satisfaction with procedures at the conclusion of every examination.
   b. Reduce number of serious complaints about the examination service.
4. Provide dispute resolution and appeals process that is efficient, consistent and fair.
   a. Survey customers to assess and improve the dispute resolution process.
5. Ensure Illinois farmers and other citizens are protected from failures.
   a. Protect all farmers doing business with licensed grain elevator operations.
   b. Minimize Illinois Grain Insurance Fund payouts.

Source of Funds: General Revenue Fund, Grain Indemnity Trust Fund, Illinois Grain Insurance Fund ***Statutory Authority:*** 240 ILCS 40/1-1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,577.7	$2,990.6	$46,371.6	$46,498.3	$3,384.5
* Total expenditures - state appropriated funds (in thousands)	$2,446.8	$2,511.2	$2,696.6	$2,823.3	$2,905.1
* Average monthly full-time employees	41.0	41.0	41.0	42.0	42.0
Output Indicators					
* Number of grain examinations	941.0	998.0	950.0	920.0	950.0
* Number of personal property examinations	677.0	478.0	677.0	226.0	300.0
* Number of grain licenses issued	1,209	1,322	1,209	1,330	1,198
* Number of personal property licenses issued	675.0	687.0	675.0	663.0	675.0
* Number of grain dealer/warehouse formal enforcement actions	26.0	24.0	25.0	24.0	25.0
* Number of personal property complaints acted on (State's Attorney Referrals)	7.0	5.0	5.0	0.0	2.0
* Percentage of Illinois Grain Insurance Fund balance paid for elevator failures	0.45 %	0.2 %	2 %	100 %	0 %
Outcome Indicators					
* Average response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) not at all restrictive	5.2	5.2	5.2	N/A	5.2
* Average response of customers surveyed who rate inspection procedures as (1) not at all consistent to (7) extremely consistent	5.7	5.7	5.7	N/A	5.7
* Percent of grain dealers and warehouse sites rated compliant (not requiring a formal hearing)	98.4 %	97.6 %	98 %	97.9 %	98 %
* Percent of corrective actions implemented	100 %	100 %	100 %	100 %	100 %
External Benchmarks					
* Percent of grain dealers and warehouse sites rated compliant in Missouri	82 %	$0.24	N/A	80 %	N/A
* Percent of grain dealers and warehouse sites rated compliant in Iowa	95 %	$1.91	N/A	99.9 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection/licensing activity (in dollars)	$402.11	$779.60	$726.30	$775.89	$721.10
* Grain inspections per examiner	34.9	37.8	38.4	35.4	39.5
* Personal property inspections per examiner	24.1	16.6	23.0	8.7	12.5
* Average time in hours to complete field examina	37.1	26.1	39.0	27.9	39.0
External Benchmarks					
* Average time in hours to complete examination in Missouri	18.0	17.3	N/A	14.8	N/A
* Average time in hours to complete examination in Iowa	39.0	46.7	N/A	40.1	N/A
* Grain inspections per examiner in Missouri	18.0	60.0	N/A	47.9	N/A
* Grain inspections per examiner in Iowa	10.0	14.1	N/A	29.0	N/A
* Personal property inspections per examiner in Wisconsin	22.0	75.0	N/A	N/A	N/A

Explanatory Information

The information for the 2002 actual data relating to the Wisconsin inspections per examiner was not available at the time of publication.

Animal Health

Mission Statement: Reduce and eradicate animal disease and facilitate trade by ensuring that livestock producers, veterinarians, livestock dealers, auction market operators and others identify and prevent livestock diseases.

Program Goals: Objectives:

1. Provide comprehensive, consistent and clear information about requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
2. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide timely issuance of permits and licenses.
   a. Provide assistance to those who did not initially qualify.
   b. Issue licenses quickly after receipt of application.
4. Attain and/or maintain a class-free (no livestock herds containing disease) status for all regulatory diseases.
   a. Decrease incidents of regulated diseases.

Source of Funds: General Revenue Fund, Agriculture Federal Projects Fund, Surety Bond Fund ***Statutory Authority:*** 20 ILCS 5/6.01

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,478.0	$1,662.2	$1,698.5	$1,245.2	$1,363.5
* Total expenditures - state appropriated funds (in thousands)	$1,478.0	$1,648.2	$1,678.1	$1,224.8	$1,343.1
* Average monthly full-time employees	17.0	16.0	16.0	17.0	17.0
Output Indicators					
* Number of inspections of livestock/auction market licensees (a)	4,252	1,238	1,200	1,605	1,200
* Number of animals tested for all diseases	25,258	32,779	25,000	37,940	35,000
* Number of enforcement actions taken	466.0	575.0	600.0	517.0	500.0
* Number of licenses issued	235.0	294.0	350.0	322.0	350.0
* Number of livestock permits issued for entry into Illinois	7,660	7,899	7,900	8,011	8,000
Outcome Indicators					
* Response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) fair and not at all restrictive	5.4	5.6	5.6	5.4	5.6
* Response of customers surveyed who rate inspection procedures as efficient on a scale of (1) strongly disagree to (7) strongly agree	5.7	5.7	5.9	5.7	5.7
* Pseudorabies virus quarantines	1.0	1.0	0.0	0.0	0.0
* Equine infectious anemia positives	0.0	6.0	4.0	1.0	1.0
External Benchmarks					
* Pseudorabies virus quarantines in Iowa	580.0	1.0	N/A	N/A	N/A
* Pseudorabies virus quarantines in Indiana	6.0	$0.24	N/A	0.0	N/A
* Equine infectious anemia positives in Iowa	0.0	$1.91	N/A	N/A	N/A
* Equine infectious anemia positives in Indiana	0.0	1.0	N/A	2.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average number of inspections made per inspector	4,614	6,050	5,000	7,135	7,000
* Cost per inspection (in dollars)	$47.35	$31.50	$45.00	$30.83	$31.00

Footnotes

(a) Each licensee for separate requirements, each counted as separate inspection.

Animal Welfare

Mission Statement: Promote the humane care and control of animals by ensuring that pet and livestock owners, pet breeders and pet dealers identify, correct and prevent inhumane conditions and treatment.

Program Goals: Objectives:

1. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
2. Provide timely issuance of operating licenses.
   a. Reduce the average time to issue operating licenses.
3. Provide timely response to complaints about inhumane care of animals.
   a. Respond quickly to all humane care complaints.
4. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.

Source of Funds: General Revenue Fund, Agriculture Federal Projects Fund ***Statutory Authority:*** 225 ILCS 605/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,213.1	$1,352.6	$1,378.2	$977.9	$1,083.7
* Total expenditures - state appropriated funds (in thousands)	$1,213.1	$1,352.6	$1,378.2	$977.9	$1,083.7
* Average monthly full-time employees	17.0	16.0	16.0	18.0	18.0
Output Indicators					
* Number of inspections made by inspectors	5,100	4,335	4,500	2,649	3,500
* Number of enforcement actions	350.0	736.0	700.0	386.0	500.0
* Number of complaints of inhumane treatment/care of animals	1,423	547.0	550.0	1,412	1,400
* Number of licenses issued	2,320	2,240	2,300	2,091	2,350
* Number of volunteer humane investigators trained and approved	136.0	179.0	179.0	131.0	132.0
* Investigations by humane investigators	6,338	2,101	2,100	771.0	1,000
Outcome Indicators					
* Response of customers surveyed who rate regulations as (1) unclear and inconsistent to (7) clear and consistent	5.3	5.4	5.6	5.9	5.8
* Response of customers surveyed who rate requirements as (1) restrictive to (7) fair	5.3	5.8	5.8	5.6	5.6
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection (in dollars)	$186.00		$180.00	$255.00	$250.00
* Number of inspections per facility per year	3.0	3.0	3.0	3.0	3.0
External Benchmarks					
* Inspections per facility per year in Missouri	1.0	2.0	N/A	N/A	N/A
* Inspections per facility per year in Michigan	1.0	3.0	N/A	N/A	N/A
* Inspections per facility per year in Iowa	1.0	2.0	N/A	N/A	N/A

Explanatory Information

Information relating to the fiscal year 2002 actual inspections per facility in Missouri, Michigan, and Iowa was not available during the preparation of the fiscal year 2002 Service Efforts and Accomplishments document.

Metropolitan Pier and Exposition Authority
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Metro Pier Exposition Authority Debt Service	$110,301.0	0.0	$114,097.0	0.0
MPEA Operations	$4,800.0	1,215.0	$0.0	1,262.0
Totals	$115,101.0	1,215.0	$114,097.0	1,262.0

Explanatory Notes
The MPEA's operating funding is derived primarily from revenues generated from sales to customers (97%) and from a State Tourism Grant from DCCA(3%). The Authority issues bonds and uses bond proceeds to expand and improve the McCormick Place Complex and to reconstruct and improve Navy Pier. Non-operating revenues are for debt service and include appropriations from (1) the MPEA Improvement Bond Fund and (2) the MPEA McCormick Place Expansion Project Bond Fund. Under the MPEA Improvement Bond Fund, dedicated state taxes are set aside by the State of Illinois and are used for the payment of the debt service on bonds of the Authority. Under the MPEA McCormick Place Expansion Project Bond Fund, revenues are collected by the State of Illinois and the City of Chicago from taxes levied by the Authority. These dedicated taxes are used for payment of the debt service on bonds of the Authority.

Mission and Organization

The Metropolitan Pier and Exposition Authority was created by the Illinois General Assembly in 1989 as the successor entity to the Metropolitan Fair and Exposition Authority. The Authority is a municipal corporation and unit of local government and is governed by the Metropolitan Pier and Exposition Authority Board. The Authority is not a State agency. Operations are funded almost entirely from revenues generated from the sale of services to outside customers. Only 3% of the Authority's funds are derived from a State grant each year. The Board is comprised of thirteen members who serve staggered five-year terms. The Governor of Illinois appoints six members to the Board. The Mayor appoints seven members including the Chairman of the Board, whose appointment is subject to the approval of the Governor. Likewise, the Governor appoints the Chief Executive Officer of the Authority subject to the approval of the Mayor. The Authority's CEO is subject to the control of the Board and is responsible for the operation of the Authority and management of its properties.

The purpose of the Authority is to be a major generator of economic activity for the State of Illinois. To accomplish this, the Authority has been charged with two specific missions. First, the Authority has the task of promoting and operating conventions, fairs and expositions in the Chicago area. In this respect, the Authority manages the McCormick Place Convention Center Complex.

McCormick Place is the largest convention and tradeshow complex in the Western Hemisphere and one of the largest in the world. The McCormick Place Complex is comprised of three state-of-the-art buildings with 2.2 million square feet of exhibit space, 408,000 square feet of meeting space and an 800-room hotel.

The Authority's second charge is to carry out the recreational, commercial and cultural development and operation of Chicago's historic Navy Pier. Navy Pier includes a wide variety of facilities and attractions along its almost 3/4 of a mile length into Lake Michigan, immediately east of Chicago's central business district. Navy Pier is a mixed-use entertainment venue with convention and meeting facilities, a boat docking area, retail shops, restaurants, amusement rides and activities, a theater and concert venue, museums, and a city park.

Navy Pier and McCormick Place have made the Authority one of the single largest economic generators for the State of Illinois. Through direct spending by the MPEA, exhibitors, trade show attendees, visitors and subsequent rounds of spending, the Authority pumps billions of dollars into the economy, raises millions of dollars in state and local government tax revenue, and accounts for thousands of jobs. Airlines, taxis, hotels, restaurants, labor, and a variety of other businesses benefit from the direct spending. Virtually all businesses in all regions of the state benefit from subsequent secondary spending.

MPEA Operations

Mission Statement: To generate economic activity for the State of Illinois by:
(1) Promoting and operating conventions, fairs and expositions though management of the McCormick Place Convention Center Complex and (2) Carrying out the recreational, cultural, and commercial development of Chicago's historic Navy Pier.

Program Goals: Objectives:

1. Promote and expand the convention and entertainment businesses
   a. - Retaining repeat events and attracting new events to McCormick Place.
   b. - Promoting and expanding the entertainment venues and tourist attractions at Navy Pier to generate increased visitor traffic.
   c. - Enhancing the contribution of the MPEA through improved hotel occupancy and conference center usage.

Source of Funds: Metropolitan Fair and Exposition Authority Reconstruction Fund, Tourism Promotion Fund, Metropolitan Fair and Exposition Authority Improvement Bond

Statutory Authority: 70 ILCS 210

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$173,335.0	$190,538.6	$192,109.1	$179,535.4	$202,795.7
* Total expenditures - state appropriated funds (in thousands)	$4,800.0	$4,800.0	$4,800.0	$.0	$.0
* Average monthly full-time employees	1,009.0	1,062.0	1,119.0	1,088.0	1,101.0
* Average monthly part-time employees	205.0	153.0	89.0	174.0	118.0
* Temporary event-driven personnel (a)	161.0	215.0	186.0	174.0	214.0
* McCormick Place operating expenditures (in thousands)	$86,454.0	$98,389.7	$95,052.2	$89,792.5	$106,786.4
* Hotel operating expenditures (in thousands)	$29,300.9	$28,940.8	$31,107.5	$28,697.8	$30,174.9
* Navy Pier operating expenditures (in thousands)	$40,928.8	$46,754.3	$47,490.0	$46,382.4	$49,124.0
* Corporate administration expenditures (in thousands)	$16,651.3	$16,453.8	$18,459.4	$14,662.7	$16,710.4
Output Indicators					
* McCormick Place operating revenues (in thousands)	$85,440.4	$92,427.4	$82,742.9	$73,841.9	$98,755.0
* Hotel operating revenues (in thousands)	$44,982.0	$45,675.5	$48,778.9	$43,884.2	$46,962.3
* Navy Pier operating revenues (in thousands)	$43,314.7	$46,237.2	$46,890.0	$41,670.5	$45,140.0
* Other revenue sources (in thousands)	$7,054.5	$8,917.8	$8,003.0	$7,439.2	$8,515.0
* Total operating revenues (in thousands)	$180,791.6	$193,257.9	$186,414.8	$166,835.8	$199,372.3
Outcome Indicators					
* McCormick Place total Exhibit Hall events (b)	73.0	65.0	66.0	73.0	60.0
* Repeat McCormick Place Exhibit Hall events as a percent of total	77 %	65 %	67 %	67 %	73 %
* Hotel occupancy	60.7 %	59.1 %	61 %	56.2 %	57.4 %
* Hotel average daily room rate (in dollars)	$157.96	$163.40	$169.99	$163.78	$173.50
* Navy Pier visitors (in thousands) (c)	8,370	8,880	8,100	8,170	8,250
Efficiency/Cost-Effectiveness Indicators					
* McCormick Place operating expenditures per net square foot of Exhibit Hall space (in dollars)	$39.30	$44.72	$43.21	$40.81	$48.54
* Funds expended by Navy Pier per visitor (in dollars) (b)	$4.89	$5.27	$5.86	$5.68	$5.95
* Hotel daily expenditure per room (800 rooms) (in dollars)	$100.35	$99.11	$106.53	$98.28	$103.34

Footnotes

(a) A temporary pool of personnel is utilized to support the core personnel during events. Due to the irregularity of the events scheduled for any given year, this number is expected to fluctuate annually.
(b) Due to the irregular and cyclical nature of the major McCormick Place events (some events are held every year, others are held every two or three years, and some rotate cities from event to event) operating revenues and expenditures are expected to fluctuate annually. Fiscal 2001 and 2003 have stronger event schedules while 2000 and 2002 had a weaker event schedule.
(c) Navy Pier attendance is an estimate.

Arts Council
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Organization Grants Program	$9,310.0	4.0	$8,877.2	5.0
Public Radio and Television Grants	$5,371.0	0.0	$5,639.6	0.0
Services to the Field	$3,204.2	1.0	$3,002.6	1.0
Administration	$1,636.7	16.0	$1,799.2	15.0
Individual Artists Grants Program	$780.4	1.0	$780.7	2.0
Totals	$20,302.3	22.0	$20,099.3	23.0

Mission and Organization

Illinois Arts Council is a grants-making agency in the Executive branch of government whose mission is to cultivate the arts in the lives of all Illinoisans through responsive service to the diverse people and communities of the state. The Council is governed by a board of up to 35 members appointed by the Governor, who also selects the Council Chair. The Council board meets triennially to conduct its business. The Executive Director, who is chosen by the board, is responsible for agency operations.

The Council functions under administrative guidelines established by the Governor and legislative mandates of the General Assembly. Members of the governing board participate on Council panels, committees and advisory bodies that assist in grant-making functions. The board authorizes grant award amounts and establishes agency policies and procedures. All grants are subjected to application and review processes before awards are determined. Applications that meet agency standards are reviewed by experts selected from specific art disciplines who evaluate and rank each application according to defined, uniform criteria. Recommendations for funding or rejection are reviewed by the board members who authorize final decisions.

The Council board adopts a strategic plan for a specified period of time to provide guidelines for agency policy making and operations. The plan is structured on data gathered from extensive public input at open public hearings throughout the state, written testimony, replies to a mailed survey questionnaire, interactive responses to the same survey posted on the agency's web site and focus groups composed of recognized experts in each art discipline funded by the agency.

The agency's mission is accomplished through four major program structures. Organization Grants Program, the largest segment, makes grants to not-for-profit organizations that produce, preserve and present art in all its forms. This segment also provides grants for art education in levels K through 12 through a variety of programs. The Services to the Field segment deals with preserving traditional heritage art forms and with non-traditional, underserved and unique needs of constituents, such as people with disabilities who desire unimpeded participation in the arts. This segment also includes a pass through grant to Illinois Humanities Council that encourages the growth and development of humanities programs through life-long learning. The Individual Artisit segment recognizes the quality artwork of outstanding Illinois' artists and their contributions to the quality of life in communities. The Public Radio and Television segment supports the state's commitment to ensuring that high quality broadcast programming is available throughout the state.

Organization Grants Program

Mission Statement: To encourage and support arts programming of outstanding merit and quality in the disciplines of dance, ethnic and folk art, literature, media, multi-arts, theater, music and visual arts by providing grants to not-for-profit organizations, community organizations and educational institutions throughout the state.

Program Goals: Objectives:

1. Support Illinois' organizations in the creation, presentation and preservation of quality artistic experiences in all regions of the state.
   a. Support quality art experiences available to the public in all regions of the state.
   b. Expand partnerships with local art agencies to encourage grassroots development of arts programs in communities throughout the state.
   c. Increase the number of organizations that provide quality art experiences for the public.

Source of Funds: General Revenue Fund, Illinois Arts Council Federal Grant Fund ***Statutory Authority:*** 20 ILCS 3915/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$12,337.2	$9,310.0	$9,014.3	$8,877.2	$8,383.8
* Total expenditures - state appropriated funds (in thousands)	$12,337.2	$9,310.0	$9,014.3	$8,877.2	$8,383.8
* Average monthly full-time employees	3.0	4.0	5.0	5.0	5.0
Output Indicators					
* Number of applications processed	791.0	775.0	791.0	791.0	825.0
Outcome Indicators					
* Number of applications funded	752.0	740.0	762.0	762.0	780.0
Efficiency/Cost-Effectiveness Indicators					
* Percent of applications funded	95 %	95 %	95 %	96 %	95 %

Services to the Field

Mission Statement: To assist special populations with unimpeded access to the arts and to provide outreach and communication initiatives targeting the arts community and general public.

Program Goals: Objectives:

1. Raise public awareness of the importance of the arts and the beneficial returns to the state.
   a. Increase distribution of newsletter.
   b. Increase distribution of Art Fair Directory.
2. Provide grants for special projects and technical assistance to all areas of the state.
   a. Increase number of grants awarded for special projects and technical assistance.
   b. Increase number of legislative districts receiving grant awards.
3. Provide grant to Illinois Humanities Council.
   a. Process payment within 60 days of receipt of application.

Source of Funds: General Revenue Fund, Illinois Arts Council Federal Grant Fund ***Statutory Authority:*** 20 ILCS 3915/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,905.9	$3,204.2	$3,002.6	$3,002.6	$3,265.8
* Total expenditures - state appropriated funds (in thousands)	$2,905.9	$3,204.2	$3,002.6	$3,002.6	$3,265.8
* Average monthly full-time employees	1.0	1.0	1.0	1.0	1.0
Output Indicators					
* Number of newsletters distributed per issue	14,000	14,000	18,000	16,000	18,000
* Number of Art Fair Directories distributed per issue	40,000	40,000	50,000	50,000	50,000
* Number of applications processed	729.0	796.0	809.0	809.0	775.0
* Grant to Illinois Humanities Council (in thousands)	$750.0	$1,050.0	$1,050.0	$1,050.0	$1,050.0
Outcome Indicators					
* Number of applications funded	631.0	697.0	730.0	657.0	658.0
* Number of legislative districts receiving grants	116.0	117.0	118.0	116.0	118.0
Efficiency/Cost-Effectiveness Indicators					
* Newsletter cost per piece (in dollars)	$0.34	$0.32	$0.35	$0.35	$0.35
* Art Fair Directory cost per piece (in dollars)	$0.33	$0.33	$0.31	$0.31	$0.31
* Days to process Illinois Humanities Council application	60.0	60.0	60.0	60.0	60.0

Individual Artists Grants Program

Mission Statement: To encourage and support the outstanding work and commitment to the arts of individual artists throughout the state by providing awards and grants for project specific programs and for professional development.

Program Goals: Objectives:

1. To support individual artists of Illinois in recognition of their art work and professional achievements.
   a. To increase the number of Fellowship and Finalist Awards to individual artists throughout the state.
   b. To increase the number of Literary Awards to Illlinois writers.
   c. To increase support and opportunities for Illinois' artists.
2. Support projects and career development of individual artisits of Illinois.
   a. To increase the number of Special Assistance grants to individual artists throughout the state.
3. To support, encourage and honor traditional ethnic and folk artists of the state.
   a. To increase the number of Master/Apprentice grants to traditional ethnic and folk artists throughout the state.
4. To increase support and opportunities for Illinois' artists.
   a. Conduct grants writing and technical assistance workshops for individual artists throughout the state.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 3915/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$778.7	$780.4	$840.0	$780.7	$509.2
* Total expenditures - state appropriated funds (in thousands)	$778.7	$780.4	$840.0	$780.7	$509.2
* Average monthly full-time employees	1.0	1.0	2.0	2.0	2.0
Output Indicators					
* Number of applications processed	1,150	1,182	1,250	1,250	625.0
Outcome Indicators					
* Number of applications funded	215.0	218.0	234.0	234.0	140.0
* Dollar average per grant awarded (in dollars)	$3,184.00	$3,580.00	$3,580.00	$3,590.00	$3,600.00
Efficiency/Cost-Effectiveness Indicators					
* Per cent of applications funded	19 %	18 %	19 %	19 %	20 %

Historic Preservation Agency
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Historic Sites	$10,950.9	144.0	$11,159.6	181.0
Preservation Services	$4,120.2	27.0	$2,980.5	31.0
Public Service	$1,999.2	21.0	$2,071.3	21.0
Historical Library	$1,937.1	35.0	$2,032.9	39.0
Totals	$19,007.4	227.0	$18,244.3	272.0

Mission and Organization

The Illinois Historic Preservation Agency, which was created in 1985 through an Executive Order, operates 58 state-owned historic sites and memorials, visited by approximately 3 million people annually; administers the State Historical Library, the state's chief historical and genealogical research facility and newspaper repository; administers state and federal historic preservation programs in Illinois including National Register of Historic Places, tax freeze and tax credit programs and the protection of cultural resources; administers the Illinois History Exposition and develops publications for teachers, students, scholars and history enthusiasts and oversees the Lincoln Legal Papers, a world-renowned project that is documenting Abraham Lincoln's legal career. The mission of the Illinois Historic Preservation Agency is to collect, preserve, interpret and communicate the diverse heritage of Illinois and to educate the public by providing access to historic resources in the state.

The Illinois Historic Preservation Agency is organized into four programmatic divisions excluding the Administrative Services division.

The mission of *Historic Sites* is to preserve, interpret, collect and communicate the history of Illinois as represented by the historic sites it owns and manages.

In fiscal year 2002, the agency expended $11,159.6 thousand for the Historic Sites programs with an authorized headcount of 137 excluding approximately 90 seasonal staff that support various operations throughout the state during peak periods. Approximately three million people visited the 58 state-owned sites and memorials in fiscal year 2002.

The mission of the *State Historical Library* is to collect, preserve and make available to researchers published and unpublished resources which document the diverse history of Illinois and its people, thereby increasing and enriching public knowledge. In fiscal year 2002, the agency expended $2,032.9 thousand for the Historical Library with an authorized headcount of 35.

Approximately 8,000 people visit the Historical Library annually to do research and obtain information related to Illinois history. In addition, more than 5,500 interlibrary loans are made to other network libraries throughout the country. The Historical Library continually acquires information and preserves historically significant documents currently in its collection. Various efficiency indicators are monitored to ensure timely response and service to patrons.

The mission of *Preservation Services* is to identify, record and preserve the historic buildings and places of Illinois. In fiscal year 2002, the agency expended $2,980.5 thousand for preservation programs with an authorized headcount of 31.

Preservation Services generally reviews 15,000 – 20,000 projects annually. These reviews are necessary prior to construction projects to safeguard the cultural resources of Illinois. State and federal tax incentive program reviews are performed and are intended to provide property tax relief to business and homeowners for efforts to preserve historic buildings throughout the state. The preservation staff strive to conduct reviews in a timely manner due to a 30-day state law requirement and to facilitate contractors in construction projects.

The mission of our *Public Service* program is to increase the public's awareness, general knowledge, and appreciation of Illinois History by providing direct services to educators, students, museum administrators and volunteers, scholars, and tourism professionals through a variety of programs.

In fiscal year 2002, the agency expended $2,071.3 thousand on program related to Illinois history and education. These programs included publications on-line, support to schools who wish to participate in the History fair and the Annual Illinois History exposition.

Historic Sites

Mission Statement: To maintain, preserve, interpret, collect and communicate the cultural history of Illinois as represented by the historic sites and memorials it owns and administers.

Program Goals: Objectives:

1. Preserve for future generations the division's historic buildings, historic features, archaeological resources and recreational and support facilities.
   a. To annually survey 100% of properties for long-term preservation and support needs.
   b. To annually inspect 100% of properties for short-term and maintenance needs.
   c. To maintain, as measured by public survey, an annual cleanliness rating of 70% at all 29 staffed sites.
   d. To annually complete an inventory of 100% of the division's artifact collection.
2. Offer interesting and educational historical and cultural programs at staffed historic sites.
   a. To provide, at staffed sites and measured by public survey, enjoyable public programs to 75% of visitors by the end of fiscal year 2002.
   b. To annually make 95% (approximately 33,500 objects) of the division's artifact collection accessible to the public.

Source of Funds: General Revenue Fund, Illinois Historic Sites Fund ***Statutory Authority:*** 20 ILCS 3405 et al

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$9,357.0	$10,950.9	$12,678.7	$11,159.6	$11,948.2
* Total expenditures - state appropriated funds (in thousands)	$9,357.0	$10,950.9	$12,678.7	$11,159.6	$11,948.2
* Average monthly full-time employees	130.0	144.0	137.0	137.0	137.0
* Average monthly part-time employees	0.0	0.0	44.0	44.0	44.0
Output Indicators					
* Site attendance (thousands)	2,915	2,664	2,750	2,656	2,900
* Volunteer man-hours (thousands)	168.4	208.5	210.0	206.5	212.0
* Donation box receipts (in thousands)	$438.0	$409.3	$420.0	$419.5	$425.0
Outcome Indicators					
* Overall site experience - survey (a)	86 %	93 %	75 %	93 %	80 %
* Site appearance and cleanliness - survey (a)	91 %	97 %	75 %	97 %	80 %

Footnotes

(a) Our sites have available to the public survey cards for our patrons to fill out about the site appearance - cleanliness and experience. Patrons can rate our sites from "very satisfied" to "very disatisfied". The percentage specified denoted a satisfactory or better rating.

Preservation Services

Mission Statement: To identify, record and preserve the historic buildings and places of Illinois.

Program Goals: Objectives:

1. Protect historic properties by applying existing state and federal review and compliance legislation in a prompt manner.
   a. To respond to at least 75% of requests for comments within 21 days.
2. Recognize important historic properties by listing them in the National Register of Historic Places with high service levels for applicants.
   a. To respond to at least 80% of National Register inquiries within 30 days by providing the information needed so that the applicant or other inquirer can move forward with National Register applications or otherwise determine courses of action.
3. Assist county and municipal governments in creating and administering historic preservation programs so they may enjoy the benefits of federal assistance programs.
   a. To work with existing Certified Local Government's in order to continue to meet federal criteria and maintain their CLG status.
   b. To shorten the current response time from four months to three months in preparing architectural plans for businesses participating in the Main Street program by June 30, 2002.
4. Administer state and federal tax incentive programs in a manner that makes them available to as many eligible property owners as possible and do so in a prompt manner consistent with the needs of ongoing rehabilitation of the involved historic properties.
   a. To respond to 90% of tax program requests for project review within 50 days.

Source of Funds: General Revenue Fund, Capital Development Fund, Illinois Historic Sites Fund, Fund for Illinois' Future, Build Illinois Bond Fund

Statutory Authority: 20 ILCS 3420, 3435, 3440, 3410

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$7,276.0	$4,120.2	$6,354.6	$2,980.5	$6,010.5
* Total expenditures - state appropriated funds (in thousands)	$7,276.0	$4,120.2	$6,354.6	$2,980.5	$6,010.5
* Average monthly full-time employees	22.0	27.0	32.0	31.0	32.0
Output Indicators					
* Federal project reviews	10,163	6,468	7,000	3,092	6,000
* State project reviews	6,099	7,135	7,000	4,549	6,000
* National register projects listed	3,595	330.0	310.0	423.0	300.0
* State tax incentives requests	111.0	111.0	133.0	115.0	135.0
* Federal tax incentive requests	37.0	22.0	20.0	30.0	15.0
Outcome Indicators					
* Percent of regulatory review comments completed in 21 days	N/A	108 %	80 %	85 %	80 %
* Percent of National Register responses within 30 days	78 %	80 %	80 %	90 %	80 %
* Percent of tax program responses within 50 days	87 %	90 %	100 %	100 %	100 %

Public Service

Mission Statement: Increase the public's awareness, general knowledge and appreciation of Illinois history by providing direct services to educators, students, museum administrators and volunteers, scholars and tourism professionals through a variety of programs.

Program Goals: Objectives:

1. Increase the dissemination of agency programatic information and services on-line.
   a. Place at least three downloadable versions of agency publications on-line by fiscal year 2003.
2. Develop methods and programs to improve teaching of Illinois History.
   a. Increase schools participating in the Illinois History EXPO by 5% each year
3. Support partnerships with the Illinois Association of Museums and the Looking for Lincoln program by the end of fiscal year 2002.
   a. Increase membership in the Illinios Association of Museums by 5% during fiscal year 2002.
   b. Increase by three the number of communities involved in the Looking for Lincoln program by the end of fiscal year 2002.
4. Improve the public's knowledge of Illinois Historic Preservation Agency and its mission.

Source of Funds: General Revenue Fund, Illinois Historic Sites Fund ***Statutory Authority:*** 20 ILCS 3405/4 & 3425/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,415.0	$1,999.2	$2,222.9	$2,071.3	$2,263.4
* Total expenditures - state appropriated funds (in thousands)	$1,415.0	$1,999.2	$2,222.9	$2,071.3	$2,263.4
* Average monthly full-time employees	20.0	21.0	20.0	21.0	22.0
Output Indicators					
* Illinois Association of Museum Membership	348.0	415.0	425.0	427.0	450.0
* Subscribers to all Publications	N/A	N/A	16,000	16,126	16,800
* Schools participating in History Expo	N/A	200.0	212.0	222.0	223.0
* Looking for Lincoln Communities	N/A	10.0	13.0	12.0	16.0
Outcome Indicators					
* Journal of Illinois History publications online	0.0	3.0	6.0	9.0	6.0
* Federal project reviews	10,163	6,468	7,000	3,092	6,000
* State project reviews	6,099	7,135	7,000	4,549	6,000
* National register projects listed	3,595	330.0	310.0	423.0	300.0
* State tax incentives requests	111.0	111.0	133.0	115.0	135.0
* Federal tax incentive requests	37.0	22.0	20.0	30.0	15.0
Outcome Indicators					
* Percent of regulatory review comments completed in 21 days	N/A	108 %	80 %	85 %	80 %
* Percent of National Register responses within 30 days	78 %	80 %	80 %	90 %	80 %
* Percent of tax program responses within 50 days	87 %	90 %	100 %	100 %	100 %

Historical Library

Mission Statement: To collect, preserve, and make available to researchers published and unpublished resources which document the diverse history of Illinois and its people, thereby increasing and enriching public knowledge.

Program Goals: Objectives:

1. Preserve books, pamphlets, newspapers, photographs and other materials of historical interest to the State of Illinois.
   a. To place remaining 50% of all pamphlets in the vault collection (the most rare and precious materials) in acid-free binders by June 30, 2002.
   b. To complete 90% of conservation treatments to books sent to the conservation lab within 30 working days.
2. Collect books, pamphlets, newspapers, photographs, manuscripts and other materials of historical interest to the State of Illinois.
   a. To increase opportunities to purchase antiquarian Illinois materials by more efficiently routing 95% of the catalogs to appropriate library staff within ten working days.
   b. Identify and collect available missing issues for 100% of approximately 100 incomplete current periodical titles in the Library collection in fiscal year 2002.
3. Make available, to the public, Illinois historical materials and information.
   a. To respond to 98% of the interlibrary loan requests within 15 working days by June 30, 2002.
   b. To respond to 95% of the reference section and newspaper section research request letters within 30 working days by June 30, 2002.
   c. To improve accessibility to newly published books by reducing the time for the processing of 90% of them to 30 working days.

Source of Funds: General Revenue Fund, Illinois Historic Sites Fund ***Statutory Authority:*** 20 ILCS 3425 et seq.

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,983.0	$1,937.1	$2,332.0	$2,032.9	$1,967.5
* Total expenditures - state appropriated funds (in thousands)	$1,983.0	$1,937.1	$2,332.0	$2,032.9	$1,967.5
* Average monthly full-time employees	25.0	35.0	35.0	35.0	35.0
* Average monthly part-time employees	0.0	0.0	0.0	4.0	4.0
Output Indicators					
* Library users	7,382	7,031	10,000	8,093	7,500
* Items acquired	19,681	104,197	35,000	80,352	50,000
* Conservation treatments performed	2,781	4,721	3,700	6,453	3,800
* Interlibrary loans sent	5,729	5,487	5,900	5,797	6,000
Outcome Indicators					
* Percentage of research letters answered in 30 days	86 %	95 %	97 %	91.5 %	98 %
* Percent of conservation treatment on books completed in 30 days	N/A	91 %	95 %	93.3 %	95 %
* Percent of interlibrary loans processed in 15 days	97 %	98 %	99 %	98 %	95 %

Labor
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Labor Regulations	$3,188.8	60.0	$3,287.0	57.0
Licensed Activities	$2,267.0	37.0	$2,282.0	36.0
Displaced Homemakers	$913.0	1.6	$876.8	1.6
Progress of Women and Minorities in the Illinois Workplace	$196.0	3.0	$209.0	3.0
Totals	$6,564.8	101.6	$6,654.8	97.6

Mission and Organization

The mission of the Illinois Department of Labor (IDOL) is to promote and protect the rights, wages, welfare, working conditions, safety and health of Illinois workers through education and the enforcement of the state labor laws and standards, and to safeguard the public through the regulation of amusement rides.

The department is reporting on four programs: 1) Labor Regulations, 2) Licensed Activities, 3) Displaced Homemakers, and 4) Progress of Women and Minorities in the Illinois Workplace.

The *Labor Regulations Program's* mission is to protect the rights, wages, welfare, and working conditions of Illinois workers through the enforcement of State labor laws and timely resolution of labor disputes. This goal is achieved by the enforcement of various statutes. The following are some of the major statues enforced. The Minimum Wage and Overtime Law guarantees a minimum wage of $5.15 per hour for workers 18 years of age and older, workers under 18 must be paid at least $4.65 per hour. A tip credit may not exceed 40% of the minimum wage. Overtime pay is required after 40 hours of work per week, and learners and disabled workers may be paid less than the minimum wage with prior permission from IDOL. Certain employers and employees may be exempt. The Prevailing Wage Act requires contractors and subcontractors to pay laborers, workers and mechanics employed on all State and local public works projects no less than the general prevailing rate of wages consisting of hourly cash wages plus fringe benefits for work of a similar character in the county where the work is performed. The Labor Arbitration Services Act empowers the department to assist labor and management groups in resolving grievances, negotiating contracts, and conducting representation elections.

The *Licensed Activities Program's* mission is to promote and protect the safety and health of Illinois workers and safeguard the general public. The following are some of the major statutes enforced. The Child Labor Law regulates the employment of workers less than 16 years of age and protects children by: a) requiring employment certificates, confirming that a minor is old enough to work, physically capable to perform the job and that the job will not interfere with the minor's education; b) prohibiting work in hazardous occupations; and c) restricting the number of working hours. An employer found to be working a child in violation of the Act is subject to an audit, a hearing, and the imposition of a penalty. The Safety Inspection and Education Act and the Health and Safety Act protect the lives, health and safety of public workers by educating employees and employers about safe working conditions and by controlling or eliminating occupational hazards. Private sector employees have similar protection under the federal Occupational Safety and Health Act (OSHA). The Carnival and Amusement Ride Safety Act requires the inspection of amusement rides and amusement attractions for compliance with published safety standards and the monitoring of their operations for compliance.

The *Displaced Homemakers Program's* mission is to promote the independence, material, social and intellectual prosperity of displaced homemakers entering the workforce. This program provides grants to centers throughout the state to assist displaced homemakers with vocational training, education assistance, employment training, and job placement services to facilitate their progress towards economic self-sufficiency.

The P*rogress of Women and Minorities in the Illinois Workplace Program's* mission is to inform the General Assembly of the progress of women and minorities in the workforce. It is responsible for monitoring the employment progress of women and minorities, including access to the public sector, private sector, labor unions and collective bargaining units and providing progress information to the General Assembly annually.

Labor Regulations

Mission Statement: To promote and protect the rights, wages, welfare, working conditions, safety and health of Illinois workers through enforcement of state labor laws and timely resolution of labor disputes.

Program Goals: Objectives:

1. Effectively respond to workers' complaints of minimum wage/overtime discrepancies.
   a. To assure all minimum wage/overtime complaints are investigated.
   b. To assure day labor shops are calculating minimum wages correctly (giving proper consideration to transportation charges).
   c. To bring resolution between the worker and the employers.
2. To assist workers in the collection of wages, vacation, and other monies due them.
   a. To ensure an employee's earned wages are properly paid.
3. To assure workers are being paid prevailing wages, where applicable.
   a. To inform employers, public bodies, and employees of the Prevailing Wage Act.

Source of Funds: General Revenue Fund ***Statutory Authority:*** Minimum Wage-820ILCS105/1-15

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,021.7	$3,188.8	$3,543.0	$3,287.0	$3,381.6
* Total expenditures - state appropriated funds (in thousands)	$3,021.7	$3,188.8	$3,543.0	$3,287.0	$3,381.6
* Average monthly full-time employees	60.0	60.0	60.6	57.0	56.6
Output Indicators					
* Number of minimum wage investigations completed	1,588	1,531	1,800	1,434	1,600
* Number of minimum wage investigations completed within two years	1,428	1,393	1,350	1,314	1,500
* Prevailing wage complaints completed	N/A	1,350	1,400	1,216	1,300
* Number of prevailing wage complaints completed within 180 days	N/A	1,218	812.0	1,102	1,200
* Number of arbitrations held	23.0	14.0	60.0	46.0	40.0
* Number of arbitrations offered within 90 days of request	N/A	11.0	42.0	46.0	40.0
* Number of arbitration decisions issued	N/A	10.0	50.0	38.0	40.0
* Number of arbitration decisions issued within 60 days of completed hearing	N/A	7.0	35.0	36.0	40.0
Outcome Indicators					
* Percent of minimum wage complaints completed within two years	90 %	91 %	75 %	92 %	94 %
* Percent of prevailing wage claims completed within 180 days	N/A	90 %	58 %	91 %	92 %
* Percent of hearings offered within 90 days of request	N/A	79 %	70 %	100 %	100 %
* Percent of abitration decisions held within 60 days of completed hearing	N/A	70 %	70 %	95 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Number of minimum wage investigations completed/employee headcount	26.5	25.5	29.7	25.2	28.3

Licensed Activities

Mission Statement: To promote and protect the safety and health of Illinois workers and safeguard the general public.

Program Goals: Objectives:

1. Protect children workers.
   a. To increase the number of work permits issued.
   b. To investigate every complaint received on a timely bases.
2. Improve the safety of workers in public buildings.
   a. To enlist participants from 20 different public buildings and teach them safety procedures (Illinois Workplace Initiative for Safety Employment).
3. Ensure the safety of the public on carnival rides or in amusement parks.
   a. To reduce injuries to as low a level as possible.

Source of Funds: General Revenue Fund ***Statutory Authority:*** Child Labor-820 ILCS205/1-22

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,143.2	$2,267.0	$2,584.0	$2,282.0	$2,324.3
* Total expenditures - state appropriated funds (in thousands)	$2,143.2	$2,267.0	$2,584.0	$2,282.0	$2,324.3
* Average monthly full-time employees	34.0	37.0	37.0	36.0	34.5
Output Indicators					
* Number of Child Labor Law complaints received	N/A	9,461	9,800	9,622	9,600
* Number of Child Labor Law complaints resolved	N/A	9,444	9,800	9,622	9,600
* Number of injuries reported from the Illinois Workplace Initiative for Safety Employment program	N/A	985.0	100.0	755.0	735.0
* Number of injuries reported due to mechanical failure of ride	5.0	9.0	4.0	6.0	6.0
* Number of riders of carnival rides	24,081,040	25,578,500	22,000,000	24,692,330	25,000,000
* Number of rides inspected	1,906	1,975	2,025	2,097	2,100
Outcome Indicators					
* Percent of Child Labor Law complaints resolved	N/A	99.8 %	100 %	100 %	100 %
* Percent of annual reduction of injuries due to the Illinois Workplace Initiative for Safety Employment program.Goal of reduction is 2.7 percentage or better	N/A	N/A	2.7 %	23 %	2.7 %
* Number of accidents reported due to mechanical failure of ride per 10,000,000 riders	2.1	3.9	2.0	2.4	2.4
Efficiency/Cost-Effectiveness Indicators					
* Number of rides inspected/number of carnival inspectors	272.3	282.1	289.3	299.6	300.0

Displaced Homemakers

Mission Statement: To empower displaced homemakers in Illinois to achieve economic self-sufficiency and independence in a competitive workforce through education, training, and employment.

Program Goals: Objectives:

1. Assist displaced homemakers entering the workforce or attending additional schooling.
   a. To support, through financial grants, 12 training centers which will place at least 40% of the displaced homemakers.

Source of Funds: General Revenue Fund ***Statutory Authority:*** Displaced-20 ILCS 615/1-8

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$864.1	$913.0	$950.0	$876.8	$901.9
* Total expenditures - state appropriated funds (in thousands)	$864.1	$913.0	$950.0	$876.8	$901.9
* Average monthly full-time employees	1.6	1.6	1.6	1.6	1.6
Output Indicators					
* Number of total participants	1,459	1,704	1,320	1,758	1,320
* Number of participants obtaining employment	394.0	496.0	540.0	526.0	540.0
* Number of participants obtaining education or training	628.0	570.0	540.0	597.0	540.0
Outcome Indicators					
* Percent of target of total participants	122 %	142 %	100 %	133 %	100 %
* Percent of participants obtaining employment	27 %	29.2 %	40 %	29.9 %	40 %
* Percent of participants obtaining education or training	43 %	33.5 %	40 %	34 %	40 %

Illinois Medical District Commission
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
District Development	$5,373.0	8.0	$4,260.5	9.5
Illinois Medical District	$571.5	6.0	$642.0	6.0
Chicago Technology Park	$116.9	7.0	$116.9	8.5
Totals	$6,061.4	21.0	$5,019.4	24.0

Explanatory Notes:
The expenditures listed above do not include more than $2 million paid from locally held funds. The headcount includes 15 (fiscal year 2001) and 18 (fiscal year 2002) locally-funded staff.

Mission and Organization

The Illinois Medical District Commission governs development in the Illinois Medical District (IMD), a 560-acre area bordered by Ashland Avenue, the Eisenhower Expressway, Oakley Boulevard, and 14/15th Street on the Near West Side of Chicago. The Illinois Medical District is one of the nations's largest Urban Medical Districts and includes Rush-Presbyterian-St. Luke's Medical Center, Cook County Hospital, the University of Illinois at Chicago Medical Center and the Federal VA Chicago Healthcare System Westside Division Medical Center and 30 other healthcare institutions. The Illinois Medical District Commission (IMDC) nurtures or coordinates growth among all institutions within the Medical District. The District Security Group and District Member Council organize activities and projects to improve the safe environment and coordinate signage and beautification. IMDC is helping coordinate the redevelopment of Damen Avenue and Roosevelt Road.

The Chicago Technology Park (CTP) is a 56-acre development located within the boundaries of the IMD where facilities are available for technology commercialization and research. Its primary objective is to grow and attract startup biotechnology firms in Illinois. There are currently 30 biotech firms in CTP which have their origins from the IMD's major medical centers and others throughout the region. The Chicago Technology Park has a 56,000 square-foot state-run incubator, the Enterprise Center and Tech 2000 buildings for Phase II companies and other key labs and communication centers. It is our goal to position the State of Illinois as a leader in biotech commercialization. In 2002 we established greater links between metropolitan, state-wide and national organizations and advocacy groups to coordinate biotech information and promotion in the State of Illinois.

District Development focuses on continued economic growth of the district through land acquisition and assembly of lots into larger parcels using voluntary agreements, delinquent tax sales, condemnation and intergovernmental transfers. Suitable land sites are leased for expansion to member institutions and new qualified users. In 2002, major retail, office space, education and social services enhancement came on-line in the District Development Area (DDA) and CTP. Projects have been approved for 2003 growth by leveraging research and private investment funds.established greater links between metropolitan, state-wide and national organizations and advocacy groups to coordinate biotech information and promotion in the State of Illinois.

District Development

Mission Statement: Redevelop property to attract medically related commerce and research or other economic development primarily in the District Development Area.

Program Goals: Objectives:

1. Attract and locate one or more private sector medical/pharmaceutical developments South of Roosevelt Road in cooperation with private sector development entities.
2. Complete land acquisition and assemblage for redevelopment South of Roosevelt Road by the end of 2004.
3. Complete planning and development of the Federal Bureau of Investigation regional headquarters south of Roosevelt Road.
4. Complete development of 140,000 square foot office center south of Roosevelt Road.
5. Complete design and planning for City of Chicago 12th District Police Station.

Source of Funds: General Revenue Fund, Capital Development Fund, IMD Revolving Fund ***Statutory Authority:*** 70 ILCS 915/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$5,288.0	$5,373.0	$4,300.0	$4,260.5	$5,096.3
* Total expenditures - state appropriated funds (in thousands)	$5,288.0	$5,373.0	$4,300.0	$4,260.5	$5,096.3
* Average monthly full-time employees	6.0	8.0	8.0	9.5	9.5
Output Indicators					
* Land purchased (square feet)	160,666	263,135	175,000	150,537	150,000
* Number of parcels purchased	53.0	61.0	40.0	49.0	45.0
* Land leases signed (square feet)	108,787	200,773	100,000	292,500	955,000
* Number of land lease contracts signed	3.0	2.0	2.0	3.0	4.0
Outcome Indicators					
* Building openings	1.0	2.0	2.0	3.0	5.0
* Square footage of buildings completed	N/A	99,618	128,000	150,000	250,000
* Jobs created in District Development Area	N/A	200.0	200.0	200.0	250.0

Illinois Medical District

Mission Statement: Nurture or coordinate activities among all institutions within the Illinois Medical District (IMD).

Program Goals: Objectives:

1. Enhance District Directional Signage, banners and markers in order to more clearly designate the IMD.
2. Coordinate the efficient improvement and redevelopment of the Chicago Medical School property.
3. Coordination, oversight and planning for the Veteran's Administration West Side Medical Center expansion, Benefits Administration Center development, and related parking
4. UIC College of Medicine impact planning.
5. Establish greater links between the Illinois Coalition, the Illinois Biotechnology Industry Organization, and other advocacy groups to coordinate biotech information and promotion on behalf of the biotech industry in the State of Illinois.

Source of Funds: General Revenue Fund, MCC Property Management Fund, IMD District Member Council Fund ***Statutory Authority:*** 70 ILCS 915/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,300.0	$1,310.0	$1,350.0	$1,456.0	$1,500.0
* Total expenditures - state appropriated funds (in thousands)	$589.1	$571.5	$640.0	$642.0	$643.1
* Average monthly full-time employees	6.0	6.0	7.0	6.0	6.0
Output Indicators					
* District Security Group meetings and events	9.0	9.0	9.0	9.0	9.0
* District Member Council meetings	7.0	7.0	7.0	7.0	7.0
* Development plans reviewed and approved	15.0	20.0	20.0	22.0	20.0
Outcome Indicators					
* Total District employment	N/A	20,000	21,000	21,000	21,250
* District research dollars (in thousands)	$210,000.0	$220,000.0	$250,000.0	$250,000.0	$300,000.0
* District Member facility growth (square feet)	1,171,000	818,000	300,000	315,000	380,000

Chicago Technology Park

Mission Statement: Take action to effectively operate the Chicago Technology Park.

Program Goals: Objectives:

1. Full Occupancy of the Research Center Biotech Incubator.
2. Redevelopment of the Tech 2000 laboratory building.
3. Complete planning and development for 35,000 square foot Technology Commercialization Center.

Source of Funds: General Revenue Fund, Chicago Technology Research Center Fund, Chicago Technology Park Fund

Statutory Authority: 70 ILCS 915/4

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,140.0	$1,230.0	$1,250.0	$1,258.0	$1,390.2
* Total expenditures - state appropriated funds (in thousands)	$116.9	$116.9	$116.9	$116.9	$116.9
* Average monthly full-time employees	6.0	7.0	7.0	8.5	8.5
Output Indicators					
* New companies entering the CTP Research Center Incubator	3.0	5.0	4.0	7.0	7.0
* Increase in rental income (in thousands)	925.0	$965.0	$975.0	$973.2	$1,245.1
* Opening of new graduate buildings	0.0	1.0	1.0	0.0	1.0
Outcome Indicators					
* Hi-tech jobs in Chicago Technology Park	310.0	418.0	450.0	410.0	500.0
* Research and investment dollars of CTP Companies (in thousands)	$15,500.0	$60,000.0	$46,000.0	$56,000.0	$41,000.0
* Occupancy of CTP Research Center	100 %	100 %	100 %	100 %	100 %

East St. Louis Financial Advisory Authority
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
City of East St. Louis Financial Advisory Authority	$221.5	3.4	$264.0	3.6
Totals	$221.5	3.4	$264.0	3.6

Mission and Organization

The City of East St. Louis Financial Advisory Authority is a state agency established pursuant to the Financially Distressed City Law (65ILCS 5/8-12-1 et seq.) to provide financial oversight and assistance to the financially distressed City of East St. Louis. The Authority consists of five directors appointed by the Governor, with the advice and consent of the Senate, for a three-year term. At least two directors must be residents of the City of East St. Louis. The Governor appoints one of the directors to serve as Chairman.

During July 1990, the City requested state assistance pursuant to the Financially Distressed City Law, which became effective on August 30, 1990. On August 30, 1990, Governor Thompson appointed the five members of the City of East St. Louis Financial Advisory Authority. The Authority held its first meeting on September 8, 1990.

Under the statute, the Authority has the responsibility to: (a) approve or reject financial plans and budgets, and any amendments thereto; (b) approve contracts and expenditures which are consistent with the City financial plan and budget in effect and reject those contracts and expenditures that are inconsistent; (c) approve, reject or amend revenue estimates or prepare such estimates; (d) issue directives to assure compliance with the City's financial plan and budget currently in effect; (e) require the City to reorganize its financial accounts and its management and budgetary system to achieve greater financial responsibility and control; (f) intercept state funds if the required financial plan and budget are not approved by the Authority before the beginning of the fiscal year to which they apply or for material violation of any provision of the statute; and (g) review the City's operation, obtain budgetary data and financial statements, require the City to produce reports and have access to any other information in the possession of the City that the Authority deems relevant.

In providing extensive powers and duties to the Authority for financial oversight, the General Assembly in adopting the Financially Distressed City Law, was clear in its intent that the City retain key elements of its own self governance. The Authority cannot "hire, fire or appoint" City employees, nor can the Authority "manage the day-to-day operations of the City."

The Authority loses its approval and oversight powers once it certifies to the Governor that the City has completed ten successive years of balanced budgets. The Authority is abolished only after the Illinois Development Finance Authority determines that the 1994 Debt Restructuring Bonds have been paid off. The final payment is scheduled to be made in November 2013. The statute provides that if during the interim period, the City fails to submit an annual balanced budget or annual audit, the oversight powers and duties of the Authority will be restored.

The Performance Indicators present information on the size of the Authority budget and staff and information on certain measurable aspects of Authority workload and output.

City of East St. Louis Financial Advisory Authority

Mission Statement: The mission of the City of East St. Louis Financial Advisory Authority is to provide financial management assistance, assure financial integrity and oversee the financial affairs of the financially distressed City of East St. Louis so that the City is capable of managing its own financial affairs after achieving ten successive years of balanced budgets.

Program Goals:
Objectives:

1. To provide financial management assistance.
   a. To assist the City in developing, implementing and maintaining sound financial management practices, procedures and systems in compliance with General Accepted Accounting Principles (GAAP), standards of Governmental Accounting Standards Board (GASB), Authority Directives and the City's Multi-Year Financial Plan.
   b. To assist the City in attaining ten successive years of balanced budgets.
   c. To provide financial management assistance, advice and encouragement to City officials and employees.
2. To assure financial integrity.
   a. To develop a strategy or vision for the financial recovery of the City of East St. Louis.
   b. To serve as a value driven role model for the City and City employees.
   c. To encourage a behavior change in the way the City conducts its financial management affairs.
3. To oversee the financial affairs of the financially distressed City.
   a. To oversee the management, operation, maintenance and full utilization of a modern financial management system which provides accurate and timely financial information.
   b. To assure the timely payment of principle and interest on City debt obligations.
   c. To review and approve or reject City budgets, financial plans, contracts and expenditures.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 65 ILCS 5/8-12-1 et seq.

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$243.9	$225.1	$317.5	$267.6	$302.4
* Total expenditures - state appropriated funds (in thousands)	$234.6	$221.5	$314.0	$264.0	$298.4
* Average monthly full-time employees	3.9	3.4	4.0	3.6	3.0
Output Indicators					
* Number of Authority meetings	12.0	11.0	13.0	11.0	13.0
* Number of City contracts processed	N/A	157.0	200.0	195.0	220.0
* Percentage of City contracts processed within three days	N/A	93 %	95 %	94 %	95 %
* Number of City requisitions processed	N/A	3,725	3,800	3,800	3,850
* Percentage of City requisitions approved electronically within two days	N/A	96 %	98 %	98 %	98 %
* Number of City personnel action requests processed	241.0	367.0	350.0	350.0	350.0
* Number of City payrolls processed	24.0	24.0	24.0	24.0	24.0
* Number of supplemental budgets approved (a)	9.0	5.0	2.0	N/A	2.0
* Increase/Decrease in the 15 reportable conditions found in City's audit since 1990 (a)	2.0	N/A	0.0	N/A	0.0
Outcome Indicators					
* Amount of City budget approved (in millions) (a)	$40.5	$57.5	$52.2	$52.2	$40.5
* Number of City General Fund budgets submitted before approval (a)	2.0	3.0	1.0	2.0	1.0
* Number of General Fund supplemental budgets submitted before approval (a)	4.0	3.0	1.0	N/A	1.0
* Number of City multi-year financial plans submitted before approval (a)	2.0	2.0	1.0	2.0	1.0
* Percentage of City contracts returned for additional work	N/A	7 %	5 %	6 %	5 %
* Percentage of information requests completed within 24 hours	N/A	90 %	95 %	90 %	95 %
* Percentage of resolved budget and contract questions to total budget and contract questions raised	N/A	98 %	100 %	99 %	100 %
* Number of years of successive balanced budgets for the City of East St. Louis (a,b)	1.0	1.0	3.0	N/A	N/A

Footnotes

(a) The City of East St. Louis' fiscal year is on a calender year basis.

(b) The Authority has determined that the City completed fiscal years 1994, 1995, 1996, 1997, and 1999 with a balanced budget. The key document in making such determination was the annual audit. The Authority could not determine if the City completed fiscal 1998 with a balanced budget because the 1998 Audit did not express an "opinion" on the financial statements for fiscal year 1998. Without an audit opinion for 1998, the audit numbers lack credibility and cannot be used to make a balanced budget determination. The Mayor and City Council have been advised that the Authority cannot certify that the City ended fiscal 1998 with a balanced budget and that the succession of balanced budgets begin again with fiscal 1999.

Illinois Development Finance Authority
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Bonds	$0.0	17.0	$0.0	18.0
Loans	$0.0	4.0	$0.0	4.0
Venture Capital	$0.0	3.0	$0.0	3.0
Totals	$0.0	24.0	$0.0	25.0

Mission and Organization

The mission of the Illinois Development Finance Authority is to foster economic development to public and private institutions that create and retain jobs, and improve the quality of life in Illinois by providing access to capital.

The Illinois Development Finance Authority (IDFA) was established in 1983 as a quasi-governmental political subdivision, body corporate and politic, of the State of Illinois. IDFA is a self-financed, state-authorized authority principally engaged in issuing taxable and tax-exempt bonds, making loans and investing capital, for businesses, non-profit corporations, and local government units statewide. As a self-funded authority, IDFA receives no general revenue funds from the State of Illinois, and the state bears no liability for debt IDFA issues or otherwise incurs. IDFA's operating income is exclusively derived from application and closing fees, interest income and income from return on investments.

IDFA's role as a bonding authority is to support the Governor of Illinois' economic development agenda. IDFA is positioned to provide such support by offering financing resources for businesses, municipalities and not-for-profit entities. The authority can also provide cooperative financing among agencies and governmental entities in a region to more efficiently serve the area, especially in areas of critical labor surplus. In fulfilling its mission, IDFA offers 15 financial products that assist Illinois businesses, schools, local governments, and not-for-profit corporations. These 15 products can be divided into three categories: 1) Bonds, 2) Loans and 3) Venture Capital.

Bonds – IDFA utilizes bonds to finance not-for-profit organizations, schools, local governments, and manufacturing facilities in order to create jobs. In addition to the permanent jobs created through these projects, construction and other related jobs are financed as well. IDFA is a conduit bond issuer of both tax-exempt and taxable bonds.

Loans – Through its loan products, IDFA provides low cost financing to Illinois businesses statewide. IDFA's loans generate the highest number of new jobs among its current financial products. Furthermore, the loan products are most utilized in southern and central Illinois, an area of the state with a critical labor surplus.

Venture Capital – Through the Illinois Venture Investment Fund (IVIF), IDFA has the ability to assist and encourage economic development of new technologies, products, processes and inventions. In addition to the powers set forth in the IVIF, the authority has the ability to invest with professional investors for the establishment of a pool of funds and make co-venture equity investments to provide seed capital to start-up, high technology Illinois-based enterprises.

Recent Initiatives - Two recent initiatives undertaken by IDFA are the State of Illinois Revolving Fund Programs (Clean Water and Drinking Water) and the Fre$hRate program. The State Revolving Fund programs have been operated by the Illinois EPA since 1988 using a combination of annual federal EPA grants matched by a state contribution, typically funded through proceeds of a general obligation bond issue. The program has been an interagency cooperative initiative between the IEPA, the Bureau of the Budget and IDFA. The objective is for IDFA to issue revenue bonds on behalf of the IEPA in order to leverage the IEPA's existing Clean Water(CW) and Drinking Water(DW) loan funding capacity. In 2002, $150 million of Series 2002 Bonds will be used to finance construction for eligible participants for the CW and DW programs.

Another recent initiative by IDFA is the FreshRate Housing Bond Program. This program makes mortgage loans available by providing 4% down payment assistance for creditworthy families who are unable to accumulate the down-payment funds needed to obtain a mortgage. Since its inception, FreshRate mortgages have been originated in all of Illinois' 102 counties. Currently IDFA has committed $425 million for this program through two separate issuances.

Bonds

Mission Statement: The mission of the Illinois Development Finance Authority is to foster economic development to public and private institutions that create and retain jobs, and improve the quality of life in Illinois by providing access to capital.

Program Goals: Objectives:

1. Create jobs for Illinois residents.
   a. Improve the quality of life for Illinois residents by providing access to capital.
2. Maintain a growing Illinois economy and foster high technology industries.
   a. Finance non-profit organizations, schools, local governments and manufacturing facilites to create jobs, enhance quality of life and expand Illinois' economy.
3. Invest in Illinois-based education (pre-K to 12 and technical education).
   a. Provide financing to educational institutions.
4. Conserve and protect Illinois' natural resources.
   a. Provide financing for clean drinking water, renewable energy resources, solid waste management, and other environmental related projects.

Source of Funds: Industrial Revolving Loan Fund, Industrial Revenue Bond Insurance Fund, Local Credit Enhancement Fund, Agency Funds

Statutory Authority: 20 ILCS 3505/1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,204.0	$2,109.0	N/A	$2,258.0	$2,200.0
* Average monthly full-time employees	17.0	17.0	18.0	18.0	18.0
Output Indicators					
* Number of projects funded	55.0	43.0	N/A	51.0	50.0
* Amount financed (in millions)	$701.0	$760.1	N/A	$903.9	$800.0
* Number of communities served	241.0	192.0	N/A	316.0	275.0
* Number of people served in communities (in millions)	8.4	6.3	N/A	12.6	10.6
Output Indicators					
* Number of jobs preserved (in thousands) (c)	52.7	37.0	N/A	29.1	30.0
* Total jobs created (including construction) (in thousands) (d)	4.2	2.9	N/A	3.0	3.0
* Number of hospital beds/housing units served (in thousands)	4.0	2.9	N/A	2.3	2.0
* Number of students served (in thousands)	63.1	59.7	N/A	67.8	65.0
* Amount of funds provided for clean drinking water (in millions)	N/A	$3.2	N/A	$177.2	$150.0
Efficiency/Cost-Effectiveness Indicators					
* Amount financed per job preserved (in thousands)	$13.3	$13.9	N/A	$31.1	$26.6
* Amount financed per person served in the community (in dollars)	$83.72	$120.74	N/A	$71.70	$75.50
* Amount financed per number students served (in thousands)	$2.1	$3.7	N/A	$2.2	$2.0

Footnotes

(a) The Industrial Revolving Loan Fund is the Authority's General Operating Fund. IDFA receives no general revenue funds from the State of Illinois. IDFA's operating income is exclusively derived from application and closing fees, interest and investment income.

(b) Totals exclude $425 million of issuances for Fresh Rate mortgage program.

(c) Total number of people employed pre-financing.

(d) Number of jobs created post-financing.

Loans

Mission Statement: The mission of the Illinois Development Finance Authority is to foster economic development through modest lending to private businesses throughout the state.

Program Goals: Objectives:

1. IDFA's focus is to reduce the borrowers' cost on fixed asset loans that otherwise might not be available.
   a. Through its loan products, IDFA provides low-cost financing to Illinois businesses statewide. IDFA's loans generate the greatest amount of new jobs of all of its products and are the lead product in southern and central Illinois.
   b. To assist the Illinois film industry.

Source of Funds: Industrial Revolving Loan Fund, EDA Title IV Restricted Revolving Loan Fund, Rural Development Revolving Loan Fund, SBA Micro Loan Relending Fund

Statutory Authority: 20 ILCS 3505/7

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$518.6	$496.2	N/A	$501.7	$500.0
* Average monthly full-time employees	4.0	4.0	4.0	4.0	4.0
Output Indicators					
* Number of projects funded	8.0	15.0	N/A	12.0	10.0
* Amount financed. (in thousands)	$1,929.0	$2,905.0	N/A	$1,903.0	$1,600.0
* Number of people served in communities (in thousands)	156.0	3,171	N/A	3,175	3,000
* Number of loans funded	8.0	15.0	N/A	12.0	10.0
Outcome Indicators					
* Number of jobs preserved (a)	849.0	699.0	N/A	319.0	350.0
* Total jobs created (including construction) (b)	153.0	406.0	N/A	295.0	300.0
Efficiency/Cost-Effectiveness Indicators					
* Amount financed per job preserved (in dollars)	$2,272.00	$4,156.00	N/A	$5,965.00	$4,571.00
* Amount finaced per total jobs created (in dollars)	$12,607.00	$7,156.00	N/A	$6,450.00	$5,333.00
* Amount financed per number of people served in communities (in dollars)	$12.36	$0.92	N/A	$0.60	$0.53
* Interest savings provided to community through IDFA's lending program (in thousands) (c)	$79.0	$101.0	N/A	$112.3	$100.0

Footnotes

(a) Number of people employed pre-financing.

(b) Number of new jobs created post-financing.

(c) IDFA's participation loan program provides the borrower a 1.5% lower interest rate than without the program. Savings on interest are calculated using average loan balance for the fiscal year times 1.5%.

Venture Capital

Mission Statement: The mission of the Illinois Development Finance Authority is to foster economic development to assist venture capital development in Illinois at the seed stage in order to encourage technology transfer of scientific discoveries resulting on major research campuses or centers throughout the state, which will assist in fostering and retaining 21st century industry and research scientists in Illinois.

Program Goals: Objectives:

1. Assist startup technology companies gain and leverage seed capital.
   a. Retain high quality public and private research centers, retain and expand world class senior university research departments, faculty and graduate students in Illinois.
   b. Attract and retain high technology businesses in Illinois.
2. Encourage economic growth and job creation.
   a. Encourage high technology business and job creation.
3. Achieve a return on the authority's investment commensurate with associated risk.
   a. To enable Illinois Development Finance Authority to reinvest its funds in seed stage venture capital companies.

Source of Funds: Industrial Revolving Loan Fund, Illinois Venture Investment Fund ***Statutory Authority:*** 20 ILCS 3505/7.20-7.30

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$389.0	$372.2	N/A	$376.3	$380.0
* Average monthly full-time employees	3.0	3.0	3.0	3.0	3.0
Output Indicators					
* Number of entities assisted	6.0	8.0	N/A	8.0	4.0
* Amount Invested (in thousands)	$1,150.0	$2,340.0	$.0	$1,934.0	$1,000.0
Outcome Indicators					
* Amount of private capital leveraged (in thousands)	$1,874.0	$9,318.2	N/A	$5,294.1	$2,650.0
* Number of entities still in business (as of 06/30/2002)	4.0	4.0	N/A	7.0	3.0
* Number of entities no longer in business (as of 06/30/2002)	2.0	4.0	N/A	1.0	1.0
Efficiency/Cost-Effectiveness Indicators					
* Ratio of private capital leveraged to IDFA investment	1.6	4.0	N/A	2.7	

Public Safety Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Department of Corrections	$1,271,231.8	$1,332,188.6	4.8%
Illinois State Police	$325,069.5	$324,318.3	-0.2%
Illinois Criminal Justice Info. Authority	$67,272.3	$78,193.1	16.2%
Department of Military Affairs	$28,116.1	$28,848.3	2.6%
Department of Nuclear Safety	$24,320.4	$24,331.4	0.0%
Illinois Emergency Management Agency	$34,543.4	$22,777.8	-34.1%
Illinois Violence Prevention Authority	$17,676.2	$17,482.1	-1.1%
Office of the State Fire Marshall	$16,942.6	$16,620.8	-1.9%
Law Enforcement Training and Standards Board	$11,224.9	$12,760.3	13.7%
Liquor Control Commission	$5,984.3	$6,315.1	5.5%
Prisoner Review Board	$1,436.6	$1,443.9	0.5%
State Police Merit Board	$789.1	$834.3	5.7%
TOTAL	**$1,804,607.2**	**$1,866,114.0**	**3.4%**

Numbers may not add due to rounding

Violent Crime in Illinois
(Crimes per 100,000 population)

	1990	1995	1999	2000	2001
Statewide	980.0	1030.3	702.6	672.5	654.8
MetroChicago	1,325.7	1,237.2	892.3	773.0	752.9
Urban	547.9	798.5	600.9	577.6	569.8
Rural	161.6	464.7	347.6	339.4	342.9

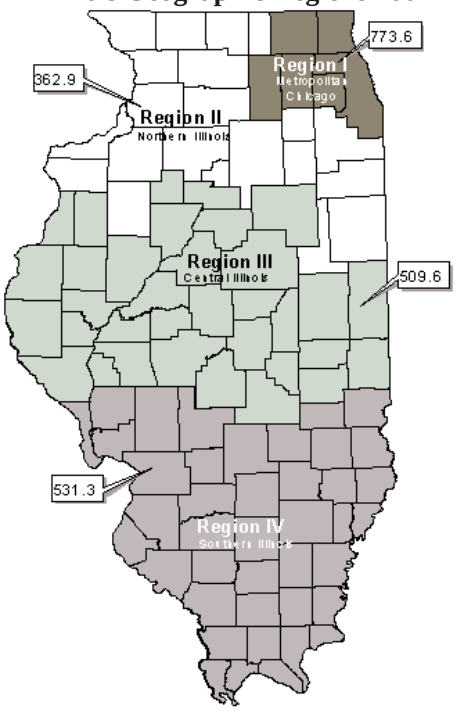
Source: Crime in Illinois 1990, 1995, 1999, 2000, 2001

Types of Violent Crime
(Crimes per 100,000 population)

	1990	1995	1999	2000	2001
Assault	520.6	624.7	427.0	410.0	401.2
Robbery	393.1	333.6	216.4	207.6	200.5
Criminal Sexual Assault	56.0	61.6	51.5	47.7	45.2
Murder	10.3	10.4	7.7	7.2	7.9

Source: Crime in Illinois, 1990,1995,1999,2000,2001

Violent Crime Rates
Illinois Geographic Regions 2001



Property Crime Rates
(Property crimes per 100,000 population)

	1990	1995	1999	2000	2001
Total	**4,969.8**	**4,585.9**	**3,900.5**	**3,725.3**	**3,567.5**
Theft	3,229.7	3,108.1	2,698.3	2,586.3	2,512.6
Burglary	1,052.7	914.6	707.5	659.6	634.9
Motor Vehicle Theft	645.1	532.9	468.1	455.3	396.3
Arson	42.3	30.3	26.6	24.1	23.7

Source: Crime in Illinois: 1990, 1995, 1999, 2000, 2001

Prisons: Recidivism Rates
(Inmates returned to custody within 3 years of prior release)

	1995	1997	1998	1999
United States	34.7%	34.2%	32.7%	51.8%
Illinois Corrections				
Adult Inmates	40.1%	43.7%	44.1%	40.4%
Juveniles	29.2%	35.8%	35.8%	32.8%

Source: Illinois Department of Corrections and Bureau of Justice Statistics

Violent Crime Arrest Rate
(Arrests per 100,000 population)

	1990	1995	1999	2000	2001
Total	**579.2**	**287.0**	**238.4**	**221.5**	**216.7**
Assault	487.0	211.3	176.6	161.6	154.9
Robbery	62.1	50.1	38.9	39.2	40.9
Criminal Sexual Assault	16.5	15.4	15.6	14.4	14.5
Murder	13.6	10.2	7.3	6.3	6.4

Source: Crime in Illinois 1990, 1995, 1999, 2000, 2001

Corrections
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Adult: Institutions	$892,537.4	12,945.0	$919,705.6	13,153.0
Juvenile: Facilities	$98,610.1	1,459.0	$110,346.7	1,637.0
Adult/Juvenile Supervision	$82,565.4	758.0	$96,259.7	844.0
Corrections Administration	$70,006.1	385.0	$71,134.1	368.0
Illinois Correctional Industries	$48,579.9	215.0	$45,225.8	197.0
523 Fund	$34,655.2	65.0	$44,009.0	63.0
Educational Programs: Adult Basic Education (ABE), Special Education, and (GED)	$31,384.1	480.0	$34,190.6	480.0
Educational Programs: Vocational Programs	$12,893.6	32.0	$11,317.1	30.0
Totals	$1,271,231.8	16,339.0	$1,332,188.6	16,772.0

Mission and Organization

The Department of Corrections (DOC) incarcerates adult and juvenile felons sentenced by state courts. DOC's mission is to protect the public from criminal offenders through a system of incarceration and supervision that securely segregates offenders from society. Corrections must also assure inmates of their constitutional rights and maintain programs assisting inmates with community reintegration.

DOC maintains more than fifty adult and juvenile correctional facilities statewide with a budget totaling more than $1 billion a year. Within the incarcerated populations, there are approximately 45,000 inmates held in a correctional system with a rated capacity of 35,000. Parole supervision staff have more than 32,000 parolees under custody.

Primarily, DOC's role is to incarcerate offenders according to varying security levels based on classification. Providing a safe and secure environment for staff and inmates is a key element of monitoring offender behavior.

Beginning in 1999, DOC began a reorganization resulting in the merging of three operating divisions (adult, juvenile, and parole) subdivided by five individual districts to improve management, supervision, and delivery of services. Specific emphasis was placed on establishing a separate management structure to address female offender population needs. New security level designations were assigned to DOC facilities to provide consistency and standardization of operations and to offer a step-down program for inmates demonstrating good behavior. The new levels were designed to ensure continuity of services and flexibility for managing inmates from reception to prison through parole.

DOC provides meaningful opportunities in program services for offenders intending to lead a productive lifestyle after release. Program services in education, substance abuse treatment, and Illinois Correctional Industries supplemented by traditional in-house and outdoor job assignments allow offenders to learn, obtain skills, and enter into treatment. Positive results from participation in these activities aid offenders in their transition from incarceration to parole supervision.

During the last several years, DOC has targeted community supervision by allocating resources to effectively reduce parole supervision caseloads and reduce the propensity of offenders to commit new crimes or recidivate. Corrections has cracked down on released offenders who are unable to meet the conditions of individualized Mandatory Supervised Release agreements, keeping the public from offenders more likely to re-offend.

DOC intends to continue with initiatives described above and coordinate resources to target evolving programs in classifying inmates. A new 1,800 bed Reception and Classification Center is being constructed to extend assessment and review practices utilizing automated data collection and testing instruments. Intelligence and investigation improvements in Security Threat Group monitoring and communications with local law enforcement will continue. Further, medical and mental health services are being enhanced and controlled movement policies are ongoing.

The measures utilized to determine DOC's effectiveness in meeting goals and objectives described in the programs that follow target improving security operations by reducing assault, disturbances, escape, and positive drug-testing rates; increasing program services opportunities and achievements, and reducing recidivism rates and parole supervision caseloads.

Adult: Institutions

Mission Statement: To protect the public from criminal offenders, through a system of incarceration that securely segregates offenders from society, assures offenders of their constitutional rights, and maintains programs to enhance the success of community reintegration.

Program Goals: Objectives:

1. To protect the general public by incarcerating those persons sentenced as adult offenders.
   a. To maintain an escape rate of 0 per 100 inmates from adult institutions.
   b. To be in compliance with state statute and internal accreditation standards.
2. To maintain a secure and safe working and living environment for staff and inmates.
   a. To reduce incidence of assaults on staff per 100 inmates to below 1.5.
   b. To maintain positive drug tests of inmate population to below 2.0%.
   c. To maintain positive drug tests of staff to below 2.0%.
3. To provide basic services that meet the needs of the inmate population.
4. To ensure a continuum of services from prison to release that will aide in community reintegration.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-2-2

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$837,009.6	$892,537.4	$958,194.1	$919,705.6	$896,762.7
* Total expenditures - state appropriated funds (in thousands)	$837,009.6	$892,537.4	$958,194.1	$919,705.6	$896,762.7
* Average monthly full-time employees	12,795.0	12,931.0	13,392.0	13,140.0	11,684.0
* Average monthly part-time employees	13.0	14.0	13.0	13.0	13.0
Output Indicators					
* Annual adult population change	464.0	810.0	1,091	-2,487.0	59.0
* Total adult staff drug tests	3,285	3,237	3,348	3,178	2,826
* Total adult inmate drug tests	47,896	47,007	47,104	33,581	32,566
* Total adult court admissions	19,895	18,898	20,985	21,805	22,441
* Total number of visits to adult inmates	440,361	407,321	410,000	401,558	405,000
* Number of meals served in adult institutions	43,751,638	44,184,528	44,686,768	43,552,713	41,886,123
* Number of correctional boot camp graduates	1,583	1,228	1,200	1,176	800.0
* Number of assaults on adult staff	941.0	942.0	900.0	785.0	750.0
* Number of assaults on adult staff with a weapon	33.0	11.0	10.0	16.0	N/A
* Number of serious assaults on adult staff	162.0	180.0	165.0	153.0	145.0
* Number of assaults on inmates	1,924	2,153	2,100	1,957	1,900
* Number of assaults on inmates with a weapon	29.0	22.0	20.0	37.0	30.0
* Number of serious assaults on inmates	199.0	196.0	190.0	183.0	180.0
* Number of adult lockdown days	754.0	763.0	725.0	608.0	600.0
* Total end-of-year inmate population	44,819	45,629	46,720	43,142	43,201
* Correctional boot camp participants	1,583	1,228	1,600	1,788	1,200
Outcome Indicators					
* Correctional boot camp graduation rate	74.8 %	72.8 %	73 %	69.7 %	73 %
* Escapes from adult institutions per 100 inmates	0.0	0.0	0.0	0.0	0.0
* Positive drug tests: adult inmates	2 %	1.9 %	1 %	1.2 %	1 %
* Positive drug tests: adult staff	2.1 %	1.1 %	1 %	0.8 %	0.8 %
* Staff assaults per 100 inmates	2.2	2.2	1.5	1.8	1.5
* Percent of inmates double- or multi-celled	90 %	91 %	77 %	89 %	88 %
External Benchmarks					
* Number of facilities accredited in compliance with American Correctional Association (ACA) standards (a)	24.0	N/A	N/A	N/A	N/A
* Number of facilities not accredited in compliance with ACA standards (a)	3.0	N/A	N/A	N/A	N/A
* Number of facilities in compliance with the standards of the Joint Commission on Accreditation of Hospital Organizations (JCAHO) (a)	27.0	N/A	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Inmate per capita annual cost (in dollars)	$19,543.00	$20,637.00	$21,721.00	$21,654.00	$22,105.00
* Inmate per capita daily cost (in dollars)	$53.54	$56.50	$59.50	$59.33	$60.56

Adult: Institutions (Concluded)					
Efficiency/Cost-Effectiveness Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Staff per 100 inmates at adult institutions	29.9	29.9	30.7	30.9	28.3
* Security staff per 100 inmates at adult institutions	21.7	21.6	22.4	22.7	21.6
External Benchmarks					
* National per capita cost per inmate - annual (in dollars) (b)	$20,608.00	$21,141.00	N/A	$22,280.00	N/A
* National per capita cost per inmate per day (in dollars) (b)	$56.00	$57.90	N/A	$61.04	N/A

Explanation of Changes to Prior Year Data

(1) The 2001 value for staff assaults and escapes are measurements beyond our control.

Footnotes

(a) Beginning in fiscal year 2001, the department implemented an internal accreditation process whereby each correctional facility will undergo a three-year intensive review. Accreditation results will not be available until fiscal year 2003.

(b) National per capita costs per adult based on 2001 Corrections Yearbook.

Juvenile: Facilities

Mission Statement: To provide secure custody, rehabilitative programs for youth committed to the department by Juvenile Courts. These services will be provided with public safety and youth welfare considerations.

Program Goals: Objectives:

1. To protect the general public by incarcerating and supervising juvenile offenders.
   a. To maintain an escape rate of 0 per 100 youth from juvenile facilities.
   b. To be in compliance with state statute and national standards.
2. To maintain a secure and safe working and living environment for staff and youth.
   a. To reduce incidence of assault on staff per 100 youth to below 5.0.
   b. To reduce positive drug testing of youth population to below 2.0%.
   c. To reduce positive drug tests of staff to below 2.0%.
3. To provide basic services that meet the needs of the youth population.
4. To ensure a continuum of services from incarceration to release that will aid in community reintegration.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-2-2

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$91,065.4	$98,610.1	$121,793.6	$110,346.7	$105,310.4
* Total expenditures - state appropriated funds (in thousands)	$91,065.4	$98,610.1	$121,793.6	$110,346.7	$105,310.4
* Average monthly full-time employees	1,433.0	1,456.0	1,754.0	1,636.0	1,402.0
* Average monthly part-time employees	2.0	3.0	1.0	1.0	1.0
Output Indicators					
* Annual juvenile population change	-128.0	-131.0	20.0	-272.0	160.0
* Total juvenile staff drug tests	414.0	395.0	439.0	368.0	351.0
* Total juvenile offender drug tests	575.0	1.824	1.895	1.826	1.610
* Total juvenile admissions	2.673	2.728	2.755	2.716	2.783
* Total number of visitors to juveniles	38.733	35.732	36.000	33.365	32.500
* Number of meals served in juvenile facilities	2.487.658	2.320.853	2.561.023	2.297.128	2.144.193
* Number of correctional boot camp graduates	235.0	152.0	154.0	218.0	225.0
* Number of juvenile felons transferred to adult institutions	71.0	75.0	80.0	65.0	60.0
* Number of assaults on juvenile staff	N/A	283.0	280.0	300.0	280.0
* Number of assaults on juvenile staff with a weapon	N/A	4.0	3.0	15.0	10.0
* Number of serious assaults on juvenile staff	N/A	50.0	45.0	57.0	50.0
* Number of assaults on juveniles	N/A	717.0	700.0	545.0	530.0
* Number of assaults on juveniles with a weapon	N/A	7.0	5.0	9.0	5.0
* Number of serious assaults on juveniles	N/A	25.0	20.0	31.0	25.0
* Total end-of-year juvenile population	2.071	1.940	1.960	1.668	1.828
* Correctional boot camp participants	274.0	250.0	253.0	310.0	330.0
* Short-term court review placements	458.0	524.0	530.0	523.0	525.0
Outcome Indicators					
* Boot Camp graduation rate	85.8 %	75.2 %	76 %	74.4 %	75 %
* Escapes from juvenile facilities per 100 juveniles	0.0	0.2	0.0	0.1	0.0
* Positive drug tests: juvenile offenders	0.5 %	3 %	2 %	0.5 %	0.3 %
* Positive drug tests: juvenile staff	4.3 %	2.5 %	2 %	1.4 %	1 %
* Assaults on staff per 100 youth	2.0	14.4	10.0	16.1	12.0
* Percent of youth double- or multi-celled	74 %	68 %	50 %	55 %	73 %
External Benchmarks					
* Number of facilities accredited in compliance with American Correctional Association (ACA) standards (a)	7.0	N/A	N/A	N/A	N/A
* Number of facilities not accredited in compliance with ACA standards (a)	1.0	N/A	N/A	N/A	N/A
* Number of facilities in compliance with the standards of the Joint Commission on Accreditation Hospital Organizations (JCAHO) (a)	8.0	N/A	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Juvenile per capita annual cost (in dollars)	$42,297.00	$50,286.00	$57,206.00	$59,231.00	$59,452.00
* Juvenile per capita daily cost (in dollars)	$115.88	$137.80	$156.70	$162.28	$162.88
* Staff per 100 youth at juvenile facilities	66.6	74.2	83.3	87.8	78.4
* Security staff per 100 youth at juvenile facilities	42.7	47.6	50.1	58.2	55.7

Footnotes

(a) Beginning in fiscal year 2001, the department implemented an internal accreditation process whereby each correctional facility will undergo a three-year intensive review. Accreditation results will not be available until fiscal year 2003.

Adult/Juvenile Supervision

Mission Statement: To protect the public from inmates and juveniles released to the community after incarceration through supervision and assistance in accessing programs and services.

Program Goals: Objectives:

1. To ensure public safety through community supervision efforts tailored toward reducing offending behavior of paroled inmates and juveniles.
   a. To implement programs and services that effectively reduce recidivism rates annually by 1%.
   b. To maintain community supervision caseloads below 100 parolees per field agent.
2. To provide basic programs and services after release to the community that will assist paroled inmates and juveniles reintegration efforts.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:***

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$75,668.7	$82,565.4	$102,460.7	$96,259.7	$96,325.7
* Total expenditures - state appropriated funds (in thousands)	$75,668.7	$82,565.4	$102,460.7	$96,259.7	$96,325.7
* Average monthly full-time employees	631.0	758.0	882.0	844.0	753.0
Output Indicators					
* Annual adult MSR population change	484.0	-3,604.0	2,965	4,337	12.0
* Total Adult exits to MSR	25,286	26,895	29,586	31,331	40,794
* Total adult MSR violator admissions	8,150	13,732	9,671	13,509	12,973
* Total adult new offense MSR violator admissions (a)	4,435	4,187	4,238	4,261	3,762
* Annual juvenile parole population change	17.0	-194.0	15.0	217.0	-189.0
* Total juvenile parole violator admissions	820.0	1,049	1,020	992.0	975.0
* Total juvenile new offense parole violator admissions (a)	37.0	36.0	36.0	35.0	35.0
* Total juvenile exits to parole	1,874	1,742	1,800	1,945	2,000
* Total end-of-year adult Mandatory Supervised Release (MSR) population	31,175	27,571	30,536	31,908	31,920
* Total end-of-year juvenile parole population	1,620	1,426	1,441	1,643	1,454
Outcome Indicators					
* Three-year adult total recidivism rate (b)	43.7 %	44.1 %	44.1 %	48.3 %	48.3 %
* Three-year adult new offense recidivism rate (c)	36.4 %	34.6 %	34.6 %	31.7 %	31.7 %
* Three-year juvenile total recidivism rate (d)	35.8 %	35.8 %	35.8 %	40 %	40 %
* Three-year juvenile new offense recidivism rate (e)	5.7 %	6.1 %	6.1 %	5.7 %	5.7 %
External Benchmarks					
* National average number of inmates released to parole (f)	6,428	N/A	N/A	N/A	N/A
* National average number of field supervision staff (g)	56.0	N/A	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Supervision staff per 100 released inmates on MSR	0.9	1.2	N/A	N/A	N/A
* Supervision staff per 100 released juveniles on parole	1.3	2.5	N/A	N/A	N/A
* Supervision staff per 100 parolees	0.9	1.3	1.2	1.1	1.0
* Average field supervision caseload	106.0	78.0	83.0	88.0	96.0
External Benchmarks					
* National adult recidivism rate (h)	41.4 %	51.8 %	N/A	N/A	N/A
* National field supervision caseload (i)	136 %	157.0	N/A	N/A	N/A

Explanatory Information

A recent reorganization within the department combined the budgets of adult and juvenile supervision while removing those budgets from adult and juvenile institutions.

Adult/Juvenile Supervision (Concluded)

Footnotes

(a) New offense violator admission refers to a recidivist sentenced for committing a new crime after release from prison.

(b) Adult recidivism is defined as the percent of the total number of exits returned to an adult institution within a three-year period following release.

(c) Adult new offense recidivism refers to the total number of exits returned to an adult institution within a three-year period after committing a new crime.

(d) Juvenile recidivism is defined as the percent of the total number of exits returned to a juvenile institution within a three-year period following release.

(e) Juvenile new offense recidivism refers to the total number of exits returned to a juvenile institution within a three-year period after committing a new crime.

(f) National average number of inmates released to parole based on 2001 Corrections Yearbook.

(g) National average number of field supervision staff based on 2001 Corrections Yearbook.

(h) National adult recidivism rates reported by the U.S. Department of Justice Bureau of Justice Statistics.

(i) National field supervision caseload based on 2001 Corrections Yearbook.

Illinois Correctional Industries

Mission Statement: To operate respected Correctional Industries programs accountable to the citizens of Illinois and beneficial to incarcerated individuals and our customers. To develop job skills for inmates working in Illinois Correctional Industries (ICI) through on-the-job training and work related experience that assists inmates in becoming self-supporting productive citizens upon release.

Program Goals: Objectives:

1. Develop programs that will improve the ex-offender's ability to acquire employment.
   a. To continue to convert vacant line staff positions to "Vocational Instructor" titles.
   b. To track releases from ICI programs to determine their employment success at release.
2. Conduct ongoing review of industry programs.
   a. To issue yearly report on program revenues and profitability by November 2002.
   b. To conduct annual customer satisfaction surveys by December 2002.
   c. To conduct a thorough review of overhead factors for all ICI products by February 2003.
3. Improve the control and management of Correctional Industries.
   a. To reissue RFP's for installation of automatied manufacturing and accounting system by June 2003.
   b. To hire a cost accountant to conduct fiscal audits by June 2003.
   c. To continue quarterly planning and monitoring of production.
4. Expand programs that are reaching full production capacity.
   a. To complete planning of new Meat Processing Plant at Vandalia Correctional Center for completion in December 2004.
   a. To double the capacity of the Milk Processing Plant at Hill Correctional Center for completion by January 2004.
   a. To continue planning for Tunnel Oven expansion of Bread Plant at Illinois River Correctional Center for completion by August 2003.
5. Improve the services we provide to our customers and to develop new products and new customers.
   a. To continue to conduct annual surveys of customer satisfaction on an ongoing basis.
   a. To develop new markets for clothing and furniture by May 2003.
   a. To identify new industries that would meet demand in new markets.

Source of Funds: Working Capital Revolving Fund ***Statutory Authority:*** 730 ILCS 5/3-12-1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$48,476.4	$48,579.9	$56,594.0	$45,225.8	$48,151.5
* Total expenditures - state appropriated funds (in thousands)	$48,476.4	$48,579.9	$56,594.0	$45,225.8	$48,151.5
* Average monthly full-time employees	191.0	215.0	215.0	197.0	178.0
Output Indicators					
* Total ICI sales (in thousands)	$55,300.0	$54,633.0	$56,172.0	$50,304.4	$48,746.1
* Annual adult ICI population change	-195.0	29.0	-69.0	-397.0	18.0
* Total end-of-year ICI assignments available	1,462	1,491	1,360	1,245	1,263
* Total end-of-year ICI population	1,387	1,416	1,347	1,183	1,200
Outcome Indicators					
* Percent of ICI slots assigned	94.9 %	95 %	98 %	95 %	95 %
* Percent of inmate population assigned to ICI	3.2 %	3.1 %	2.9 %	2.7 %	2.8 %
* ICI three-year recidivism rate (a)	32 %	38 %	38 %	38 %	38 %
* Employment success rate	N/A	40.7 %	50 %	39.2 %	50 %
External Benchmarks					
* Percent of national prison population assigned to correctional industries programs (b)	6.7 %	N/A	6.4 %	6.3 %	6.3 %
Efficiency/Cost-Effectiveness Indicators					
* ICI profit margin	10.3 %	1.5 %	1.4 %	1.4 %	2.6 %
* Staff per 100 ICI inmates	15.5	14.2	15.8	16.1	14.2
External Benchmarks					
* Average national profit margin (b)	5 %	4.3 %	4.3 %	3.3 %	3.3 %

Footnotes

(a) Recidivism is defined as the percent of the total number of ICI exits who earned at minimum $600 through involvement with ICI production returned to an adult institution within a three-year period following release.

(b) National figures reflect estimates based on 2001 Corrections Yearbook.

Educational Programs: Adult Basic Education (ABE), Special Education, and (GED)

Mission Statement: To enhance the quality and scope of education for inmates and wards within the Department of Corrections so that they will be better motivated and better equipped to restore themselves to constructive law-abiding lives in the community.

Program Goals: Objectives:

1. To meet the educational needs of the inmate population by providing a means to improve literacy level through ABE instruction, providing an enriched and enhanced curriculum targeting students functioning below grade level, providing Special Education services and providing the educational opportunity to achieve a General Education Development (GED) Certificate.
   a. To award GED diplomas to at least 2,000 inmate students with an overall passage rate of approximately 80%.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-6-2

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$29,693.7	$31,384.1	$36,634.3	$34,190.6	$27,369.7
* Total expenditures - state appropriated funds (in thousands)	$29,693.7	$31,384.1	$36,634.3	$34,190.6	$27,369.7
* Average monthly full-time employees	465.0	476.0	484.0	475.0	395.0
* Average monthly part-time employees	5.0	4.0	5.0	5.0	5.0
Output Indicators					
* Number of students enrolled	18,771	18,980	18,980	22,931	22,931
Outcome Indicators					
* Number of GED certificates earned	2,207	1,997	1,997	1,526	1,526
* Number of students served in ABE programs	13,133	10,345	10,345	12,000	12,000
* Percent of students passing GED examinations	81 %	76 %	80 %	86 %	88 %
External Benchmarks					
* Number of GED certificates earned in Ohio DOC (a)	2,412	2,294	N/A	N/A	N/A
* Number of GED certificates earned in Indiana DOC (a)	1,462	N/A	N/A	N/A	N/A
* Number of GED certificates earned in Michigan DOC (a)	2,257	1,300	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Annual cost per enrollee (in dollars)	$1,576.00	$1,722.00	$1,722.00	$1,491.00	$1,491.00

Footnotes

(a) Data for fiscal years 2002 and 2003 are not yet available.

Educational Programs: Vocational Programs

Mission Statement: To enhance the quality and scope of education for inmates and wards within the Department of Corrections so that they will be better motivated and better equipped to restore themselves to constructive, law-abiding lives in the community.

Program Goals: Objectives:

1. To provide the opportunity for inmates to master occupational skills while incarcerated.
   a. To award certificates of completion to a significant number of inmate students; at least 2,900.
   b. Through our open entry, open exit cycle, to continue to enroll at least 8,800 inmate students in vocational programs, providing not only educational opportunities, but needed assignments.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-6-2

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$12,419.5	$12,893.6	$12,126.0	$11,317.1	$9,123.2
* Total expenditures - state appropriated funds (in thousands)	$12,419.5	$12,893.6	$12,126.0	$11,317.1	$9,123.2
* Average monthly full-time employees	35.0	32.0	30.0	30.0	24.0
Output Indicators					
* Number of students enrolled	9,388	9,202	9,202	9,348	9,348
Outcome Indicators					
* Number of vocational certificates earned	2,744	2,375	2,375	2,434	2,434
External Benchmarks					
* Number of vocational certificates earned in Ohio (a)	1,317	1,300	N/A	N/A	N/A
* Number of vocational certificates earned in Indiana DOC (a)	460.0	N/A	N/A	N/A	N/A
* Number of vocational certificates earned in Michigan DOC (a)	2,271	2,294	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Annual cost per enrollee (in dollars)	$1,318.00	$1,459.00	$1,459.00	$1,211.00	$1,211.00

Footnotes

(a) Data for fiscal years 2002 and 2003 are not yet available.

State Police
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Patrol	$126,618.4	1,617.0	$129,127.3	1,609.0
Investigation	$60,414.0	602.0	$63,702.4	630.0
Forensics	$42,605.8	484.0	$45,700.8	532.0
Information and Technology	$30,943.4	307.0	$30,557.9	313.0
Communications	$20,154.6	306.0	$19,614.7	317.0
Agency Support	$26,397.0	129.0	$17,036.3	124.0
Human Resource	$12,502.0	156.0	$13,051.1	148.0
Integrity	$5,434.3	68.0	$5,527.8	67.0
Totals	$325,069.5	3,669.0	$324,318.3	3,740.0

Explanatory Notes
Fiscal year 2001 and fiscal year 2002 total expenditures exclude Motor Carrier Safety Grant expenditures, which are appropriated to ISP via the Illinois Department of Transportation.

Mission and Organization

Since its inception in 1922, the Illinois State Police (ISP) has faced significant challenges. However, ISP's mission still centers on the basic premise that promoted its creation almost 80 years ago – "to promote public safety with integrity, service and pride to improve the quality of life for our citizens." ISP consists of eight programs: Patrol, Investigation, Forensics, Information and Technology, Communications, Human Resource, Integrity, and Agency Support. This year's report includes performance data for Patrol, Investigation, Forensics, and Integrity.

Patrol: As its mission states, uniformed officers who comprise the Illinois State Police Patrol program work daily to safeguard the public by reducing the number and seriousness of vehicle crashes. They reduce crime and the fear of crime through diligent operations which address the specific needs of the communities they serve. Troopers regularly patrol over 138,000 miles of Illinois roadways, consisting of interstates, state highways, and secondary county roads. Although officers focus primarily upon enforcing Illinois' motor vehicle laws, they also assist during major incidents such as prison riots, labor disputes, hostage situations and natural disasters. Officers in specialty roles provide expertise in the areas of safety education, crash reconstruction, commercial vehicle enforcement, crime prevention, highway drug interdiction, and critical incident response tactical teams.

Investigation: ISP investigators strive to provide impartial evidence in the successful prosecution of identified suspects. ISP investigators assigned to seven investigative zones statewide are charged with examining homicide, narcotics, and violent crime cases. Specialized investigative programs and task forces include child homicide, medicaid fraud, clandestine methamphetamine laboratory dismantling, financial crime, criminal intelligence, and child exploitation. The Investigation program carriers out its mission through the use of proactive and innovative methodologies that enhance its ability to provide investigative support to federal, state, and local agencies.

Forensics: The ISP forensic science laboratory system is the third largest in the world. The Forensics program conducts scientific evidence analysis for the state's criminal justice community, including 1,200 local and county police departments. Ninety-eight percent of its scientific evidence analysis is conducted for outside agencies. The Forensic program provides expert forensic analysis and witness testimony in various disciplines, including, drug chemistry, latent prints, toxicology, forensic biology, firearms/toolmarks, DNA analysis, trace evidence, polygraph, microscopy, and questioned documents. The Forensics program also provides a variety of services through Crime Scene Services, including, 24-hour response to requests to process crime scenes, technical assistance on bloodstain pattern analysis, forensic anthropology, free-hand composite drawings, two and three dimensional diagrams of crime and crash scenes, and photographic support.

Integrity: As the "watchdog for integrity in state government" the Division of Internal Investigation (DII) carries out the mission of the Integrity program by investigating charges of improper conduct or illegal behavior by ISP employees and by investigating alleged misconduct or

wrongdoing by officials, members or employees of any agency, board, or commission in the executive branch of Illinois government. To help prevent problems from occurring, DII also advises any agency that requests assistance in developing more effective internal control procedures. Whether an internal or external case, DII conducts thorough, impartial, and timely investigations to determine the validity of accusations and to provide a basis for criminal prosecutions or administrative action.

Patrol

Mission Statement: Safeguard the public by reducing the number of vehicle crashes and the fatality of those crashes, and by reducing crime and the fear of crime through diligent operations that address the specific needs of communities served.

Program Goals: Objectives:

1. Promote the safety of the motoring public on Illinois interstates, U.S. routes and state highways.
   a. Increase the seat belt usage from 69% to 71% by June 30, 2003.
   b. Increase the correct usage of child safety seats from the 1997 rate of 52.2% to 58.6% by December 30, 2003.
   c. Reduce the percentage of fatal traffic crashes that are alcohol related from 34.2% to 31% by June 30, 2003.
   d. Reduce the fatal crash rate from 1.24 crashes per 100 million vehicle miles traveled to 1.17 crashes per 100 million vehicle miles traveled by June 30, 2003.
2. Promote the safe transportation of commercial vehicles on interstates, U.S. routes and state highways.
   a. Reduce the statewide commercial vehicle fatal crash rate from .165 to 1.47 per 100 million vehicle miles traveled by June 30, 2003.

Source of Funds: General Revenue Fund, Road Fund, State Crime Laboratory DUI Fund, Federal Asset Forfeiture Fund, Motor Carrier Safety Inspection Fund, Illinois State Police Federal Projects Fund, State Police Services Fund

Statutory Authority: 20 ILCS 2605/2605-30

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	N/A	$150,165.3	$134,276.2	$144,072.2
* Total expenditures - state appropriated funds (in thousands)	$122,091.7	$126,618.4	$142,805.2	$129,127.3	$144,072.2
* Average monthly full-time employees	1,631.0	1,617.0	1,670.0	1,609.0	1,644.0
Output Indicators					
* Seatbelt citations	68,794	79,016	79,300	87,107	83,830
* Illinois Vehicle Code written warnings	539,156	565,954	570,000	571,712	573,000
* Illinois Vehicle Code citations	412,895	432,392	433,000	470,763	450,500
* Impaired Driving/Zero Tolerance citations	8,055	11,396	12,000	8,940	8,885
* Motor Carrier level 1 inspections	19,669	25,802	26,318	26,789	26,318
* Number of Hazardous Material Inspections (a)	N/A	18,807	14,300	14,789	14,800
* Number of emissions tests conducted (a)	N/A	N/A	3,000	3,238	3,750
* Number of emissions tests failed (a)	N/A	N/A	450.0	542.0	500.0
* Number of trucks weighed (a)	N/A	12,802,698	9,800,000	10,653,645	10,200,000
* Criminal citations from Patrol	19,490	20,989	21,150	21,483	21,500
* Drug citations from Patrol	2,666	2,921	3,100	2,928	2,925
* Motorist assists	85,143	102,324	102,600	114,121	110,575
* Calls for service received	405,259	128,000	130,000	216,884	205,300
* Computer-Aided Dispatch events	N/A	617,086	620,000	828,913	796,450
Outcome Indicators					
* Fatal Crash Rate on Interstates, US Routes & State Highways (per 100 million vehicle miles traveled)	0.8	0.8	0.8	.76	.79
* Statewide Fatal Crash Rate (per 100 million vehicle miles traveled)	1.3	1.2	1.2	1.25	1.23
* ISP personal injury crash rate (per 100 million vehicle miles traveled)	19.1	16.6	16.3	14.8	16.0
* Alcohol-related Fatal Crash Rate on Interstates, US Highways, and State Routes (per 100 million vehicle miles traveled)	0.2	0.3	0.3	.24	.20
* Statewide Alcohol-related Fatal Crash Rate (per 100 million vehicle miles traveled)	0.4	0.4	0.4	.432	.385
* Commercial Vehicle Fatal Crash Rate on Interstates, US Highways, and State Routes (per 100 million vehicle miles traveled)	0.1	0.2	0.1	.172	.165
* Statewide Commercial Vehicle Fatal Crash Rate (per 100 million vehicle miles traveled)	0.2	0.2	0.2	.165	.147
* Percent observed seatbelt compliance on Interstates, US Highways, and State Routes	77.1 %	76.2 %	77.5 %	77.5 %	78 %
* Statewide percent observed seat belt compliance	70.2 %	69 %	70.5 %	73.3 %	70.7 %

Patrol (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Percent increase in the number of Motor Vehicle Level 1 inspections (b)	1.36	1.37	2 %	3.8 %	2.5 %
External Benchmarks					
* US Total Fatal Crash Rate (per 100 million vehicle miles traveled)	.556	N/A	N/A	N/A	N/A
* Percent of US Total Fatal Crash Rate - alcohol related (per 100 million vehicle miles traveled)	.163	.172	N/A	N/A	N/A
* US Total Fatal Commercial Vehicle Crash Rate (per 100 million vehicle miles traveled)	N/A	N/A	N/A	N/A	N/A
* Percent of US seatbelt compliance	71 %	73 %	N/A	75 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average time per traffic stop (in minutes) (c)	N/A	N/A	N/A	7.28	7.3
* Average time per motorists assist (in minutes)	N/A	N/A	N/A	13.86	14.0

Footnotes

(a) Indicator was added due to interest from the House Democratic Task Force on Truck Safety

(b) Motor Carrier Level I inspections are full Department of Transportation inspections conducted by Commercial Motor Carrier Enforcement officers. A Level I inspection checks for: driver documentation, presence of hazardous materials, and the operational status of turn signals, lighting, axles, breaks, trailers, and the exhaust system.

(c) The average length of time an officer spends on a traffic stop - when no enforcement action was taken.

Investigation

Mission Statement: Solve crimes reported directly to the Illinois State Police and assist other agencies in solving crime where requested, providing impartial evidence to assist in the successful prosecution of identified suspects.

Program Goals: Objectives:

1. Reduce crime and the fear of crime for citizens and their communities, as well as the availability of illegal drugs.
   a. Employ highway interdiction activities, specifically those targeting illegal drugs/proceeds hidden within commercial motor vehicles, to reduce the availability of illegal drugs by June 30, 2002
   b. By June 30, 2003, conduct pilot project in Zone 2 to determine the percentage of drug cases brought to prosecution.
   c. By June 30, 2003, implement collaborative statewide precursor/essential ingredient awareness programs for merchants in an effort to limit large scale purchases of precursors and other essential ingredients by persons manufacturing methamphetamine.
   d. By June 30, 2002, implement a collaborative statewide Drug Endangered Children education program designed to enhance the skills of police officers, child welfare workers, and prosecutors in recognizing the dangers facing children exposed to clandestine methamphetamine laboratories.
2. Reduce the availability and use of illegal firearms.
   a. By June 30, 2003, reduce the availability of firearms among convicted felons and aggressively investigate crime involving the use of firearms.
   b. By May 31, 2002, accurately compare all active Firearm Owner Identification (FOID) card holders against Illinois' criminal history system, revoke prohibited individuals, and develop and implement an ongoing daily correlation process.
   c. By June 30, 2003, develop and complete implementation of an improved, computerized firearms system to support FOID application and Firearms Transfer processes.
3. Reduce the number of citizens victimized by crime.
   a. Through an extensive and coordinated statewide protocol, reduce the occurrence and potential of occurrence for Internet exploitation and victimization targeting adolescent and elderly populations by June 30, 2002.
   b. By June 30, 2003, develop and implement a collaborative statewide Major Case Team strategy and protocol for the investigation of violent crimes, homicides, child homicides, and criminal sexual assaults.
4. Improve the effectiveness, expertise and capabilities of Illinois State Police Investigators.
   a. By June 30, 2002, enhance the core competencies of investigative personnel through the implementation of basic, intermediate, and advanced training curriculum and the officer exchange program.

Source of Funds: General Revenue Fund, Medicaid Fraud and Abuse Prevention Fund, State Police Motor Vehicle Theft Prevention Trust Fund, Gang Crime Witness Protection Fund, State Asset Forfeiture Fund, Federal Asset Forfeiture Fund, State Police Whistleblower Reward and Protection Fund, Drug Traffic Prevention Fund, Illinois State Police Federal Projects Fund, State Police Services Fund, Missing and Exploited Children Trust Fund

Statutory Authority: 20 ILCS 2605/2605-35

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	N/A	$72,564.5	$63,702.4	$71,577.6
* Total expenditures - state appropriated funds (in thousands)	$71,775.0	$60,414.0	$72,564.5	$63,702.4	$71,577.6
* Average monthly full-time employees	593.0	602.0	613.0	630.0	653.0
Output Indicators					
* Number of cases opened	8,837	8,912	9,000	9,232	9,200
* Cases assisting other agencies, when ISP is not the lead agency	5,470	2,625	2,100	2,086	2,210
* Number of criminal arrests from investigations	4,725	5,325	5,370	5,571	5,485
* Number of illegal firearms seized	860.0	979.0	900.0	2,201	2,420
* Number of arrests for drug-related offenses	2,578	2,582	2,595	2,393	2,600
* Number of methamphetamine Lab seizures	N/A	544.0	515.0	482.0	530.0
* Number of drug exhibits seized	N/A	N/A	11,050	11,327	11,125
Outcome Indicators					
* Violent crimes clearance rate (a)	69.4	84.3	85.0	87.9	85.0
* Homicide clearance rate (b)	61.9	86.4	87.0	84.6	87.0
* Percent of closed drug cases presented for prosecution	N/A	N/A	70 %	67.8 %	70 %
* Percent of convicted sex offenders that are registered (c)	81.8 %	80.7 %	100 %	82.8 %	100 %
* Percent of homicides caused by a firearm	N/A	N/A	N/A	67.9 %	66 %
* Financial Crimes Clearance Rate (d)	N/A	N/A	35.0	34.6	35.0
* Medicaid fraud clearance rate (d)	N/A	N/A	55.0	58.9	55.0

Investigation (Concluded)

External Benchmarks	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
* Percent of homicides cleared (East North Central States)	55.5 %	N/A	N/A	N/A	N/A
* Percent of violent index crimes cleared (East North Central States)	39.3 %	N/A	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Average cases opened per investigator	N/A	N/A	N/A	20.0	20.0
* Average caseload per investigator	N/A	N/A	N/A	N/A	22.0

Footnotes

(a) The violent crimes clearance rate is the percent of ISP violent index crimes (murder, aggravated assault and battery, robbery, and criminal sexual assault) cleared by arrest.

(b) The homicide clearance rate is the percent of total homicide cases cleared by arrest.

(c) Sex Offender Registration compliance is for Illinois residents only. Any decrease in the number of sex offenders registered may be attributed to prisoners who have been extradited to another state or offenders who have otherwise moved outside of the state of Illinois.

(d) This indicator is defined as the percentage of financial crimes or Medicaid fraud investigative cases cleared by arrest, adjudication, prosecutional decline, or other means. Cases are assessed as "cleared" based on the FBI's standard: a person thought to have committed an offense has been identified and apprehended, or conditions beyond law enforcement control prohibit his/her apprehension. These conditions include offender death, prosecutional decline, denial of extradition, and juvenile handling.

Forensics

Mission Statement: Deliver accurate and timely forensic services in the collection and analysis of physical evidence from crimes and assist with the identification and prosecution of offenders and exoneration of the innocent.

Program Goals:
Objectives:

1. Deliver accurate and timely crime scene forensic services.
   a. By April 1, 2002, develop Phase I (manual and training of coordinators) of the Quality Assurance Program for crime scene processing.
   b. By December 31, 2002, develop and implement Phases II (training of Crime Scene Investigators) and III (pilot program implementation) of the Crime Scene Services Command's Quality Assurance Program.
   c. By June 30, 2003, complete 80% of two-dimensional (2-D) diagrams within 60 days.
2. Deliver accurate and timely forensic laboratory analysis.
   a. By July 1, 2003, recruit, hire and train Forensic Biology/DNA trainees to assist in the DNA analysis and Combined DNA Index System(CODIS) database services required by Public Act 91-528 (Senate Bill 644) and Public Act 92-40 (House Bill 452).
   b. By June 30, 2002, reduce the total number of current Illinois State Police (ISP) (shelf) cases backlogged by 44.6% (1,258 cases) from 2,817 to 1,559 by outsourcing to a private laboratory.
   c. By January 1, 2003, complete construction of CODIS Laboratory.
3. Provide appropriate training opportunities for Division of Forensic Services (DFS) employees to grow professionally and personally.
   a. By June 30, 2002, hire and begin training 80 forensic science personnel. Note: Hiring will be staggered beginning October 1, 2001, and continuing through June 30, 2002, due to training limitations.

Source of Funds: General Revenue Fund, State Crime Laboratory Fund, State Crime Laboratory DUI Fund, State Offender DNA Identification System Fund, Illinois State Police Federal Projects Fund, State Police Services Fund

Statutory Authority: 20 ILCS 2605/2605-40

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	N/A	$52,495.4	$45,700.8	$48,176.3
* Total expenditures - state appropriated funds (in thousands)	$38,078.5	$42,605.8	$52,495.4	$45,700.8	$48,176.3
* Average monthly full-time employees	472.0	484.0	577.0	532.0	577.0
Output Indicators					
* Number of crime scenes processed	5,161	4,896	5,100	4,846	5,400
* Number of two-dimensional diagrams completed	185.0	309.0	360.0	421.0	425.0
* Number of original crime scene cases responded to within one hour	N/A	2,194	2,250	2,497	2,500
* Number of Deoxyribonucleic Acid (DNA) backlog cases reduced	N/A	N/A	1,500	1,647	180.0
* Number of Short Tandem Repeat (STR) offender profiles submitted to the Combined DNA Index System (CODIS) database	N/A	6,443	1,900	2,862	2,000
* Number of two-dimensional diagrams completed within 60 days	N/A	100.0	150.0	164.0	240.0
Outcome Indicators					
* Number of fingerprint hits/matches from the Automated Fingerprint Identification System)AFIS system	703.0	704.0	700.0	799.0	750.0
* Percent of ISP laboratories accredited by the American Society of Crime Laboratory Directors	100 %	100 %	100 %	100 %	100 %
* Percent of Crime Scene Investigators certified by the International Association of Indentification	88 %	59 %	80 %	70.7 %	82 %
* Percent reduction of DNA backlog cases	N/A	N/A	53 %	58.4 %	56.4 %
* Percent response to crime scene request	N/A	N/A	97 %	95.86 %	98 %
* Percent of new forsensic personnel in training	N/A	N/A	100 %	100 %	100 %
* Percent towards completion of equipping, staffing and operating of CODIS Laboratory (a)	N/A	N/A	N/A	15 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Percent of original crime scenes responded to within one hour	N/A	N/A	80 %	67.64 %	82 %
* Percent of two-dimensional diagrams completed within 60 days	N/A	N/A	80 %	41.27 %	80 %
* Percent of scientific cases processed within established turn around times	N/A	59 %	73 %	76.6 %	75 %

Footnotes

(a) New indicator. No target set in fiscal year 2002.

Integrity

Mission Statement: Through education and swift and impartial investigations of all allegations, reduce the incidents of misconduct in the Executive Branch, maintaining a high level of trust in public office.

Program Goals: Objectives:

1. Reduce the incidence of misconduct at Illinois State Police (ISP) and in the state's Executive Branch to improve the level of public trust in state government.
   a. By June 30, 2002, attain a completion rate of 70% within the 120-day target for all investigative cases.
   b. By June 30, 2002, increase the number of restricted background investigations completed by retirees from 55% to 70%.
   c. By June 30, 2002, conduct a symposium/specialized training for representatives/liaisons of all agencies, boards, and commissions under the Governor's jurisdiction on how to report and/or investigate alleged employee misconduct. Increase from 30 to 37 (44% to 55%), the number of eligible agencies attending the annual symposium.
2. Ensure a drug-free workplace for all Illinois State Police employees by maintaining a reliable drug testing program.
   a. On an on-going basis, conduct comprehensive drug testing: pre-employment (on all new ISP employees), random and for-cause testing and monitoring (on current ISP employees subject to provisions of the drug testing program) to maintain a reliable drug testing program and reinforce the Department's zero-tolerance policy.
3. Provide progressive education and training for Division of Internal Investigation employees.
   a. Foster inter-agency cooperation and education and share best practices by hosting a national homicide investigators symposium by January 31, 2002.

Source of Funds: General Revenue Fund, State Police Services Fund ***Statutory Authority:*** 20 ILCS 2605/2605-50

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	N/A	N/A	$5,634.6	$5,527.8	$5,449.5
* Total expenditures - state appropriated funds (in thousands)	$12,940.7	$5,434.3	$5,634.6	$5,527.8	$5,449.5
* Average monthly full-time employees	155.0	68.0	71.0	67.0	68.0
Output Indicators					
* Number of ISP personal complaint cases receiv	360.0	403.0	355.0	343.0	350.0
* Number of external investigations requested	224.0	209.0	235.0	293.0	230.0
* Number of restricted backgrounds conducted by retirees	N/A	N/A	450.0	349.0	450.0
* Number of backgrounds conducted by full-time investigative personnel	2,994	1,773	2,000	1,664	2,000
* Number of hours of ethics/integrity training provided	30.0	32.5	50.0	58.0	50.0
* Number of ethics/integrity events offered	17.0	17.0	25.0	34.0	25.0
* Number of pre-employment drug tests conducted	353.0	299.0	400.0	373.0	400.0
* Number of random drug tests conducted	548.0	502.0	570.0	702.0	570.0
Outcome Indicators					
* Percent of ISP trooper applicants disqualified after review of background investigations	25 %	21 %	30 %	19.7 %	30 %
* Percent of ISP personal complaints cleared	28 %	35 %	30 %	53.38 %	30 %
* Percent of executive branch agencies attending ethics/integrity events (a)	N/A	0 %	55 %	N/A	55 %
* Percent of pre-employment drug tests conducted that were negative	N/A	98.7 %	100 %	98.57 %	100 %
* Percent of random drug tests conducted that were negative	N/A	99.6 %	100 %	99.92 %	100 %
* Number of complaints per 1,000 officers	N/A	185.0	180.0	156.0	180.0
* Percent of complaints substantiated	N/A	67.75 %	68 %	62.25 %	68 %
* Percent of restricted background investigations completed by retirees (b)	N/A	N/A	70 %	72.85 %	73 %
External Benchmarks					
* Metropolitan Police (Scotland Yard): number of complaints per 1,000 officers	N/A	263.0	N/A	260.0	N/A
* Metropolitan Police (Scotland Yard) Percent of complaints substantiated	N/A	N/A	N/A	50 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Percent of ISP complaint investigations completed within 120 days	65 %	50 %	70 %	38.35 %	70 %

Footnotes

(a) The symposium was cut due to budget shortfalls. The symposium is suspended indefinitely until funding levels improve.

(b) These background checks are conducted by retired ISP sworn employees. The backgrounds are conducted on ISP employees as well as interns and contractual employees, cadets, and sworn applicants from state police agencies outside of Illinois.

PUBLIC SAFETY:
ILLINOIS CRIMINAL JUSTICE INFORMATION AUTHORITY

Illinois Criminal Justice Information Authority
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Crime Control, Crime Prevention, and Victim Assistance	$61,696.8	32.0	$71,888.6	33.0
Information Systems, Technology and Support	$3,444.3	30.0	$3,662.0	32.0
Research, Planning and Coordination	$2,131.2	31.0	$2,642.5	30.0
Totals	$67,272.3	93.0	$78,193.1	95.0

Mission and Organization

Created in 1983, the Illinois Criminal Justice Information Authority (Authority) is a state agency dedicated to improving the administration of criminal justice. The Authority works to identify critical issues facing the criminal justice system in Illinois, and to propose and evaluate policies, programs, and legislation that address those issues. It also works to ensure the criminal justice system in Illinois is as efficient and effective as possible. The Authority accomplishes its goals through efforts in three major areas:

1) information systems, technology, and support;
2) research, planning, and coordination; and
3) administration of grants for crime control, crime prevention, and victim assistance.

Crime Control, Crime Prevention, and Victim Assistance

Mission Statement: To help improve the administration of justice in this state, the Authority develops, coordinates, administers, implements, and evaluates programs designed to enhance and improve Illinois' criminal justice, juvenile justice, and victim service systems with several major federal assistance programs and state grants.

Program Goals: Objectives:

1. Utilize federal grant funds to promote the improvement of Illinois' criminal and juvenile justice, and victim service systems.
   a. Target resources to geographic areas and populations with clearly described problems and needs.
   b. Award 468 grants using a needs-based allocation or competitive process.
   c. Coordinate the development and submission of plans to the U.S. Department of Justice for the administration of federal grant programs.
2. Ensure compliance with federal and state requirements.
   a. Ensure all grantees submit required data and fiscal reports in a timely fashion.
   b. Conduct on-site visits to grantees to review programmatic and fiscal compliance.
3. Ensure efficient and effective administration of federal and state grant funds.
   a. Maintain automated system to track the activity of funded programs.
   b. Continue to develop and implement procedures to guide the efficient administration of grants funds.
4. Reduce motor vehicle theft through the use of Illinois Motor Vehicle Theft Prevention Act funds.
   a. Use funds to target areas of the state with the highest rates of motor vehicle theft through public awareness campaigns and special task forces.

Source of Funds: General Revenue Fund, Motor Vehicle Theft Prevention Trust Fund, Criminal Justice Information Projects Fund, Criminal Justice Trust Fund, Juvenile Accountability Incentive Block Grant Fund

Statutory Authority: 20 ILCS 3930; 20 ILCS 4005

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$62,029.0	$61,696.8	$124,946.2	$71,888.6	$123,853.2
* Total expenditures - state appropriated funds (in thousands)	$62,029.0	$61,696.8	$124,946.2	$71,888.6	$123,853.2
* Average monthly full-time employees	29.0	32.0	41.0	33.0	47.0
* Total staffing cost for the program (in thousands)	$760.9	$1,784.5	$2,013.6	$2,008.3	$2,767.5
Output Indicators					
* Percent of grantees where on-site monitoring visits were completed	81 %	90 %	80 %	45 %	80 %
* Program and fiscal reports received and processed	3,382	6,572	4,200	5,261	4,200
* Grants monitored	N/A	367.0	468.0	450.0	468.0
* Grants awarded	N/A	448.0	468.0	426.0	468.0
* Technical assistance responses to local grantees	605.0	2,368	2,000	4,243	2,000
Outcome Indicators					
* Return on motor vehicle theft prevention funds spent (in dollars) (a)	$4.93	$3.62	$4.00	$4.56	$4.00
Efficiency/Cost-Effectiveness Indicators					
* Cost per grant processed/monitored (in thousands)	N/A	N/A	$2.1	$1.6	$2.2

Explanatory Information

This program is responsible for administering the following major state and federal grant programs: Anti-Drug Abuse Act, Victims of Crime Act, STOP Violence Against Women Act, Illinois' Criminal History Record Improvement Program, Local Law Enforcement Block Grants Program, Residential Substance Abuse Treatment Program, Juvenile Accountability Incentive Block Grants Program, Violent Offender and Truth-in-Sentencing Grant Program, Sexual Assault Nurse Examiner Pilot Program, and the Motor Vehicle Theft Prevention Act Grant Program.

Footnotes

(a) This is defined as the dollar return on the dollars expended. The number is determined using the following formula: [(X*Y)+Z]/W = dollar return on dollars expended, where W = Motor Vehicle Theft Prevention Council (MVTPC) grantee and administrative expenditures, X = decline in number of thefts, Y = average value of stolen vehicles as defined by FBI, Z = value of recovered vehicles and contraband reported to MVTPC grantees. Information for fiscal years 2000-2002 is plugged into the formula as follows: state fiscal year 2000 - [(651*6,104)+ 8,512,589]/2,532,828 = 4.93; state fiscal year 2001 - [(29*6,104)+ 19,525,249]/5,433,903 = 3.62; state fiscal year 2002 - [(549*6,682)+ 19,067,391]/4,984,490 = 4.56

Information Systems, Technology and Support

Mission Statement: To help improve the administration of justice in this state, the Authority 1) provides information technology to law enforcement agencies that enables them to receive timely, accurate and complete information to enhance officer and public safety, and maintains systems that enhance the quality of victim service data; 2) promotes the accuracy of criminal history and other justice-related records; and 3) supports the development of an integrated criminal justice information network in Illinois.

Program Goals: Objectives:

1. Support ongoing development, maintenance and operation of three (3) information systems that meet the needs of law enforcement agencies, including the Police Information Management System (PIMS), Area-wide Law Enforcement Radio Terminal System (ALERTS), and Automated Law Enforcement Communication System (ALECS).
   a. Have staff on site at the Authority 24 hours per day, seven days per week to answer calls from users and troubleshoot problems with systems.
   b. Respond to calls requiring on-site assistance within 24 hours.
2. Ensure that the needs of more than 11,000 users of PIMS, ALERTS, and ALECS are met.
   a. Provide on-site and on-line training for users of three police information systems.
   b. Conduct a one-day site visit to 40% of user agencies to build rapport with departments and to address training or support issues.
3. Improve operational efficiencies and data quality by supporting the development of an information network in Illinois.
   a. Facilitate the coordination of justice information system resources to encourage adoption of information exchange standards and limit unneeded redundance and duplication of effort.

Source of Funds: General Revenue Fund, Criminal Justice Information Systems Trust Fund ***Statutory Authority:*** 20 ILCS 3930

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,244.0	$3,444.3	$5,262.1	$3,662.0	$7,424.8
* Total expenditures - state appropriated funds (in thousands)	$3,244.0	$3,444.3	$5,262.1	$3,662.0	$7,424.8
* Average monthly full-time employees	31.0	30.0	39.0	32.0	37.0
* Total staffing cost for program (in thousands)	$821.2	$1,809.6	$2,371.1	$1,959.1	$2,395.4
Output Indicators					
* External police departments supported	373.0	363.0	385.0	340.0	385.0
* Help desk inquiries	1,158	2,814	2,300	3,764	2,500
Outcome Indicators					
* Hours of law enforcement system downtime (with a goal of limiting downtime to 20 hours per year)	12.4	42.0	20.0	48.8	20.0
* Percent of callers whose inquiry was handled within six hours	77 %	76 %	70 %	80 %	70 %
Efficiency/Cost-Effectiveness Indicators					
* Direct cost per police department supported (in thousands)	$.5	$1.40	$1.7	$1.6	$1.6
* Direct cost per Help Desk inquiry (in thousands)	$.2	$.1	$.3	$.1	$.2

Research, Planning and Coordination

Mission Statement: To help improve the administration of justice in this state, the Authority: 1) identifies and analyzes critical issues facing the justice system; 2) proposes and evaluates policies, programs and legislation that address those issues; 3) advises the Governor, Illinois General Assembly, state and local officials, and members of the general public on the implications of such research, evaluation and analysis; 4) functions as a repository of research, data and other information; and 5) disseminates information, develops tools and provides technical assistance which supports state and local crime problem solving.

Program Goals: Objectives:

1. Identify, research and address issues affecting the justice system in Illinois.
   a. Develop, collect, analyze and archive official data on crimes, arrests, prosecutions, court dispositions and sentences imposed for each county in Illinois.
   b. Publish at least 30 reports during the fiscal year stemming from research and evaluation activities.
   c. Publish at least three articles or research summaries in external journals, newsletters or other publications.
   d. Distribute at least 100,000 copies of publications.
   e. Receive at least five grants from federal, state or private sources to enable further research and analysis during the fiscal year.
2. Promote the effectiveness of the justice system through research, planning and coordination.
   a. Respond to at least 1,650 requests for information from the public, criminal justice officials and others during the fiscal year.
   b. Maintain the average number of daily user sessions of the agency's website by refreshing it on a continual basis with news items, data and other information of interest to visitors, and by continuing to promote the use of the site.
3. Coordinate and implement multi-year comprehensive statewide criminal justice plan.
   a. Identify and assess critical criminal justice system issues and needs.
   a. Assess resources available to address issues and needs.
   a. Monitor goals, objectives and action plans for addressing issues and needs.

Source of Funds: General Revenue Fund, Criminal Justice Information Projects Fund, Criminal Justice Trust Fund

Statutory Authority: 20 ILCS 3930

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,272.0	$2,131.2	$4,720.7	$2,642.5	$4,694.5
* Total expenditures - state appropriated funds (in thousands)	$1,272.0	$2,131.2	$4,720.7	$2,642.5	$4,694.5
* Average monthly full-time employees	29.0	31.0	33.0	30.0	28.0
* Total staffing cost for the program (in thousands)	$738.1	$1,649.3	$1,862.0	$1,812.2	$1,902.5
Output Indicators					
* Reports published	21.0	31.0	30.0	145.0	132.0
* Information requests completed	657.0	1,461	1,700	1,464	1,700
* Publications distributed	25,215	118,590	100,000	68,752	100,000
* Publications downloaded	N/A	34,625	30,000	57,646	30,000
* Average daily website sessions	488.0	423.0	425.0	474.0	425.0
* Grants received	2.0	5.0	5.0	8.0	5.0
Outcome Indicators					
* Percent of information requests completed within two days	81 %	85 %	90 %	78 %	90 %
* Percent of requesters satisfied with response to information request	94 %	95 %	80 %	98 %	80 %
* Funded project reports completed by due date	100 %	100 %	100 %	100 %	75 %

PUBLIC SAFETY:
DEPARTMENT OF MILITARY AFFAIRS

Military Affairs
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Facilities	$22,122.5	278.0	$23,179.6	276.0
Lincoln's Challenge Academy	$5,993.6	169.0	$5,668.7	155.0
Totals	$28,116.1	447.0	$28,848.3	431.0

Mission and Organization

The Illinois Department of Military Affairs, a part of the executive branch of state government, acts as the channel of communication between the federal government and the State of Illinois on all matters pertaining to the State military. The Military Code of Illinois (20 ILCS 18-5 et seq.) establishes the powers and duties of the department and the Adjutant General.

The department is comprised of the Illinois Army National Guard and the Illinois Air National Guard, which are collectively titled the Illinois National Guard. The Guard has approximately 13,500 members and is responsible for carrying out a dual mission, federal and state. The Guard's federal mission includes providing highly-trained, well-equipped personnel and units capable of rapid deployment when called upon by the President in time of war or national emergency. The state mission of the Guard is to support civil authorities when called upon by the Governor in order to protect life and property and preserve peace, order and public safety.

The department organizes and operates the community-related program Lincoln's Challenge, with the assistance of federal funding. Lincoln's Challenge is a 17-month program designed for at-risk youth ages 16 through 18. The program is a two-phase (resident and post-resident) effort that focuses on eight core objectives: academic excellence; job skills; physical fitness; leadership and fellowship; health, sex education and nutrition; life coping skills; responsible citizenship; and community service.

Facilities

Mission Statement: To provide military support that is trained and equipped to protect life and property, and to preserve peace, order, and the public safety, as directed by the Governor.

Program Goals: Objectives:

1. Maintain readiness for state emergencies.
   a. To insure that Illinois National Guard forces possess the most modern and compatible equipment available to acomplish the mission.
   b. To insure that adequate personnel are available to meet emergencies and contingencies.

Source of Funds: General Revenue Fund, Federal Support Agreement Revolving Fund **Statutory Authority:** 20 ILCS 1805

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$21,170.2	$22,122.5	$23,179.6	$23,179.6	$23,452.1
* Total expenditures - state appropriated funds (in thousands)	$21,170.2	$22,122.5	$23,179.6	$23,179.6	$23,452.1
* Average monthly full-time employees	278.0	278.0	298.0	276.0	298.0
Output Indicators					
* Number of armory rentals	354.0	350.0	355.0	135.0	150.0
* Number of drill weekends held for Illinois National Guard personnel	12.0	12.0	12.0	12.0	12.0
* Number of active-duty Illinois National Guard call-ups by the governor	0.0	1.0	1.0	0.0	0.0
* Number of guardsmen-Army/Air	13,268	13,353	13,400	13,194	13,200
Efficiency/Cost-Effectiveness Indicators					
* Average cost per employee (in thousands)	$43.9	$44.90	$46.3	$49.2	$50.6
* Cost per guardsman - state support of facilities (in thousands)	$1.5	$1.5	$1.8	$1.5	$1.5

Lincoln's Challenge Academy

Mission Statement: To provide resident and non-resident programs for at-risk youth.

Program Goals: Objectives:

1. Prepare Lincoln's Challenge Academy students for success after graduation.
   a. To provide 100% of the graduates with mentors who will evaluate the graduates' status one year after graduation.
   b. To insure program graduates receive appropriate stipend assistance.
   c. To insure 65% of the Lincoln's Challenge students obtain a General Educational Development (GED) certificate during the program.
   d. To insure that more than 70% of the Lincoln's Challenge graduates go on to college, vocational training or go directly into the work force immediately after graduation.

Source of Funds: Federal Support Agreement Revolving Fund **Statutory Authority:** 20 ILCS 1805/27

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,798.4	$5,993.6	$5,668.7	$5,668.7	$6,089.7
* Total expenditures - state appropriated funds (in thousands)	$4,798.4	$5,993.6	$5,668.7	$5,668.7	$6,089.7
* Average monthly full-time employees	142.0	169.0	169.0	155.0	169.0
Output Indicators					
* Number of students enrolled	911.0	1,074	1,000	953.0	930.0
Outcome Indicators					
* Number of graduates	739.0	863.0	800.0	800.0	750.0
* Number of GED certificates awarded	487.0	607.0	520.0	581.0	550.0
* Percent of graduates awarded a GED certificate	65.9 %	70.3 %	65 %	72.6 %	73.3 %
External Benchmarks					
* Number of GED certificates awarded in Michigan's equivalent program	N/A	48.0	N/A	300.0	N/A
* Number of GED certificates awarded in Missouri's equivalent program	N/A	65.0	N/A	320.0	N/A
* Number of GED certificates awarded in Wisconsin's equivalent program	N/A	59.0	N/A	210.0	N/A

PUBLIC SAFETY:
DEPARTMENT OF NUCLEAR SAFETY

Nuclear Safety
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Environmental Monitoring, Radioactive Waste Management & Laboratory Support	$6,746.2	49.0	$5,806.5	49.0
Regulating Medical and Industrial Uses of Radiation Equipment and Materials	$4,282.2	49.0	$5,069.3	49.0
Monitoring Nuclear Power Plants	$4,949.8	49.0	$5,063.3	49.0
Mitigation and Response	$4,129.6	31.0	$3,859.5	31.0
Nuclear Power Plant Safety	$2,388.5	16.0	$2,463.9	16.0
West Chicago Decommissioning Project	$1,824.1	3.0	$2,068.9	3.0
Totals	$24,320.4	197.0	$24,331.4	197.0

Mission and Organization

The Department of Nuclear Safety is responsible for protecting individuals in Illinois from unnecessary exposure to the harmful effects of radiation. Its mission is accomplished through public education, emergency response, regulation, inspection, testing and enforcement. The department carries out several programs that establish, implement and enforce radiation protection measures and standards. One of the purposes of these programs is to carefully monitor any and all radiation sources with the intent of containing exposure to the lowest level reasonably achievable. Some of the department's programs also serve to educate the general public and, more specifically, educate and train individuals working with or near the sources of radiation and individuals responding to emergencies involving radiation. The department is reporting its fiscal year 2002 service efforts and accomplishments for six programs: 1) Emergency Mitigation and Response; 2) Monitoring Nuclear Power Plants; 3) Nuclear Power Plant Safety; 4) Regulating Medical and Industrial Uses of Radiation Equipment and Materials; 5) Environmental Monitoring, Radioactive Waste Management and Laboratory Support; and 6) the West Chicago Decommissioning Project.

The Emergency Mitigation and Response program provides training to state and local emergency workers, financial assistance to local governments near nuclear facilities and maintains emergency response equipment for the department. During fiscal year 2002 program targets for training were lower than normal due to the allocation of personnel for response after the events of September 11, 2001.

The program for Monitoring Nuclear Power Plants has developed a new gaseous effluent monitoring system to replace systems using old technology that were installed at each of Illinois' nuclear power stations ten or more years ago. During fiscal year 2002, program targets were met fo the completion of the latest system to be installed as a replacement. In addition, program staff are installing new software for each plant to allow department analysts to better track abnormal events.

The Nuclear Power Plant Safety program is developing a new risk-based inspection program for the department's resident inspectors to use at Illinois' nuclear power stations. The new inspection program will allow inspectors to increase their efficiency in checking plant systems for potential problems and failures. In addition, staff continue partial inspections at the shut-down Zion nuclear power station.

The Regulating Medical and Industrial Uses of Radiation Equipment and Materials program regulates and inspects registrants to ensure the safe possession and use of radiation-producing devices, including more than 28,500 x-ray machines, particle accelerators, and cancer treatment devices. The program also accredits the technologists who operate radiation-producing devices and use radioactive materials. Additionally, the program certifies all mammography facilities in the state and conducts annual inspections and enforcement/compliance activities.

The Environmental Monitoring, Radioactive Waste Management and Laboratory Support program analyzes environmental samples from sites of radioactive contamination in Illinois and analyzes water samples for radium and other radioactive elements to determine if public water supplies meet regulatory standards. The program also investigates the scope of the naturally occurring radon gas problem in Illinois and inspects and escorts shipments of spent nuclear fuel and high level radioactive waste throughout the state.

The West Chicago Decommissioning Project is the department's largest on-going environmental radiation clean-up program. The department is the regulatory authority for the clean-up of an industrial site and provides testing and verification services for other properties in the area being cleaned up under the U.S. EPA Super Fund program.

Environmental Monitoring, Radioactive Waste Management & Laboratory Support

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from environmental radiation sources.
   a. Assist other agencies to reduce exposures to radium in water supplies and test for radioactive contamination in the environment.

Source of Funds: Radiation Protection Fund, Indoor Radon Mitigation Fund, Nuclear Safety Emergency Preparedness Fund, Sheffield February 1982 Agreed Order Fund, Radioactive Waste Facility Development and Operation Fund

Statutory Authority: 420 ILCS 20

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$6,303.8	$6,746.2	$5,850.0	$5,806.5	$6,000.0
* Total expenditures - state appropriated funds (in thousands)	$6,303.8	$6,746.2	$5,850.0	$5,806.5	$6,000.0
* Average monthly full-time employees	47.0	47.0	47.0	47.0	47.0
* Average monthly part-time employees	2.0	2.0	2.0	2.0	2.0
Output Indicators					
* Radon mitigation complaints investigated (a)	39.0	45.0	30.0	32.0	30.0
* Water sample analyses performed	3,118	4,081	2,560	3,348	3,350
* Environmental soil and air sample analyses performed	5,877	6,141	6,700	5,161	5,200
Outcome Indicators					
* Water samples analyzed by target time (b)	77 %	83 %	100 %	73 %	100 %
* Radon reports investigated within 14 days	100 %	100 %	100 %	100 %	100 %
* Environmental samples analyzed by target time (b)	78 %	100 %	100 %	81 %	100 %

Footnotes

(a) Clients of entities that test for or mitigate radon contamination may file complaints against the providers.

(b) Some of the samples are analyzed for U.S.EPA and the Illinois EPA. Target turnaround times are suggested by these client agencies.

Regulating Medical and Industrial Uses of Radiation Equipment and Materials

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from medical and non-medical sources of radiation.
   a. License all qualified facilities that apply to use medical or non-medical radioactive materials.
   b. Register all facilities that use medical or non-medical radiation producing devices.
   c. Accredit all qualified individuals that apply ionizing radiation to patients.
   d. Certify all qualified individuals that perform industrial radiography.
   e. Inspect facilities that use sources of radiation for medical or non-medical purposes.

Source of Funds: General Revenue Fund, Radiation Protection Fund, Nuclear Safety Emergency Preparedness Fund

Statutory Authority: 420 ILCS 40

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,044.3	$4,282.2	$5,075.0	$5,069.3	$5,085.0
* Total expenditures - state appropriated funds (in thousands)	$4,044.3	$4,282.2	$5,075.0	$5,069.3	$5,085.0
* Average monthly full-time employees	49.0	49.0	49.0	49.0	49.0
Output Indicators					
* Radiation installation inspections performed	3,070	3,122	4,310	3,292	3,500
* Mammography inspections performed	348.0	395.0	400.0	371.0	400.0
* Radioactive materials inspections performed	374.0	320.0	350.0	273.0	300.0
Outcome Indicators					
* Radiation installation inspections performed compared to planned	98 %	82.2 %	100 %	74 %	100 %
* Mammography inspections performed compared to planned	100 %	98.7 %	100 %	94 %	100 %
* Radioactive materials inspections performed compared to planned	96.5 %	92 %	100 %	99 %	100 %
* Number of radiation installation deficiencies recorded	802.0	974.0	0.0	846.0	0.0
Efficiency/Cost-Effectiveness Indicators					
* Inspections per program full-time employee	81.0	81.6	107.0	84.0	85.0
* Program cost per inspection (in dollars)	$859.97	$891.00	$700.00	$919.00	$920.00

Monitoring Nuclear Power Plants

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from nuclear power plants.
   a. Reduce the time for identifying potential accidents at nuclear power plants by developing expert software and procedures that detect and categorize abnormal operating conditions.
   b. Improve the reliability, accuracy and speed of monitoring systems by simplifying and updating the system.

Source of Funds: Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 420 ILCS 5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,904.9	$4,949.8	$5,070.0	$5,063.3	$5,100.0
* Total expenditures - state appropriated funds (in thousands)	$4,904.9	$4,949.8	$5,070.0	$5,063.3	$5,100.0
* Average monthly full-time employees	51.0	49.0	49.0	49.0	49.0
Output Indicators					
* Abnormal event software - tasks completed (a)	6.0	21.0	21.0	20.0	21.0
* Prototype monitoring developed - tasks completed (a)	436.0	134.0	134.0	143.0	135.0
Outcome Indicators					
* Develop replacement gaseous effluent monitor - percent completed (b)	99 %	100 %	100 %	100 %	100 %
* Develop reactor analysis decision aids - percent completed (a)	50 %	91.3 %	100 %	100 %	100 %

Footnotes

(a) The department is developing computer programs to analyze data coming from the nuclear power plants which will assist decision makers responding to emergency situations.

(b) The department is developing an upgraded system to monitor gases that are released from nuclear power plants. This system will replace systems that were installed ten or more years ago.

Mitigation and Response

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from nuclear power plants and from uncontrolled sources of radiation.
   a. Maintain response equipment in an immediately deployable status.
   b. Provide regular radiological response training to staff.
   c. Promptly respond to and investigate all reports of uncontrolled radiation source incidents.
   d. Increase the percentage of local government emergency workers for radiological response.

Source of Funds: Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 420 ILCS 5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$4,012.9	$4,129.6	$3,865.0	$3,859.5	$3,900.0
* Total expenditures - state appropriated funds (in thousands)	$4,012.9	$4,129.6	$3,865.0	$3,859.5	$3,900.0
* Average monthly full-time employees	28.0	28.0	28.0	28.0	28.0
* Average monthly part-time employees	4.0	3.0	3.0	3.0	3.0
Output Indicators					
* Emergency workers trained	2,388	1,059	1,525	905.0	1,000
* Emergency exercises conducted	5.0	4.0	5.0	4.0	5.0
Outcome Indicators					
* Emergency exercises successfully conducted	5.0	4.0	5.0	4.0	4.0
* Deficiencies identified	0.0	0.0	0.0	0.0	0.0

Nuclear Power Plant Safety

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from nuclear power plants.
   a. Reduce the likelihood of a nuclear power plant accident by developing and following a risk-based inspection program focusing on safety significant plant systems.

Source of Funds: Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 420 ILCS 10

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,363.9	$2,388.5	$2,470.0	$2,463.9	$2,485.0
* Total expenditures - state appropriated funds (in thousands)	$2,363.9	$2,388.5	$2,470.0	$2,463.9	$2,485.0
* Average monthly full-time employees	16.0	16.0	16.0	16.0	16.0
Output Indicators					
* Develop risk-based inspection program - tasks completed (a)	5.0	20.0	20.0	20.0	20.0
* Inspection of permanently shut-down plant - tasks completed (b)	30.0	15.0	15.0	15.0	15.0
Outcome Indicators					
* Implement a risk-based inspection program - percent completed (a)	9 %	50 %	50 %	50 %	50 %

Footnotes

(a) The department is developing a new inspection strategy to be used by its inspectors at each nuclear power plant. The new program will improve inspection efficiency.

(b) The department inspectors are performing a series of inspections of the shut-down Zion nuclear power plant.

West Chicago Decommissioning Project

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from non-medical sources of radiation.
   a. Eliminate contamination from residential and public properties near the Kerr McGee Rare Earth Facility area of West Chicago.

Source of Funds: Radiation Protection Fund ***Statutory Authority:*** 420 ILCS 42

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,784.7	$1,824.1	$2,200.0	$2,068.9	$2,200.0
* Total expenditures - state appropriated funds (in thousands)	$1,784.7	$1,824.1	$2,200.0	$2,068.9	$2,200.0
* Average monthly full-time employees	4.0	3.0	3.0	3.0	3.0
Output Indicators					
* Number of contaminated properties identified (a,b)	95.0	71.0	0.0	9.0	0.0
Outcome Indicators					
* Properties verified clean within three days of notification by contractor	100 %	100 %	100 %	100 %	100 %
* Number of contaminated properties cleaned up (a,b)	95.0	71.0	0.0	7.0	2.0

Explanatory Information

The Department inspects and verifies that properties being decontaminated by contractors hired by Kerr McGee Chemical Co. in West Chicago meet predetermined radiological standards. The sites listed for remediation continue to increase as new contamination is detected.

Footnotes

(a) The number of contaminated sites identified should continue to decline as properties are cleaned.

(b) Target numbers for contaminated sites will reflect either the remaining properties to be cleaned from the prior year or zero. The target or goal of the program is to insure that all contaminated sites are cleaned. If there are no remaining sites left over from the prior year to be cleaned, targets should be zero.

PUBLIC SAFETY:
ILLINOIS EMERGENCY MANAGEMENT AGENCY

Illinois Emergency Management Agency
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Hazard Management and Disaster Preparedness	$9,040.7	54.0	$11,613.5	49.0
Facilitate Disaster Recovery	$23,528.4	2.0	$9,075.3	3.0
Response Coordination	$1,144.0	10.0	$1,268.9	10.0
IEMA State Emergency Response Commission	$830.3	5.0	$820.1	5.0
Totals	$34,543.4	71.0	$22,777.8	67.0

Mission and Organization

The Illinois Emergency Management Agency (IEMA) maintains and implements statewide emergency management programs that arise from various state statutes, including the Illinois Emergency Management Agency Act, the Hazardous Materials Emergency Act, the Illinois Chemical Safety Act, and the Emergency Planning and Community Right-to-Know Act. Based on the requirements of the latter statute, IEMA, as the State Emergency Response Commission, is required to oversee the activities of the 105 local emergency planning committees. A listing of agency mandates by statute, rule or executive order appears in the agency's strategic plan.

The mission of IEMA is "To protect the lives and property of citizens before a disaster strikes through planning, training, and mitigation, and to reduce human suffering after a disaster strikes through prompt and effective coordination of the state's response and recovery efforts through partnerships with state, local, and federal agencies and (private) and voluntary organizations."

The tragic events of September 11, 2001 have accelerated changes in Illinois' system of emergency management. However, Illinois and IEMA had already begun major initiatives to improve the state's capability to respond to a Weapons of Mass Destruction event. In May 2000, Governor Ryan established the Illinois Terrorism Task Force (ITTF) by Executive Order and named the Director of IEMA as its Chair. Currently, more than 50 governmental agencies, professional and trade associations, and not-for-profit corporations comprise the ITTF and its nine Committees. IEMA provides active leadership, committee membership, and administrative support to the Task Force.

IEMA's programs focus on protecting lives and property and on reducing the effects of disasters regardless of cause. In order to accomplish its goals, IEMA's programs require a strong partnership among federal and state government agencies, local governments, businesses and private organizations, and the general public. The agency's central mission is rooted in statute and in delivery of quality service to the public it serves and focuses its efforts on that mission and on the strategies used by partners in local, state, and federal governments and in regulated businesses: mitigation, preparedness, response and recovery. These four (4) "phases" of emergency management are defined as follows:

Mitigation: Taking actions to reduce or eliminate long-term risk to people and property from hazards and their effects.

Preparedness: Building the emergency management profession to effectively prepare for, mitigate against, respond to, and recover from any hazard through planning, training, and disaster drills and exercises.

Response: Conducting emergency operations to provide food, water, shelter, and medical care to those in need, restoring critical public services, evacuating potential victims, and managing human and material resources to save lives and property.

Recovery: Helping communities, businesses, and individuals return to normal life so that they can function on their own and protect themselves from future hazards.

Hazard Management and Disaster Preparedness

Mission Statement: To protect lives and prevent loss of property from all hazards through a program of hazard management and disaster preparedness, to include: developing and maintaining state and local emergency operations plans, providing a comprehensive exercise program to test and evaluate all aspects of the emergency management organization.

Program Goals: Objectives:

1. Reduce or eliminate the long-range impact of natural hazards to lives and property in Illinois.
   a. Coordinate the Federal and State agencies that participate on the Interagency Mitigation Advisory Group (IMAG) and meet monthly.
   b. Encourage "all-hazard" mitigation projects.
   c. Administer the Flood Mitigation Assistance (FMA) program.
   d. Complete various hazard mitigation plans.
2. Promote and provide guidance to local governments for mitigation and preparedness efforts to improve disaster resistance.
   a. Provide guidance and assistance to local governments interested in pursuing mitigation and preparedness efforts to become more disaster resistant.
   b. Provide coordination of technical support and guidance to local governments pursuing mitigation and preparedness efforts to become more disaster resistant.
   c. Support the "Project Impact - Building Disaster Resistant Communities" initiative; provide assistance to Illinois communities that are currently involved with the initiative; and provide information to local governments that are interested in learning more about the initiative.
3. Develop a readiness capability at the local government level to respond to and recover from major emergencies and disasters.
   a. Provide assistance to local government officials in the development of an annual scope of work that will serve as the foundation for their emergency management program.
   b. Review and suggest revisions to local emergency operations plans submitted for approval based on criteria and standards established by administrative rules.
   c. Administer grants to local governments to fund the administration of emergency management programs and the development of plans.
   d. Provide special assistance to local governments that are at risk from nuclear power station accidents, earthquakes, chemical releases, and other specific hazards with a defined impact area.
4. Develop a readiness capability within state government to respond to and recover from major emergencies and disasters.
   a. Develop and annually review the Illinois Emergency Operations Plan.
   b. Develop and maintain plans for response to and recovery from disasters caused by specific hazards with a defined impact area, i.e. nuclear power station accidents, earthquakes, chemical releases.
   c. Provide technical planning assistance to state and local agencies on the threat of domestic terrorism, upon request.
5. Enhance public awareness and education about emergency preparedness in Illinois.
   a. Conduct hazard awareness and emergency preparedness campaigns.
   b. Provide information relating to a specific hazard to selected groups.
6. Provide training to support emergency management programs.
   a. Develop and deliver emergency management curriculum throughout Illinois.
   b. Develop an educationally-based certificate program for state and local emergency management staff.
   c. In compliance with 29 CFR 1910.120 (q), 40 CFR Part 311, conduct or provide for Hazardous Materials training for state agency personnel, and local fire, law enforcement, and emergency response personnel.
   d. Conduct Chemical Stockpile Emergency Preparedness Program training for the emergency management staff of Edgar and Vermillion counties.
   e. Review and revise Radiological Emergency Preparedness-specific training programs for the following: emergency workers, telecommunicators, traffic & access control, EOC staff, reception center staff, and school personnel.
   f. Conduct anti-terrorism training.
7. Establish a comprehensive exercise program to test and evaluate all aspects of the state and local emergency management system.
   a. Develop and maintain the four-year schedule of state and local exercises.
   b. Assist local jurisdictions and participate with Federal and State agencies in the design and evaluation of comprehensive emergency management exercises that involve natural or technological hazards.
   c. Develop a performance evaluation guide for conducting drills and exercises of emergency operations plans.
8. Administer the Illinois Emergency Management Agency (IEMA) in accordance with the IEMA Act.
   a. Develop, maintain, and update a comprehensive multi-year strategic plan for IEMA.
   b. Maintain a capability for emergency printing in the event of disaster.
   c. Develop an agency information technology system to include: digital mapping via the Geographic Information System, management of the IEMA local area network (LAN), automated record keeping, electronic mail, and Internet home page.
   d. Administer emergency management assistance grants to counties and municipalities to develop and maintain emergency management programs and special federal grants and grant related projects.
   e. Develop an Emergency Management Program Evaluation Guide to objectively assess, against accepted standards and components of emergency management organizations, quality emergency management organizations.

Hazard Management and Disaster Preparedness (Concluded)

Source of Funds: General Revenue Fund, Nuclear Civil Protection Planning Fund, Federal Hardware Assistance Fund, Federal Civil Preparedness Administrative Fund, Nuclear Safety Emergency Preparedness Fund

Statutory Authority: 20 ILCS 3305/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$8,647.9	$9,040.7	$12,837.4	$11,613.5	$70,719.0
* Total expenditures - state appropriated funds (in thousands)	$8,647.9	$9,040.7	$12,837.4	$11,613.5	$70,719.0
* Average monthly full-time employees	54.0	54.0	49.0	49.0	48.0
Output Indicators					
* Emergency Management trainees	591.0	1,186	900.0	837.0	900.0
* Search and Rescue (SAR)trainees	404.0	461.0	500.0	418.0	500.0
* Jurisdictions receiving IEMA assistance for exercises	7.0	24.0	12.0	18.0	12.0
* Hazardous Materials trainees	N/A	4,913	19,000	5,553	19,000
* IEMA statewide conference attendees	404.0	441.0	400.0	409.0	400.0
* Sub-recipient audits reviewed	132.0	470.0	200.0	316.0	316.0
* Number of disaster preparedness exercises reported by local jursidictions to IEMA	27.0	42.0	16.0	43.0	16.0
* Number of local Emergency Services and Disaster Agencies(ESDAs) responding to state survey	N/A	16.0	130.0	153.0	130.0
* Sub-recipient audit reports received (a)	N/A	215.0	200.0	316.0	250.0
Outcome Indicators					
* Number of local governments completing the State and Local Program Evaluation Guide (SLPEG) (b)	N/A	16.0	117.0	N/A	N/A
* Subrecipient audits approved (percentage that are A-133 compliant) (a,c)	34.8 %	61.1 %	95 %	84.5 %	95 %

Footnotes

(a) Sub-recipients are units of government or private not- for-profit entities receiving at least $300,000 in total federal grant funds, some of which were channeled through IEMA.

(b) Number of Local Governments that completed the SLPEG.

(c) Percentage of audits reviewed that meet the standard of Office of Management and Budget Circular A-133 for completeness and accuracy.

Facilitate Disaster Recovery

Mission Statement: In accordance with the Illinois Emergency Operations Plan (IEOP), reduce human suffering and enhance the recovery of individuals and communities after disaster strikes through coordination with the Federal Emergency Management Agency (FEMA) to provide disaster assistance.

Program Goals: Objectives:

1. Assist local governments to recover from disasters or emergencies by coordinating appropriate State agencies and administering State and Federal assistance programs.
   a. Coordinate the post-disaster mitigation activities.
   b. Administer the Public Assistance (PA) program.
2. Facilitate disaster recovery by coordinating the administration of federal disaster assistance.
   a. Improve systems for administering federal disaster assistance.
   b. Coordinate with FEMA to provide disaster assistance including damage assessments, field offices, assistance applications, financial assistance, and customer surveys.
   c. Receive and disburse federal disaster assistance funding in accordance with the stipulations of the Federal Stafford Act.

Source of Funds: General Revenue Fund, Federal Aid Disaster Fund ***Statutory Authority:*** 20 ILCS 3305/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$21,102.2	$23,528.4	$24,097.9	$9,075.3	$23,915.7
* Total expenditures - state appropriated funds (in thousands)	$21,102.2	$23,528.4	$24,097.9	$9,075.3	$23,915.7
* Average monthly full-time employees	2.0	2.0	3.0	3.0	2.5
Output Indicators					
* Mitigation projects (current) (a,b)	59.0	59.0	5.0	65.0	5.0
* Acquisitions (a,c)	105.0	57.0	N/A	55.0	30.0
* Individual and family grant applications approved (a)	0.0	59.0	2,500	641.0	2,500
* Process PA applications (current projects) (d)	0.0	1,466	250.0	355.0	250.0
Outcome Indicators					
* Assistance delivered (in thousands) (e)	$7,560.0	$23,720.0	$10,000.0	$11,530.0	$10,000.0
* Close subgrants (f)	370.0	392.0	400.0	1,263	400.0
* Number of public assistance projects formulated (a,d,g)	0.0	1,313	500.0	140.0	500.0
External Benchmarks					
* Total number of National Flood Insurance Program (NFIP) claims - Illinois ranking (h)	13.0	17.0	17.0	17.0	17.0
Efficiency/Cost-Effectiveness Indicators					
* Benefit/Cost of floodplain acquisition projects (i)	1.4	1.1	1.1	1.1	1.1

Footnotes

(a) Numbers for this indicator are based entirely on the number and extent of federally-declared disasers, if any.
(b) Jurisdictions with structures demolished or retrofitted to reduce future disaster related damages.
(c) Properties or parcels of land purchased for mitigation purposes.
(d) Ongoing applications from previous fiscal years.
(e) Total dollars paid in the Public Assistance and Individual and Family Grant Programs.
(f) Make final payment and close a Public Assistance grant file.
(g) A disaster was declared late in fiscal year 2002; projects and payments made will not be reflected until fiscal year 2003.
(h) Ranking among all states with claims under the National Flood Insurance Program.
(i) Benefit to Cost ratio must be greater than 1.0 to support the use of federal funds to purchase a property in a recognized floodplain.

Response Coordination

Mission Statement: Reduce human suffering through coordination of the state's disaster response capability to ensure that coordination is conducted in an orderly and effective manner among all public safety agencies and that timely decisions affecting health and life safety are made in a timely manner.

Program Goals: Objectives:

1. To provide a single point of contact for incoming and outgoing information on disaster and emergency incidents.
   a. Operate, in accordance with Standard Operating Procedures, a telecommunications center serving as the 24-hour emergency notification point for all emergencies and disasters.
   b. Monitor compliance with Standard Operating Procedures.
   c. Provide for backup capability for state and national communications, to include:
      -Backup radio station for IDOT Station 1
      -FEMA National Radio System, and the
      -OP SECURE program (HF-SSB capability - High Frequency Single Side Band). (a)
2. To provide an efficient, effective and coordinated response by State government.
   a. Maintain the ability to communicate statewide with emergency response units.
   b. Implement written plans and procedures for emergency and disaster operations to include a staffing pattern for IEMA staff to provide for a coordinated response.
   c. Maintain facilities and equipment for coordinating state government response.

Source of Funds: General Revenue Fund, Nuclear Civil Protection Planning Fund, Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 20 ILCS 3305/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,350.2	$1,144.0	$3,086.3	$1,268.9	$372.0
* Total expenditures - state appropriated funds (in thousands)	$1,350.2	$1,144.0	$3,086.3	$1,268.9	$372.0
* Average monthly full-time employees	8.5	8.5	8.5	8.5	8.5
* Average monthly part-time employees	1.5	1.5	1.5	1.5	1.5
Output Indicators					
* Emergency medical system missions coordinated by IEMA Communications Center	868.0	868.0	1,600	977.0	1,600
* Meth lab seizure calls	0.0	0.0	250.0	270.0	250.0
* Hazardous materials incidents reported to IEMA	1,263	1,263	3,000	1,890	3,000
* Railroad-related incidents reported to IEMA	111.0	111.0	250.0	199.0	250.0
* Arson Hotline calls received by IEMA Communications Center for the State Fire Marshal	496.0	496.0	1,000	1,086	1,000
* Target IL/Poacher Hotline calls received by IEMA Communications Center for IL Dept. of Natural Resources	107.0	107.0	370.0	382.0	370.0
* Coordinate administrative flights	0.0	0.0	250.0	263.0	250.0
Outcome Indicators					
* Verification that Standard Operating Procedures are followed by Communications Center personnel (b)	100 %	100 %	100 %	100 %	100 %
* Positive responses on customer satisfaction surveys completed by community officials (c)	N/A	92 %	80 %	N/A	N/A

Footnotes

(a) The OP SECURE program is a secure radio communication network used by state and federal authorities.

(b) All incidents handled by the IEMA Telecommunications Center are processed in accordance with a Standard Operating Procedure. A supervisor confirms that each incident has been handled properly by Communications Center personnel.

(c) The number of Customer Satisfaction Surveys distributed to communites affected by a disaster is dependent on activations of the State Emergency Operations Center (EOC) and disaster operations evaluated. No surveys were made during fiscal year 2002.

IEMA State Emergency Response Commission

Mission Statement: In accordance with the 1986 federal Emergency Planning and Community Right to Know Act (EPCRA), IEMA, as the State Emergency Response Commission (SERC), will coordinate and supervise the activities of 105 local emergency planning committees (LEPCs) responsible for planning for chemical emergencies.

Program Goals: Objectives:

1. Improve regulated facilities' compliance with statutory reporting requirements.
   a. Provide outreach and education to regulated industries to facilitate compliance.
   b. Share information database of federal, state, and local authorities to ensure compliance of regulated facilities.
   c. Pursue enforcement as a means to obtain compliance.
2. Improve regulated facilities' compliance with emergency notification of hazardous chemical releases.
   a. Provide outreach and education to municipalities and regulated facilities of release reporting requirements.
   b. Share information databases of federal, state, and local authorities to ensure compliance.
   c. Pursue enforcement as a means to obtain compliance.
3. Programmatic administration of the State Emergency Response Commission and reactivation of 105 LEPCs to plan for hazardous chemical emergencies.
   a. Develop and implement state-wide training modules to assist LEPC members.
   b. Provide guidance through outreach activities, including attendance at LEPC meetings, exercises, and other LEPC-sponsored events.
   c. Design and implement a state-wide computer network system accessible to all 105 LEPCs to facilitate:
      (a) Preparation and completion of its emergency plan;
      (b) Expeditious reporting of area release incidents involving hazardous materials;
      (c) Filing of annual emergency hazardous inventory forms; and
      (d) Review of area industries risk management plans that will be accessible primarily through the Internet.
   d. Make available technical assistance to all 105 LEPCs in the planning, preparation, and development of emergency plans.
   e. Obtain outside input from interested parties serving on various Advisory Committees, to include:
      1) SERC Advisory #1 - includes regulated facilities, State Chamber of Commerce, DCCA, and other outside agencies.
      2) SERC Advisory #2 - includes representatives of LEPCs and IEMA only.

Source of Funds: General Revenue Fund, Emergency Planning and Training Fund, Federal Civil Preparedness Administrative Fund

Statutory Authority: 430 ILCS 45/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$406.6	$830.3	$973.6	$820.1	$987.8
* Total expenditures - state appropriated funds (in thousands)	$406.6	$830.3	$973.6	$820.1	$987.8
* Average monthly full-time employees	7.0	5.0	5.0	5.0	4.5
Output Indicators					
* Hazardous materials facilities reporting in compliance with the Federal Emergency Planning and Community Right to Know Act (a,b)	6,300	6,806	6,800	6,035	6,000
Outcome Indicators					
* Percentage of facilities in compliance with Section 12 of EPCRA (b,c)	N/A	100 %	100 %	N/A	100 %
* Verification of compliance status, with Section 12 of EPCRA (b,c)	96.5 %	99.5 %	98 %	N/A	98 %

Footnotes

(a) The number of facilities required to report during fiscal year 2001 was reduced due to a change in federal rules that exempted gasoline filing stations.

(b) The Emergency Preparedness and Community Right to Know Act (EPCRA) requires facilities that manufacture or store hazardous materials to report their annual inventories to this agency.

(c) Due to a new reporting procedure, fiscal year 2002 actual data will not be available until the second quarter of fiscal year 2003.

PUBLIC SAFETY:
OFFICE OF THE STATE FIRE MARSHAL

State Fire Marshal
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Fire Prevention	$3,326.9	41.0	$3,847.8	39.0
Underground Storage Tank (UST)	$3,210.3	28.0	$3,144.5	30.0
General Services	$2,843.5	28.0	$2,939.8	30.0
Personnel Standards and Education	$2,238.3	14.0	$2,250.8	14.0
Boiler and Pressure Vessel	$1,984.7	22.0	$2,037.0	21.0
Arson	$1,698.9	22.0	$1,810.9	21.0
Legislative Initiatives	$1,640.0	0.0	$590.0	0.0
Totals	$16,942.6	155.0	$16,620.8	155.0

Mission and Organization

The Office of the Illinois State Fire Marshal (OSFM) enhances its organizational unity with the fire service through ongoing relationships with the Fire Advisory Commission and the Illinois Fire Services Association. OSFM also continues developing proactive partnerships with Illinois businesses. Fire is a serious problem in this country; 4,000 Americans die each year due to fires and approximately 22,000 are injured. In Illinois, hundreds of Illinois citizens die or are injured every year due to fires. There were 221 fire deaths in 2000. The results are still unacceptable.

A major responsibility of the OSFM is public information and education. Educational materials were developed and provided dealing with arson investigation, assistance to fire departments and victims of fire. Under the leadership of the OSFM, Illinois' Juvenile Firesetters Task Force continues to develop programs and provide resources to families and organizations dealing with young firesetters. Trained intervention specialists in the fire service are available to departments statewide to assist fire departments or individual families.

The program divisions of the OSFM form the frontline support for fire prevention programs in Illinois. Two of the divisions, Boiler and Pressure Vessels (Boilers) and Petroleum and Chemical Safety (DPCS) have unique and very specific responsibilities. Boilers focuses on ensuring that the boilers operating within the State of Illinois meet or exceed all industry standards. As evidenced from the external benchmarks, Boilers exceeds the national targets.

The DPCS is responsible for Underground Storage Tank (UST) activities in Illinois. With 2.2 times the number of UST facilities than the national average, DPCS faces a challenging task. DPCS has established programs, which will ensure that one-third of all UST's in the state are inspected annually on a rotating basis.

The OSFM devotes one entire division to the critical fire problem of arson. Through its field offices (4) and field staff (20) the Arson Division provides needed services to fire departments across the state. The professional arson investigators provide technical support to the many small and mid-sized departments that lack the fiscal resources to conduct arson investigations on their own.

Fire Prevention has the major responsibility of enforcing national fire codes all across Illinois. While concentrating efforts on state-licensed day care, health care and educational occupancies, OSFM fire prevention inspectors also help ensure safety through the inspection of service stations, above-ground petroleum and propane storage tanks, and hotel/motel occupancies.

The OSFM Personnel Standards and Education Division is responsible for assisting local governments in improving levels of education and training standards for local firefighters. The division manages a program of training and certification for the 42,000 firefighters in Illinois.

The OSFM is actively committed to Homeland Security through the implementation of an OSFM Command Center (CC) to facilitate the coordination of fire resources during a natural or man-made disaster. This facility, in coordination with the Illinois Emergency Management Agency, is also their backup State Emergency Operations Center (SEOC). A team of personnel is assigned and available to respond to the SEOC or the OSFM CC upon immediate notice.

Fire Prevention

Mission Statement: To prevent the loss of life and damage to property through effective and efficient enforcement of state fire safety codes.

Program Goals: Objectives:

1. Conduct inspections and enforce the fire prevention codes of Illinois with the goal of minimizing or eliminating losses of life and property due to fire.
   a. Complete fire prevention inspections as mandated by filling all the inspector vacancies.
   b. Issue letters of compliance, or notice of violations as the result of fire prevention inspection of selected facilities. (e.g., day care centers, residential board and care homes, hotels and motels, adult educational occupancies, pari-mutuel race tracks, prisons, self-service gas stations, above-ground flammable liquid storage tanks, liquid petroleum (LP) gas tanks, permanently moored vessels, etc.).
   c. Meet and consult with state agencies including the Illinois Department of Agriculture, Department on Aging, Department of Children and Family Service, Commerce Commission, Department of Corrections, Department Human Services, Racing Board and State Board of Education on fire code enforcement, rule development and other public safety issues.
2. Provide a building plan review with the purpose of ensuring that fire safety codes are implemented in new or remodeled occupancies.
   a. Review building plans, fire detection and alarm system plans, automatic fire suppression system plans, self-serve gasoline station applications, above-ground flammable and combustible liquid tank installation applications, and LP-Gas tank installation applications for applicable fire code compliance.
   b. Provide information and technical assistance to building owners, architects, local fire departments and state agencies on Life Safety Code compliance and other standards referenced by the Life Safety Code 2000 - National Fire Protection Association (NFPA).
   c. Provide a one week turn-around time for above-ground storage tank, LP-gas tank and self-service station applications and plan review. Seek timely completion of building plan reviews in accordance with identified construction schedules of the submitter.
3. Conduct training of all fire prevention inspectors to ensure their familiarity with the latest standards and regulations for the inspection of facilities within their jurisdictions.
   a. Conduct fire code enforcement practices and procedures training and identify new materials and methods for fire protection systems for fire prevention inspectors.
   b. Provide monthly fire prevention training to fire prevention inspectors in each regional office addressing specific occupancy problems, code enforcement, policy procedures and administrative requirements.
   c. Conduct quarterly fire prevention training sessions at one location for all fire prevention inspectors to ensure uniformity of fire code enforcement practices.
4. Provide timely emergency response assistance including technical support to state and local emergency responders.
   a. Provide a liaison to the Illinois Emergency Management Agency (IEMA) center during disasters to support fire service activities with technical advice and information.
   b. Provide on-site response to local fire department and fire district requests for technical advice, liaison to other state agencies, and communications equipment support.
5. Oversee a comprehensive fire equipment licensing and testing program throughout the state.
   a. Provide testing and licensing of fire equipment distributors and their employees to install and maintain fixed suppression systems and to provide maintenance and testing of portable fire extinguishers in accordance with state statute and applicable administrative codes.
   b. Enforce reference NFPA Standards for the installation of fixed fire suppression systems and the maintenance and testing of portable fire extinguishers to ensure public safety.
   c. Offer licensure examinations in an annual manner instead of every two years to meet industry needs.
6. Provide for the effective implementation of Wet Fueling (a) program and follow-up inspections in the affected areas of the state.
   a. Adopt new standards using NFPA as a guide.
   b. Develop administrative and operational procedures.
   c. Conduct inspections of all wet fueling operations.
7. Insure that the Fire Prevention Division is prepared to provide the Office of State Fire Marshal (OSFM) with whatever is needed to meet the agency's responsibilities in times of statewide emergency involving terrorism and/or other emergency incidents.
   a. Be prepared to assist the OSFM in meeting its responsibilities with the State of Illinois Emergency Operations Center.
   b. Develop a plan and provide necessary training that will insure that the entire Fire Prevention Division staff is prepared to provide appropriate assistance to OSFM in times of a declared emergency.
   c. Be prepared to assist other State of Illinois agencies, municipalities and/or mutal aide contact in response to emergencies.

Source of Funds: Fire Prevention Fund

Statutory Authority: 225 ILCS, 425 ILCS, 430 ILCS

Fire Prevention (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$3,055.9	$3,326.9	$6,400.4	$3,847.8	$6,126.2
* Average monthly full-time employees	37.0	41.0	44.0	39.0	42.0
Output Indicators					
* Total number of fire prevention inspections conducted	15,862	21,677	24,000	19,907	20,000
* Total number of building plans, above-ground storage tank, self-service gasoline stations, and fire suppression and detection plans reviewed	1,165	945.0	1,400	741.0	800.0
* Total number of employee training-hours delivered to fire prevention personnel	2,199	2,032	2,400	2,407	2,400
* Delivery of at least 60 hours per year of ongoing fire prevention education to Division of Fire Prevention field inspectors and staff in the form of monthly regional training seminars and semi-annual "statewide" meetings for all inspectors (numbers=hours)	2,199	2,032	2,400	2,407	2,400
Outcome Indicators					
* Percentage of above-ground storage tank (AST) reviews completed in ten days or less	100 %	100 %	100 %	100 %	100 %
* Percentage of licensing requests received from other state agencies that are completed by the Division of Fire Prevention in a manner to allow timely responses/results to the requesting agency	100 %	100 %	100 %	100 %	100 %
* Arrival of Division Fire Prevention personnel at emergency scenes within four hours of requests from local authorities having jurisdiction	100 %	100 %	100 %	100 %	100 %
* Number of Life Safety Code violations identified during primary occupancy inspections that are corrected as determined by subsequent re-inspections/recontacts	100 %	100 %	100 %	100 %	100 %

Footnotes

(a) Wet fueling is mobile fueling to other vehicles.

Underground Storage Tank (UST)

Mission Statement: To protect against the threat to human safety and contamination of the environment that can occur by the underground storage of petroleum products and other hazardous substances through prevention, education and enforcement.

Program Goals: Objectives:

1. Support the DPCS Mission by the temporal processing of all checks received by the DPCS to the Management Services Division, timely issuance of removal permits and timely processing of permits that require technical review.
   a. Perform an accurate administrative review through use of current computer records.
   b. Establish and maintain an effective communication system with contractors, UST operators and UST owners through the use of e-mail (e.g., permit submittals, returns, approvals,etc.).
   c. Provide a process for contractor access to select information on the division database by 2003.
   d. Initiate the development processes for the electronic transfer of funds for the payment of permitting, registration and licensing fees.
2. Support the DPCS Mission by the accurate and timely processing of all technical permits in 20 working days or less.
   a. Answer technical questions concerning USTs and division statutory and regulatory requirements.
   b. Ensure quality through bi-monthly staff training in the technical aspects of permitting.
   c. Develop the use of e-mail as a vehicle for permit communications with contractors for receipts, issuance and field inspector communication by 2003.
   d. Conduct regular outreach to contractors and owner/operators regarding compliance issues and the latest advances in UST technology.
3. Support the DPCS Mission by effectively and efficiently deploying field staff who work with industry to insure UST activities in Illinois are safe for the citizens and the environment.
   a. Insure that Storage Tank Safety Specialists (STSS) are at every tank pull activity to insure the safety of workers, the community and the environment.
   b. Re-inspect one third of all active UST facilities annually for compliance with the USEPA UST regulations and the Illinois Administrative Code 170 rules and issue dated decals.
   c. Develop a state of the art telecommunications network for carrying on the work of the division field staff and their interface with the Office, contractors and UST owners and implement in the spring of 2002.
   d. Secure UST Facility File data transmission capacity for field staff interface with the DPCS UST database.
4. Develop and implement a comprehensive Compliance/Enforcement program to insure the safe operation of UST Systems and work on those systems.
   a. Continue to implement the Notice of Violation (NOV) (a) program dealing with non-compliance at UST facilities in such a form to maximize the compliance level of UST systems in Illinois.
   b. Continue to implement the Contractor Notice of Violation (CNOV) (b) program dealing with contractor violations of operating rules and procedures and work with UST stakeholders to develop a penalty process.
5. Support the DPCS Mission by processing all eligibility requests in 60 days or less with an internal target of 40 days.
6. Support the DPCS Mission by providing contemporary, efficient and effective two-way communication with the UST users and regulators.
   a. Conduct industry group meetings for the purpose of exchange of ideas and information on UST issues in Illinois on at least a bi monthly basis.
   b. Produce a monthly DPCS UST ALERT newsletter for the UST community in Illinois.
   c. Meet monthly with the Chicago Department of Environment and Chicago Fire Department to insure smooth consistent operation of the UST activity in Chicago.
7. Provide 24 hour a day seven days a week (24-7) emergency response capability for the State of Illinois regarding UST.
   a. Maintain a state of the art communication link with all Storage Tank Safety Specialists (STSSs) in order to provide for emergency response in conjunction with requests from municipalities and/or the Illinois Emergency Management Agency.
   b. Initiate an outreach program designed to familiarize municipalities of the assistance available from DPCS when they face UST emergencies.
   c. Provide staff support for the State Emergency Operations Center on request.

Source of Funds: Underground Storage Tank Fund, Emergency Response Reimbursement Fund, Fire Prevention Division Fund

Statutory Authority: 415 ILCS 5/57.9, 425 ILCS 15

Underground Storage Tank (UST) (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,165.7	$3,210.3	$4,296.0	$3,144.5	$3,878.8
* Total expenditures - state appropriated funds (in thousands)	$3,165.7	$3,210.3	$4,296.0	$3,144.5	$3,878.8
* Average monthly full-time employees	31.0	28.0	34.0	30.0	31.0
Output Indicators					
* Number of active USTs in the State of Illinois	27,993	24,106	23,500	22,739	21,300
* Total number of UST tanks maintained	101,396	103,726	104,500	105,116	106,500
* UST facility inspections	8,777	10,723	11,500	11,708	11,500
* Installation, upgrade and removal permits issued to contractors for UST work	2,826	2,712	3,000	3,688	3,500
* UST facility files maintained in storgage	39,470	36,432	40,500	36,954	38,000
* Eligibility applications received	762.0	529.0	1,000	434.0	500.0
Outcome Indicators					
* Percent of UST inspected for compliance annually in Illinois	33 %	33 %	33 %	33 %	33 %
* After the issuance of a notice of violation and upon re-inspection, the percentage of underground storage tanks found to be in compliance with the Illinois Administrative Code 170 rules for underground storage tank operation	53.7 %	82.5 %	66.7 %	66.7 %	66.7 %
* Percent of technical permits issued within 20 days of receipt or less	97 %	99.8 %	100 %	99 %	100 %
* Percent of UST owners/operators notified within 40 days of eligibility for Leaking Underground Storage Tank (LUST) Fund eligibility (c)	99.7 %	100 %	100 %	100 %	100 %

Footnotes

(a) NOV - is an informal enforcement notice to owners and operators of USTs.

(b) CNOV - is an informal enforcement notice to contractors.

(c) State law mandates that notification be given to UST owners/operators within 60 days of eligibility.

Personnel Standards and Education

Mission Statement: To promote and protect the health, safety and welfare of the public and to encourage and aid municipalities, counties and other local governmental agencies by maintaining a high level of training for fire service personnel.

Program Goals: Objectives:

1. Review current systems (database, spreadsheets, access, word processing) updating to newest and most efficient utilization of systems to initiate and streamline non-IT processing providing the fire service with premier service.
   a. Work to develop and implement electronic payment of all accounts receivables.
2. Raise the level of firefighter training to the highest quality by examination; certify fire training programs at the University of Illinois and other schools and administer advanced training programs to firefighters.
   a. Annually administer mandated levels of firefighter exams.
   b. Schedule exams at regional sites around the state, establishing and updating calendar on OSFM web site for accessbility by training facilities to enhance training schedules.
   c. Develop and distribute training manuals, ensuring uniform training programs based on National Fire Protection Association (NFPA) standards for all levels.
   d. Distribute state examination results and certificates to successful candidates.
   e. Process course approvals and review course syllabi.
3. Increase the level of participation in the training certification programs of the division.
   a. More efficient accessibility to division's database information.
   b. More efficient distribution of required training materials.
   c. Establish bi-yearly meetings with appropriate ad hoc and item review committees to ensure validity of certification programs.
   d. Involve all fire service organizations in program and examination development.
   e. Review all programs for Americans with Disabilities Act (ADA) compliance.
4. Annually administer the reimbursement grant program and assist fire departments in the development of their training programs.
   a. Promote fire service training by partial reimbursement of training expense.
   b. Assist with setup of fire departments training records by supplying sample approved forms.
5. Division personnel will interact with fire departments and schools to share program and training information to promote firefighter safety.
   a. Schedule office staff to contact and promote training programs, with priority in those areas where little or no organized training is evident.
6. Identify and evaluate fire service training and testing requirements.
   a. Streamline training, certification and approval procedures.
7. Work with the fire service community to ensure maximum reporting under the National Fire Incidents Reporting System (NFIRS).
   a. Train and assist the fire service in the reporting of fire incidents.
   b. Process statistics, based on reported fire data, and share this information with the fire service, other areas of government, and the public.
   c. Interface with fire reporting entities at the local, state and federal level.
   d. Keep the Illinois fire service up-to-date in terms of emerging technologies, to improve the efficiency and effectiveness of fire incident reporting.
8. Enhance and promote division (agency) program interaction with state organizations/fire departments.
   a. Divisional (agency) promotion and participation in related fire service concerns and programs.
9. Review and enhance avenues for IT programs and resources. Continue to enhance data systems for updating of training, examinations, certification programs, and NFIRS maximizing utilization of IT systems for promotion of training to enhance firefighter knowledge and safety.

Source of Funds: Fire Prevention Fund ***Statutory Authority:*** 50 ILCS 740, 425 ILCS 25/6

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$2,097.8	$2,238.3	$2,270.0	$2,250.8	$2,339.5
* Average monthly full-time employees	8.0	8.0	8.0	8.0	8.0
* Average monthly part-time employees	6.0	6.0	6.0	6.0	6.0
Output Indicators					
* Total number of fire departments served	N/A	1,272	1,272	1,260	1,260
* Number of fire fighter exams given	17,153	14,753	15,000	17,334	15,125
* Number of fire fighter certifications issued	8,782	7,872	10,300	8,267	9,000
* Number of courses established for certification	52.0	53.0	55.0	44.0	48.0
* Number of fire department training reimbursement claims processed	3,652	3,142	3,200	4,005	4,000
Outcome Indicators					
* Percent of Illinois Firefighter II trained firefighters (a)	97 %	97 %	97 %	97 %	97 %

Personnel Standards and Education (Concluded)					
	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Percent of instances where at least seventy percent of Fire Fighter II Test takers passed the exam on their first attempt (b,c)	68 %	100 %	100 %	N/A	N/A
* Percent of instances where at least fifty percent of Fire Fighter certification courses taken were approved toward certification (b,c)	72 %	100 %	100 %	N/A	N/A
* Percent of instances where at least seventy percent of fire departments and districts reported (d)	52.5 %	94 %	95 %	73 %	80 %
External Benchmarks					
* Percent of Firefighter II trained nationally	100 %	88 %	88 %	88 %	88 %

Footnotes

(a) In most states Firefighter II is mandatory, while in Illinois it is voluntary.

(b) Fiscal year 2002 actual and fiscal year 2003 target figures are not available at this time due to an updating of the computer system. The information will be available at a later date.

(c) Data for fiscal year 2002 actual and fiscal year 2003 target is not yet available.

(d) Fire departments will report fire incidents, death, injury, and property loss under the National Fire Incident Reporting System.

Boiler and Pressure Vessel

Mission Statement: To regulate the construction, installation, inspection and repair of boilers and pressure vessels to insure conformity with all adopted safety codes and standards.

Program Goals: Objectives:

1. Maintain a complete set of records of all boilers and pressure vessels in the state that require registration and inspection.
   a. Review for conformity and process within divisional guidelines all inspection reports received by inspectors for accuracy.
   b. Train and assist all input operators as to the accepted data entry procedures when using the system.
   c. Continue to utilize existing boiler/pressure vessel system and audit periodically to insure that only clean data is input and captured.
   d. Purge database monthly of old records no longer needed.
2. Inspect all boilers and pressure vessels to the requirements of the Illinois Boiler Safety Act and adminstrative rules and verify compliance. Conduct standardized safety inspections to minimize risk to general public.
   a. Insure that all inspectors are notified 60 days in advance of inspection certificate expiration date.
   b. Make necessary arrangements to schedule required boiler and pressure vessel inspections before or on the due date.
   c. Perform internal inspections on high pressure boilers, certificate inspections on low pressure boilers and triennial inspections on pressure vessels.
   d. Distribute a monthly, past due inspection list to all inspectors.
   e. Notify owners and users when deficiencies are found and follow up to verify that corrective action has been taken.
3. Issue Certificates of Inspections to those owners and users who meet the state rules for continued safe operation.
   a. Insure that all inspection reports are keyed when received.
   b. Insure that all inspection invoices are mailed to the responsible party within 10 business days.
   c. Issue Certificates of Inspection as soon as payment is received.
   d. Verify that owners and users are posting certificates as required by law.
4. Administer inspector licensing program to make sure only competent individuals are conducting quality safety inspections.
   a. Verify that all applicants meet experience requirements for examination.
   b. Administer the National Board Examination four times per year to prospective candidates.
   c. Issue Certificates of Competency to inspectors who meet experience requirements and successfully pass examination.
   d. Maintain an up-to-date list of all license holders who perform inspections in Illinois.
5. Insure that only licensed organizations are performing welded repairs to boilers and pressure vessels.
   a. Review upon reciept all license applications for conformity with rules.
   b. Issue a repairer license to those organizations meeting all the requirements.
   c. Maintain accurate records of all licenses and permits issued.
   d. Periodically audit authorized repair concerns for compliance with rules.
6. Develop and implement a comprehensive system for the transacting of all boilers and pressure vessel business activity.
   a. Process all inspection reports and Cerificates of Inspection via the Internet.
   b. All accounts receivables will be generated electronically.
   c. Stakeholder communication will take place through the Internet.
   d. Plan for implementation of electronic payment of all license fees.
7. Continue the effective enforcement of Illinois statutes and rules as they relate to boilers and pressure vessels.
   a. Issue deficiency notices to owners of non-compliant boilers and pressure vessels.
   b. Conduct follow-up inspections of deficient boiler and pressure vessel units to verify compliance.
   c. Issue warning letters and notice of suspensions for those failing to comply.
   d. Refer continued violators to the Attorney General's office for prosecution.

Source of Funds: Fire Prevention Fund ***Statutory Authority:*** 225 ILCS 203, 430 ILCS 75

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$1,814.0	$1,984.7	$2,129.2	$2,037.0	$2,237.8
* Average monthly full-time employees	22.0	22.0	22.0	21.0	21.0
Output Indicators					
* Total number of active boilers and pressure vessels requiring inspections	101,097	102,011	101,800	102,157	102,500
* Total number of inspections performed	41,722	43,069	41,500	40,256	41,040
Outcome Indicators					
* Number of violations per 100 inspections in Illinois	6.0	5.0	5.5	5.6	5.0
* Percentage of boiler and pressure vessels that are past due for an inspection to determine whether they are in complinance with Illinois statute and administrative rules	10.9 %	11.7 %	10 %	10.8 %	10 %
* Violations reported and corrected within 60 days of the inspection by boiler safety specialist	77 %	83 %	100 %	88 %	100 %
* Percentage of boiler and pressure vessels that are past due for an inspection to determine whether they are in complinance with Illinois statute and administrative rules	10.9 %	11.7 %	10 %	10.8 %	10 %
* Violations reported and corrected within 60 days of the inspection by boiler safety specialist	77 %	83 %	100 %	88 %	100 %

Arson

Mission Statement: To provide fire investigation and law enforcement services to the citizens of the State of Illinois through complete and thorough investigations, evidence collection and professional expert testimony in court proceedings.

Program Goals: Objectives:

1. Conduct fire investigations to assist fire departments and local governments with expertise and case management through successful conclusion.
   a. Provide 24-hour service to fire departments that request the assistance of an arson investigator for fires known or suspectec to be arson.
   b. Operate a duty agent program to respond to calls from fire departments and law enforcement 24 hours a day, seven days a week for assistance using the Arson Hotline 800 number and dispatch investigators.
   c. Conduct arson investigations through a network of 20 trained and certified arson investigators who are geograghically dispersed throughout the state. Over two-thirds of the 1,209 fire departments in the state are volunteer and have no arson investigators. Therefore, the sole responsibility lies with this agency in providing those investigations.
   d. Interview suspects and handle case management, including evidence collection and analyses, and work with states attorneys up to and including trial, through prosecution. (This is routine for all arson fire cases).
2. Insure that all arson investigators have met the statutory requirements for the job, maintain quarterly firearms qualifications on the firing range, and attend agency provided in-service training on a regular basis.
   a. All arson investigators must be certified through the agency working with the Illinois Federation of Public Employees union (IFPE) to develop mandatory and minimum hours for annual continuing education requirments.
   b. Maintain quarterly firearms training and meet prescribed minimum scores to maintain qualification.
   c. Conduct annual divisional training to stay current with changes in law, court procedures, investigative techniques, fire science and changes in the field of arson investigation.
3. Prepare monthly reports to the agency director that include caseload, arrests, training, and other information for tracking increases or decreases in workload, workload distribution among employees, and assessing agency services provided to fire departmen
   a. Investigators must submit divisional reports and forms within 10 days of a fire investigation. This allows management to track activities (including caseloads, arrests, and other case information), expenses, and other requirements to ensure proper operation of the division.
   b. On a monthly basis, the division will monitor cases that are still opened or closed or resolved.
   c. Assistance to states attorneys, law enforcement, and other related agencies in fires determined to be arson will continue until an arson case is closed or resolved in court.
4. Assist fire departments and related associations and organizations in the issue of arson investigation to aid in their recognizing and handling suspicious fire scenes until local governments or the state handles the case.
   a. Conduct regional workshops for the benefit of rural and volunteer fire departments to help them identify suspicious fires, protect the scene and secure evidence that may be used in an arson investigation when the agency is called to investigate. Workshops will be offered on a continual basis.
   b. Respond to individual requests by fire departments or local agencies for information or assistance as it relates to arson scenes.
   c. Participate in professional organizations to help educate fire departments in recognizing and handling fire scenes that may be arson.
5. Operate a canine unit consisting of specially trained dogs and their handlers who are able to assist in difficult fire investigations by covering large fire or damaged areas to determine the presence of accelerants used to set arson fires.
   a. Operate a program of five specially trained canines to aid in arson investigation through detection of accelerants used in setting fires.
   b. Maintain proper certifications for the dogs and their handlers to ensure credentials that may be vital in successful prosecution of cases. The Agency will enroll dogs and handlers in recognized annual recertification courses.
   c. Provide for the special care and needs of the dogs and their handlers, in terms of special vehicles, equipment, food, medical care, and related needs.
6. Manage a Juvenile Firesetters Task Force to continue dialog among various state and local level organizations dealing with the issue, including fire service, law enforcement, juvenile justice, mental health, DCFS and other related interests.
   a. Continue to chair the statewide task force to continue effective dialog of state and local organizations and ensure that the staff and background work of the force carryout the needs of the group.
   b. Study juvenile firesetting issues and publish an annual report to the Governor, General Assembly, government entities and the citizens. This report will be submitted by March 30 of each year, starting in 2001.
   c. Recommend new programs, services, or assistance in effectively responding to the problem.
   d. Work toward effective communications with families, schools, day care centers, and other groups that experience juvenile firesetting behaviors. Outreach efforts will continue.
   e. Monitor the extent of the problem and evaluate the effectiveness of programs designed to solve the problem.
   f. Refer juvenile firesetters to intervention specialists at the local level or trained professional counselors or mental health professionals for more severe cases.
   g. Secure and maintain a certified juvenile firesetter intervention specialist in every county in Illinois.
7. Foster an effective dialogue, conduct meetings and discuss the needs and results of the arson program with the insurance industry, state and national associations, and the fire service of Illinois to ensure that the needs of the citizens and our "customer
   a. Maintain an effective relationship with the insurance industry as a partner in the mission to reduce fires and the resultant deaths and injuries. Insurance industry representatives have been appointed to standing agency committees.
   b. Identify effective programs for improving fire safety in homes and public buildings; communicate directly with families, foster homes, day care centers, schools and other entities that deal with potential juvenile firesetters.

Arson (Concluded)

Source of Funds: Fire Prevention Fund ***Statutory Authority:*** 20 ILCS 2910, 425 ILCS 75

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - state appropriated funds (in thousands)	$1,536.6	$1,698.9	$2,028.4	$1,810.9	$2,131.8
* Average monthly full-time employees	23.0	22.0	21.0	21.0	25.0
Output Indicators					
* Arson arrests	38.0	96.0	100.0	136.0	100.0
* Arson awareness & identification workshops for volunteers	N/A	83.0	50.0	17.0	12.0
* Agency sponsored in-service training for agency investigators and paid fire department investigators	N/A	6.0	6.0	6.0	6.0
* Percent of instances where Regional Arson Offices met the goal of being open at least two days per week (104 days per year) to provide local fire departments increased access to Arson investigators and OSFM headquarters	100 %	100 %	100 %	85 %	100 %
* Qualify all Arson Investigators for firearms use through participation three times a year in hand gun range training	100 %	100 %	100 %	100 %	100 %
* Fire investigations	991.0	1,033	1,050	1,082	1,050
* Canine investigations (a)	129.0	150.0	170.0	170.0	150.0
Outcome Indicators					
* Provide local fire departments with Arson Investigator response in 36 hours or less	99 %	100 %	100 %	100 %	100 %

Footnotes

(a) Canine investigations are included in the fire investigations totals.

Illinois Law Enforcement Training and Standards Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Law Enforcement Training	$11,224.9	24.0	$12,760.3	24.0
Totals	$11,224.9	24.0	$12,760.3	24.0

Mission and Organization

The Illinois Police Training Act (Act) created the Illinois Law Enforcement Training and Standards Board (Board) in 1965. As subsequently amended, the Act charges the Board with the responsibility of maintaining and enhancing the training level of local law enforcement and related support personnel. Through various programs the Board fulfills this mandate. Maintenance is accomplished through the Board's statutorily mandated law enforcement and county corrections training program. Enhancement is accomplished through the Board's in-service training delivery system. The Board is reporting its fiscal year 2002 service and efforts accomplishments for its main program - law enforcement training. That program has three main components: (1) mandated law enforcement officer basic training; (2) mandated county corrections officer basic training; and (3) in-service training delivery for public safety personnel.

Mandated Law Enforcement Officer Basic Training: Outcome Indicators: The Act requires that the Board reimburse eligible academy expenses (tuition, lodging, travel, training materials) for each claimant in an amount established annually for each academy. However, should either the appropriation or the fund balance be insufficient, the Act requires that the Board pro-rate eligible expenses to the available amount. For the periods covered by this report, the Board fully reimbursed these expenses at 100% of the statutorily maximum amount. *Output Indicators:* This represents the number of local law enforcement officers who completed the mandated training and whose department was reimbursed for eligible training expenses. This number does not include officers who completed training but are not eligible for reimbursement. *Efficiency/Cost-Effectiveness:* To the extent that the Board can minimize the average reimbursement cost for each law enforcement officer trained, this frees up resources for the in-service training delivery system and other uses. The goal is to keep these costs, over time, to a rate of increase in line with the general costs. Please note that this average is for six (6) academies whose costs range from $3,349 to $1,255. This is the reason that the Board looks at costs over time rather than from year to year. Beginning in fiscal year 2003 individual academy tuitions will be set by the Board using a methodology that will determine an academy's actual costs.

Mandated County Corrections Officer Basic Training: Outcome Indicators: The Act requires that the Board reimburse eligible academy expenses (tuition, lodging, travel, training materials) for each claimant in an amount established annually for each academy. However, should either the appropriation or the fund balance be insufficient, the Act requires that the Board pro-rate eligible expenses to the available amount. For the periods covered by this report, the Board fully reimbursed these expenses at 100% of the statutorily maximum amount. *Output Indicators:* This represents the number of county corrections officers who completed the mandated training and whose department was reimbursed for eligible training expenses. This number does not include officers who completed training but are not eligible for reimbursement. *Efficiency/Cost-Effectiveness:* To the extent that the Board can minimize the average reimbursement cost for each county corrections officer trained, this frees up resources for the in-service training delivery system and other uses. The goal is to keep these costs, over time, to a rate of increase in line with the increase in general costs. Please note that this average is for six (6) academies whose costs range from $2,033 to $424. This is the reason that the Board looks at costs over time rather than from year to year.

In-Service Training Delivery for Public Safety Personnel: Output Indicators: This represents the number of public safety personnel (law enforcement officers, county corrections officers, and support personnel) trained. *Input Indicators:* The amount of funding allocated by the Board was $3,929.0 thousand. Please note that since the Illinois Police Training Act requires funds first be made available for mandated costs (law enforcement and county corrections), that amount is often determined half-way into the fiscal year rather than at the beginning. Reduced planning time can effect the efficiency/cost-effectiveness of this program.
Efficiency/Cost-Effectiveness: The in-service training delivery system operates statewide. To the extent that administrative costs can be reduced or eliminated, more funds become available for training. The cost per training man hour is used.

Law Enforcement Training

Mission Statement: To upgrade and maintain a high level of training and standards for local law enforcement, county corrections and related support personnel.

Program Goals: Objectives:

1. Promote compliance with mandatory training requirements.
   a. Provide statutory maximum reimbursement for law enforcement training.
   b. Provide statutory maximum reimbursement for county corrections training.
2. Promote increased voluntary in-service training sessions for public safety personnel.
   a. Increase number of public safety personnel choosing to make use of in-service training opportunites.

Source of Funds: Traffic and Criminal Conviction Surcharge Fund ***Statutory Authority:*** 50 ILCS 705/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$12,756.3	$12,404.8	$17,697.0	$14,345.7	$17,200.0
* Total expenditures - state appropriated funds (in thousands)	$11,962.9	$11,224.9	$13,761.3	$12,760.3	$14,866.1
* Average monthly full-time employees	23.0	24.0	26.0	24.0	26.0
Output Indicators					
* Number of law enforcement officers completing mandated basic training	1,780	1,218	1,600	1,888	1,694
* Number of county corrections officers completing mandated basic training	587.0	421.0	600.0	586.0	440.0
* Number of public safety personnel trained utilizing in-service training delivery system	57,791	61,143	63,000	49,773	54,952
Outcome Indicators					
* Percent of statutorily maximum reimbursement returned to law enforcement and county corrections agencies	100 %	100 %	100 %	100 %	100 %
Efficiency/Cost-Effectiveness Indicators					
* Reimbursement cost per law enforcement officer trained (in thousands)	$2,399.00	$2,534.00	$2,483.0	$2,534.0	$2,503.0
* Reimbursement cost per county corrections officer trained (in thousands)	$1,100.00	$1,276.00	$1,216.0	$1,458.0	$1,227.0
* Cost per training manhour for in-service training delivery program (in dollars)	$5.45	$5.76	$5.90	$6.47	$6.75

PUBLIC SAFETY:
LIQUOR CONTROL COMMISSION

Liquor Control Commission
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Liquor Law Enforcement	$2,184.0	28.0	$2,440.5	27.0
Tobacco	$1,767.9	2.0	$1,728.2	2.0
Adjudication of Liquor Law Violations	$748.4	8.0	$771.5	6.0
Licensing	$597.6	9.0	$648.6	8.3
Under 21	$376.8	2.0	$366.5	2.0
Retailer Education	$223.2	2.0	$226.1	2.0
BASSET	$86.4	1.0	$133.7	1.0
Totals	$5,984.3	52.0	$6,315.1	48.3

Mission and Organization

The Illinois Liquor Control Commission's mission is to protect the health, safety and welfare of the people of Illinois by careful control and regulation of the manufacture, distribution and sale of alcoholic liquors and by fostering temperance in their consumption. The commission regulates businesses that manufacture, distribute and sell alcoholic beverages. It also issues licenses, inspects liquor establishments, regulates mail-order shipments of alcoholic beverages, hears appeals from local liquor commission decisions, reviews citations and evaluates license revocations. The commission assists state, county and local governments and agencies in interpreting the law and educates liquor licensees and officials.

The commission is also the state's lead agency for tobacco issues. Currently, the commission is involved in a campaign titled "Kids Can't Buy 'Em Here," which works with local areas and retailers to reduce youth access to tobacco products. The commission is also involved in educational and public awareness campaigns with licensees (Retailer Education), their employees (BASSET) and the general public regarding the Liquor Control Act, minimum age purchase and consumption laws (Under 21) and the consequences associated with violations of the Act.

Liquor Law Enforcement

Mission Statement: To ensure statewide compliance with the provisions, rules and regulations of the Illinois Liquor Control Act.

Program Goals:
Objectives:

1. Conduct inspections of ILCC-licensed liquor businesses.
   a. Each agent is to complete an average of five inspections per day.
   b. A complaint investigation shall be completed within 14 days of assignment.
   c. Three contractual agents are to conduct 500+ special event inspections annually.
   d. All "proof of service" referrals are to be processed within 10 days.
2. Develop measurable performance objectives for division staff.
   a. Revise and update the Liquor Control Special Agent job description.
   b. Revise and update the Area Supervisor job description.
3. Develop a comprehensive training program for field agents.
   a. Hold semi-annual Statewide Agent Training Conferences.
   b. Maintain a training profile on all agents.
4. Revise and update Standard Operating Procedures.
   a. Review and revise the Division Standard Operating Procedures Manual.
   b. Develop and publish procedures on new functions/responsibilities on an as-needed basis.
   c. Publish any revisions to the Standard Operating Procedures Manual.
5. A new administrator is to complete a management analysis of the Investigative Division.
   a. Interview and discuss operations with area supervisors.
   b. Report issues and discuss operations with Executive Director quarterly.
   c. Propose changes and recommendations to the Executive Director.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,661.0	$2,184.0	$2,356.9	$2,440.5	$2,931.0
* Total expenditures - state appropriated funds (in thousands)	$2,661.0	$2,184.0	$2,356.9	$2,440.5	$2,931.0
* Average monthly full-time employees	28.0	28.0	31.0	27.0	32.0
Output Indicators					
* Inspections - retail	19,575	21,366	22,900	25,700	26,800
* Inspections - distributor	196.0	250.0	300.0	200.0	200.0
* Inspections - special events	330.0	375.0	500.0	450.0	450.0
* Inspections - complaints	745.0	336.0	500.0	450.0	400.0
* Inspections - follow-up	825.0	420.0	800.0	600.0	500.0
* Inspections - total	21,671	22,747	25,000	27,400	28,350
* Annual mileage - field agents	3,610	14,000	10,000	21,294	17,500
Outcome Indicators					
* Violations cited	11,096	9,376	10,000	10,500	11,000
* Total fines/penalties (in thousands)	$425.2	$347.0	$400.0	$646.2	$750.0
Efficiency/Cost-Effectiveness Indicators					
* Average inspections per day	4.2	3.8	4.0	4.8	5.0
* Average annual violations per field agent	482.0	334.9	400.0	437.5	440.0
* Cost to perform a field inspection (in dollars)	$73.30	$96.90	$90.00	$89.07	$103.17
* Revenue generated per inspection (in dollars)	$19.60	$15.30	$20.00	$23.58	$26.45
* Net revenue loss per inspection (in dollars)	-$53.70	-$81.60	-$70.00	-$65.49	-$76.72

Explanatory Information

The Investigations Division is responsible for conducting liquor inspections at over 26,000 licensed entities throughout Illinois. On average, Liquor Control Special Agents conduct 1,000 inspections each year. These agents use laptop computers to ensure standardized reporting and consistent application of enforcement. Agents respond to all complaints received from the general public regarding violations, serve as liasons to local liquor control commissioners and law enforcement agencies, and conduct orientation inspections for new licensees upon request.

Tobacco

Mission Statement: Promote the Kids Can Not Buy 'Em Here Program. Develop retailer education program on minimum age tobacco laws. Operate the tobacco enforcement grant program.

Program Goals: Objectives:

1. To reduce youth access to tobacco products in Illinois.
   a. Provide compliance information to every tobacco vendor in the state.
   b. Conduct annual sample of 600 inspections to determine statewide compliance level as required by Federal Synar law. (a)
2. To reduce youth access to tobacco in Illinois - Kids Can't Buy 'Em Here.
   a. Publish and distribute a semi-annual newsletter to all tobacco vendors.
   b. Develop a program for local government enforcement efforts based on pilot program.
   c. Conduct surveys to evaluate program's impact in improving compliance.
3. To reduce youth access to tobacco in Illinois - Tobacco Settlement Fund.
   a. Solicit proposals from local governments to initiate or sustain tobacco enforcement programs.
   b. Review program results at close of fiscal year 2002 for fiscal year 2004 funding.
   c. Disburse $1.0M in grants in fiscal year 2003 based on best program proposals.
   d. Increase Tobacco Enforcement Program (TEP) grants to $1.5M in fiscal year 2004.

Source of Funds: General Revenue Fund, Tobacco Settlement Recovery Fund, Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$.0	$1,767.9	$1,842.0	$1,728.2	$1,831.7
* Total expenditures - state appropriated funds (in thousands)	$.0	$1,767.9	$1,842.0	$1,728.2	$1,831.7
* Average monthly full-time employees	0.0	2.0	2.0	2.0	2.0
Output Indicators					
* Training sessions - local government	N/A	57.0	40.0	72.0	75.0
* Retailer kits submitted to vendors	N/A	13,500	20,000	12,353	15,000
* Local/municipal grants	N/A	136.0	150.0	141.0	150.0
* Vendor compliance inspections- Synar (a)	N/A	531.0	600.0	600.0	600.0
* Vendor compliance inspections-local	N/A	15,563	18,000	16,794	18,000
Outcome Indicators					
* Vendor compliance rate - Synar (a)	N/A	88.5 %	80 %	88.5 %	80 %
* Vendor compliance rate - Local	N/A	85 %	80 %	85 %	80 %
* Population covered by local grants	N/A	77 %	90 %	72.4 %	73.1 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection (in dollars)	N/A	$49.90	$50.00	$41.86	$50.00
* Average cost per grant (in dollars)	N/A	$7,325.00	$6,666.70	$7,092.19	$6,666.66

Explanatory Information

The Tobacco Division is responsible for the "KIds Can't Buy 'Em Here" Campaign. The Tobacco Enforcement Program (TEP) distributes $1 million in grants to local units of government and law enforcement agencies to educate tobacco retailers on minimum-age tobacco laws and to perform tobacco compliance checks on retailers. The Commission's appropriation is from the state's Tobacco Settlement Fund to offer grants to communities to either initiate programs that enforce minimum-age tobacco laws or support existing programs. Municipal Surveys are conducted in order to gain knowledge of community-based efforts pertaining to vendor education, enforcement and adjudication.

Footnotes

(a) The Synar Amendment to Section 1926 of the U.S. Public Health Service Act was enacted in response to U.S. Congressman Synar's concerns that it was too easy for underage youth to purchase tobacco products. While there are many regulations to the amendment, there are four primary regulations that all states must achieve. Failure to achieve Synar Regulation can result in a 40% reduction in Substance Abuse Prevention and Treatment Funding. For Illinois, this could mean up to $28 million. The four primary regulations to the Synar Amendment are that each state must: 1) enact laws that prohibit the sale of tobacco products to minors; 2) enforce those laws to a reasonable extent; 3) conduct annual, unannounced, random compliance checks that statistically provide a retailer compliance rate for the state; and 4) report the state's annual compliance rate, the level of enforcement occurring and the activities conducted by the state to comply with all Synar regulations. In 1993, the Illinois General Assembly designated the Commission as the state agency responsible for complying with the Synar Amendment.

Adjudication of Liquor Law Violations

Mission Statement: To ensure statewide compliance with the provisions, rules and regulations of the Illinois Liquor Control Act.

Program Goals:
Objectives:

1. Review and revise the Illinois Liquor Control Act.
   a. Incorporate the necessary updates related to new legislation.
   b. Update the Illinois Liquor Control Act on the Internet Web page.
2. Review and revise the Commission's Administrative Code rules and regulations.
   a. Incorporate language from any new legislation.
   b. Update the Code on the Internet Web page.
   c. Eliminate outdated, unnecessary or burdensome rules and regulations.
3. Implement all the provisions of the Mail-Order Regulation Act of 1999.
   a. Develop internal controls to track express mail carrier shipment reports.
   b. Continue to develop interstate contacts with other state regulatory agencies.
4. Complete an analysis of agency-wide processing of Freedom of Information Act requests.
   a. Establish a central tracking log of FOIA requests.
   b. Calculate the in-house cost of responding to each individual request vs. revenue collected.
   c. Develop a pricing list that will ensure Commission recoupment of administrative costs.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$884.4	$748.4	$1,025.5	$771.5	$645.4
* Total expenditures - state appropriated funds (in thousands)	$884.4	$748.4	$1,025.5	$771.5	$645.4
* Average monthly full-time employees	8.0	8.0	8.0	6.0	6.0
Output Indicators					
* Administrative review cases heard	5,893	5,367	6,900	5,000	5,500
* Pre-disciplinary conference hearings	175.0	150.0	150.0	170.0	190.0
* Citation cases	505.0	264.0	500.0	324.0	400.0
* Appeals cases	39.0	54.0	50.0	50.0	50.0
* Citation cases (IL Dept of Revenue)	798.0	886.0	900.0	703.0	800.0
* Total cases	7,410	6,721	8,500	6,247	6,940
* Total revenue-generating cases	3,977	2,800	3,050	2,908	3,000
* Warnings/dismissals	3,433	3,396	3,300	2,466	3,000
Outcome Indicators					
* Fines/penalties - administrative review cases (in thousands)	$339.2	$280.0	$300.0	$561.2	$650.0
* Fines/penalties - citations (in thousands)	$86.0	$67.0	$70.0	$85.0	$100.0
* Collections - citations (IL Dept of Revenue) (in thousands)	$1,480.3	$2,975.9	$2,500.0	$3,974.7	$5,000.0
* Total - fines/penalties/collections (in thousands)	$1,905.5	$3,322.9	$2,950.0	$4,620.9	$5,750.0
* Liquor License revocations by IL Liquor Control Commission	55.0	11.0	30.0	12.0	15.0
* Liquor License revocations by IL Dept. of Revenue (a,b)	87.0	318.0	200.0	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost to process and adjudicate a compliance case (in dollars)	$78.00	$267.00	$200.00	$123.50	$129.68
* Revenues produced per case (in dollars)	$257.00	$494.00	$347.05	$739.70	$828.53
* Net revenues produced per case (in dollars)	$179.00	$227.00	$147.05	$616.20	$698.25

Explanatory Information

The Administrative Review Processing System is an automated computer system that processes minor administrative violations of the Liquor Control Act, much like traffic tickets. All parties waive the right to a formal hearing. Citation cases are more serious and involve violations of the Act that impact the public safety of Illinois citizens. All citations come before the Commissioners at a formal hearing. All revenues derived from ARP cases and citations are deposited into the General Revenue Fund.

Footnotes

(a) The Illinois Department of Revenue revokes liquor licenses for the following reasons: failure to file a tax return; filing a fraudulent return; failure to pay any portion of a tax or penalty that is due; failure to maintain books and records; failure to obtain and display any required certificates or sub-certificates of registration; and willful violation of any Department of Revenue rule or regulation concerning the administration and enforcement of tax liability.

(b) Due to a change in data collection methods, fiscal year 2002 actual and fiscal year 2003 target amounts are not available at this time.

Licensing

Mission Statement: Review and determine eligibility of business entities to hold a liquor license in the State of Illinois.

Program Goals:
Objectives:

1. To review, validate and issue liquor licenses in a timely and efficient manner.
   a. Maintain retail customer satisfaction with an application turnaround of 36 hours or less.
   b. Maintain the cost of issuing a license at or below $18.00.
   c. Implement monthly quality control programs to determine employee application processing accuracy.
   d. Implement quarterly in-house training to improve staff efficiency and accuracy.
2. To complete implementation of the Brand Registration and Territorial Tracking System.
   a. Develop a public-private partnership to have data loaded in system.
   b. Load data from M - Z during fiscal year 2003 (5,000 records).

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$688.4	$597.6	$633.3	$648.6	$593.8
* Total expenditures - state appropriated funds (in thousands)	$688.4	$597.6	$633.3	$648.6	$593.8
* Average monthly full-time employees	8.0	9.0	9.0	8.3	8.0
Output Indicators					
* Licenses issued	25,750	25,879	26,000	25,817	26,000
* Non-resident dealer record entries	N/A	2,933	3,000	2,233	3,000
Outcome Indicators					
* License transaction turnaround time (in hours)	36.0	36.0	36.0	36.0	36.0
* License revenues received (in thousands)	$4,203.9	$4,010.7	$4,200.0	$4,116.1	$4,200.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per license issued (in dollars)	$15.00	$18.00	$18.00	$22.61	$18.00
* Revenue collected per license (in dollars)	$163.00	$155.00	$155.00	$159.43	$161.53
* Net revenue per license issued (in dollars)	$148.00	$138.00	$140.00	$136.82	$143.53
* Licenses issued annually per employee	3,218	2,875	3,000	3,110	3,250

Explanatory Information

The Licensing Division is responsible for reviewing state liquor applications and issuing more than 200 new and 2,000 renewal state liquor licenses every month. There are 28 categories of liquor licenses ranging from $25 to $3,600. The Division has staff in both the Chicago and Springfield offices and provides assistance to licensees to facilitate the license issuance process. The following transactions may be required to issue a license: 1) mail control; 2) review; 3) possible rejections; 4) issuance; and 5) certificate tracking. All revenues from liquor licenses are deposited into the Dram Shop Fund and are subsequently appropriated to cover all operation expenditures for the Illinois Liquor Control Commission.

Under 21

Mission Statement: To develop a public awareness campaign related to minimum-age liquor laws and to educate retail liquor establishments on how to guard against illegal sales and services to minors.

Program Goals: Objectives:

1. To reduce illegal purchases of alcoholic beverages by person under 21 via education.
   a. Distribute flyers to 21,000 licensed liquor retailers in Illinois.
   b. Distribute brochures on dangers of illegal purchase to target areas.
   c. Distribute brochures on dangers of illegal purchase to parents of college freshmen.
   d. Introduce radio/TV/print Public Service Announcements in 72 selected college markets in Illinois.
2. To reduce illegal purchases of alcoholic beverages to persons under 21 via enforcement.
   a. Have agents stop at all licensees in college community locations with flyers.
   b. Examine ILCC fine structure for administrative penalties for "under 21" sales.
3. To reduce illegal consumption of alcoholic beverages by persons under 21 via education.
   a. Conduct the second survey of students under 21 to measure baseline data.
   b. Meet with national/state fraternity/sorority associations on changing drinking culture.
   c. Distribute brochures on danger of illegal consumption to all freshmen.
   d. Introduce radio/TV/print Public Service Announcements in 14 selected Illinois college markets.
   e. Form statewide advisory council to address campus "drinking culture" issues.
4. To reduce illegal consumption of alcoholic beverages by persons under 21 via enforcement.
   a. Discuss campus disciplinary actions with faculty/student advisory council.
   b. Network with local and state law enforcement agencies in communities in or surrounding college locations.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$.0	$376.8	$380.0	$366.5	$380.0
* Total expenditures - state appropriated funds (in thousands)	$.0	$376.8	$380.0	$366.5	$380.0
* Average monthly full-time employees	0.0	2.0	2.0	2.0	2.0
Output Indicators					
* Student survey participants	N/A	6,125	2,000	10,500	0.0
* College/university contacts	N/A	192.0	50.0	675.0	500.0
* Sorority/fraternity contacts	N/A	7.0	10.0	75.0	N/A
* Public service announcement minutes aired	N/A	0.0	1,000	600.0	N/A
* Colleges/universities contacted to establish rapport and evaluate program components	N/A	39.0	40.0	75.0	75.0

Explanatory Information

Outcome indicators are currently being developed for this program.

Retailer Education

Mission Statement: To create an industry/government communications network which provides timely, succinct, accurate and comprehensive information related to the regulation and operation of the alcoholic beverage industry in Illinois.

Program Goals: Objectives:

1. To improve and enhance Commission-Industry communications via newsletters.
   a. Publish and distribute newsletters statewide on a quarterly basis.
   b. Include satisfaction surveys to measure acceptance by licensees.
   c. Maintain a 50% or better approval rating on newsletter content.
2. To improve and enhance Commission-Industry communications via Mayors/Licensees conferences.
   a. Hold 20 mayor and licensee conferences to provide open forums for discussion (May, June, July, August, September and October).
   b. Collect program evaluations to determine program satisfaction scale.
   c. Maintain a 60% or better approval rating on forum content.
3. To improve and enhance Commission-Industry communications via the Internet.
   a. Review and revise Internet publications on a quarterly basis.
   b. Review and examine Internet site "hits" to determine interest in topics.
   c. Send out an Internet survey with one of the quarterly newsletters to measure usefulness.
   d. Maintain a 60% or higher approval/interest rating towards the Commission's Web site.
4. To improve and enhance Commission-Industry communications via publications.
   a. Publish fact sheets on tobacco/alcohol issues semiannually.
   b. Issue satisfaction survey with publications to measure benefits.
   c. Analyze satisfactions surveys to improve or scrap program.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$.0	$223.2	$250.4	$226.1	$259.7
* Total expenditures - state appropriated funds (in thousands)	$.0	$223.2	$250.4	$226.1	$259.7
* Average monthly full-time employees	0.0	2.0	2.0	2.0	2.0
Output Indicators					
* Quarterly newsletters published	N/A	4.0	4.0	4.0	4.0
* Media programs initiated	N/A	306.0	300.0	125.0	150.0
* Number of Mayors' Conferences held	N/A	28.0	20.0	20.0	20.0
Outcome Indicators					
* Newsletter surveys received (a)	N/A	80 %	N/A	80 %	0 %
* Web site surveys received (a)	N/A	0 %	75 %	85 %	0 %
* Rate of customer satisfaction with Commission publications (based upon survey results) (a)	N/A	80 %	50 %	80 %	0 %

Explanatory Information

1) The Retailer Education Program is responsible for educating the liquor industry regarding the laws that govern liquor and tobacco sales throughout the state. Retailer Education makes available a variety of educational publications including newsletters, booklets, fliers, news releases, signs and a Liquor Control Commission Web site. The Division continues to improve communications between the Commission and industry and government agencies. As it advances, additional performance indicators will be established, and the agency will be better able to determine the effectiveness and efficiency of the program.

2) New outcome indicators are currently being developed for this program.

Footnotes

(a) The Retailer Education Program plans to discontinue the use of surveys due to concerns over their cost-effectiveness.

BASSET

Mission Statement: To license and regulate entities that provide seller/server education to the employees of licensed liquor establishments.

Program Goals: Objectives:

1. Administrate the BASSET (Beverage Alcohol Sellers and Servers Education and Training) Program.
   a. Maintain a reporting system for semi-annual training data requirement.
   b. Recertify and license the 127 BASSET providers in Illinois.
2. Enhance BASSET training in Illinois.
   a. Publish and distribute a CD version of BASSET to Illinois municipalities.
   b. Survey municipalities on BASSET issues and recommendations.
   c. Begin issuing training certification cards to persons successfully completing BASSET training.
   d. Seek advisory council input on the BASSET program.
3. Expand BASSET training in Illinois.
   a. Promote more BASSET ordinances in interested communities.
   b. Develop a model BASSET training program for interested municipalities.
   c. Promote the new BASSET program through industry trade publications.
   d. Promote the new BASSET program to all 1,300 Illinois municipalities.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/3-12 (a) (11.1)

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$.0	$86.4	$133.7	$133.7	$150.0
* Total expenditures - state appropriated funds (in thousands)	$.0	$86.4	$133.7	$133.7	$150.0
* Average monthly full-time employees	0.0	1.0	2.0	1.0	2.0
Output Indicators					
* BASSET surveys mailed	N/A	1.0	2.0	2.0	N/A
Outcome Indicators					
* Licensed BASSET programs	N/A	106.0	120.0	128.0	120.0
* License revenues collected (in thousands)	N/A	$26.5	$30.0	$32.0	$30.0
* Persons trained in the BASSET program	N/A	11,838	17,000	8,469	17,000
* Favorable responses on surveys regarding usefulness of BASSET program	N/A	75 %	75 %	80 %	75 %
* Favorable responses on surveys regarding new BASSET curriculum	N/A	80 %	75 %	80 %	75 %
* Favorable responses from trainees on server/seller education course just received	N/A	70 %	75 %	90 %	75 %

Explanatory Information

The BASSET Program is a tool used to help the liquor industry by educating the servers/sellers on liquor law violations and to promote safe industry practices.

Prisoner Review Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Inmate and Victim Hearings	$1,436.6	26.0	$1,443.9	25.0
Totals	$1,436.6	26.0	$1,443.9	25.0

Mission and Organization

The Prisoner Review Board is an independent, quasi-judicial entity that makes decisions on a range of adult and juvenile prison inmate matters. The 15 board members are appointed by the Governor with approval from the Senate. Since February 1, 1978, when determinate sentencing began in Illinois, the Board's more significant role has been to provide hearings to determine whether good conduct credits should be revoked or, upon the recommendation of the Illinois Department of Corrections whether good conduct credits should be restored. Each of these actions has an impact upon an inmate's release date. In addition, the Board determines when to parole remaining inmates under the old sentencing law, sets the release conditions, and returns parole violators to prison to complete their sentences.

Offenders sentenced to Corrections after February 1, 1978 serve determinate or "flat" sentences, where a stated number of years of incarceration has been set by the sentencing judge and each inmate may earn one day of good conduct credit for each day served on the designated sentence. The Board reviews the recommendations for revocation of inmate good conduct when there has been an alleged violation of institution rules.

Following incarceration, each inmate serves one, two or three years of Mandatory Supervised Release. The Board sets strict conditions for behavior while in free society. The violation of these conditions can result in the Board ordering a return to prison for the full length of the term, and subject the offender to revocation of up to one year of good conduct credit previously earned. The Board is the final arbiter of the conditions of the release supervision.

Executive Clemency hearings are held quarterly. Confidential recommendations are made to the Governor and he uses his constitutional executive clemency power to grant or deny petitions.

The Board also carries out specialized juvenile parole hearings each month under a provision of the Juvenile Court Act.

The Board has always provided notice and assistance to the victims of crime and has always facilitated their desire to inform the Board of their opinions with regard to the inmates who victimized them; however, in 1992, the Illinois Constitution was amended by public referendum to incorporate a Victim's Bill of Rights, which in 1993 was further defined by legislation. Those enactments gave the Board additional duties. The Board staff mails notices to victims, trial judges and prosecutors in connection with parole hearings, statutory releases, and executive clemency hearings. This is in addition to the scheduling of personal appearances by victims and victims' families before the Board.

Inmate and Victim Hearings

Mission Statement: The Illinois Prisoner Review Board functions under statutory authority as a quasi-judicial body with an utmost public safety focus, affecting checks and balances as well as mandatory release conditions for incarcerated individuals; renders decisions on community violations of releasees and makes recommendations to the Governor relative to clemency petitions.

Program Goals: Objectives:

1. Assure that only deserving inmates are released into society.
   a. Review each releasee file and place certain conditions to ensure a releasee is thoroughly supervised and participates in appropriate programs.
2. Assure victims/family members safety from released inmates.
   a. Protect victims by notification of inmates' release from incarceration.
3. Conduct hearings as mandated by law.
   a. By June 30, 2003, increase the number of total hearings conducted by the Board. A 10% increase over fiscal year 2002 actual is expected. A headcount increase in needed to meet the Board's goal.
4. Make well-founded confidential clemency recommendations to the Governor.
   a. Assure that all clemency recommendations made to the Governor by the Board are based on current and accurate information.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 730 ILCS 5/3-3-1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,235.9	$1,436.6	$1,623.3	$1,443.9	$1,486.8
* Total expenditures - state appropriated funds (in thousands)	$1,235.9	$1,436.6	$1,623.3	$1,443.9	$1,486.8
* Average monthly full-time employees	23.0	26.0	28.0	25.0	25.0
* Number of Board members to conduct hearings	12.0	14.0	14.0	14.0	15.0
Output Indicators					
* Parole hearings conducted	370.0	316.0	240.0	345.0	215.0
* Pre-release review hearings conducted (a)	24,718	24,675	28,308	30,210	32,010
* Good conduct revocation hearings held (b)	6,444	5,920	8,400	6,018	7,020
* Mandatory supervised release revocation hearings conducted (c)	8,127	13,596	16,200	14,299	15,800
* All other hearings conducted (d)	5,262	4,799	5,800	4,270	4,600
* Clemency hearings conducted	304.0	410.0	360.0	380.0	830.0
Outcome Indicators					
* Parole requests granted	10.0	13.0	13.0	16.0	12.0
* Good conduct credits approved	5,533	4,801	4,510	4,579	4,750
* Mandatory supervised release Revocations revoked	7,064	10,529	12,100	10,701	11,500
* Clemency hearings granted by the Governor	N/A	N/A	25.0	28.0	45.0
External Benchmarks					
* Illinois' ranking among states in number of mandatory supervised release hearings performed (e)	N/A	N/A	4.0	4.0	4.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per hearing (in dollars)	$23.44	$27.59	$28.90	$25.25	$24.50

Footnotes

(a) Pre-release reviews are hearings at which those inmates set to be released by court order are given specific conditions for that release (i.e., required participation in drug treatment).

(b) Good conduct revocation reviews are hearings at which the Prisoner Review Board, acting on recommendations from the Illinois Department of Corrections, either increases or decreases inmate "good time" credits. This effectively increases or decreases the length of the inmate's sentence.

(c) Mandatory supervised release revocation hearings are conducted to determine if parolees who have violated terms of their release should be returned to prison.

(d) Among the items included in this category are: hearings authorizing the final discharge of inmates, juvenile hearings, and requests for rehearings.

(e) According to the organization International Parole Authorities, the five states that held the most mandatory supervised release hearings in fiscal year 2002 were: California (40,081); Texas (16,244); New York (14,707); and Illinois (14,299).

Part 1: Environment

Environment Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Environmental Protection Agency	$419,571.1	$493,462.5	17.6%
Department of Natural Resources	$322,201.6	$362,139.6	12.4%
Environmental Protection Trust Fund Commission	$2,995.0	$2,995.0	0.0%
Pollution Control Board	$2,337.4	$2,482.1	6.2%
Drycleaner Council	$905.0	$1,806.3	99.6%
TOTAL	**$748,010.1**	**$862,885.5**	**15.4%**

Numbers may not add due to rounding

Hazardous Waste In Illinois

	National Rank
Hazardous waste sites on National Priority list (45 sites)	8
Hazardous waste sites per 10,000 square miles (7.8 sites)	14
Toxic waste received in state (197.7 million pounds)	1

Source: Morgan Quitno State Rankings 2002

Percent of Lakes and Waterways in Good/Fair Condition

	2000	2001	2002
Inland Lakes	90.1%	97.4%	97.4%
Waterways	59.3%	63.3%	64.5%

Source: Illinois Environmental Protection Agency

Protecting Illinois' Natural Areas

	1999	2000	2001	2002
Protected natural area acreage	58,550	63,821	66,649	71,163
Number of protected natural areas	436	465	485	508

Source: Department of Natural Resources

Illinois State Parks and Recreation Areas

	1990	1995	2000	2001	2002 Est.
Illinois Acreage (thousands of acres)	393.3	409.3	402.3	417.5	423.0
Number of visitors (in millions)	39.8	40.0	43.5	43.2	42.0
Percent of highly satisfied visitors (per parks survey)	N/A	N/A	95.0%	93.2%	90.0%

Source: Illinois Department of Natural Resources

Environmental Protection Agency
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Clean Water	$224,536.3	426.0	$303,582.4	425.0
Clean Land	$123,804.4	459.0	$110,741.2	472.0
Clean Air	$71,230.4	362.0	$79,138.9	380.0
Totals	$419,571.1	1,247.0	$493,462.5	1,277.0

Mission and Organization

The Illinois Environmental Protection Agency (IEPA) was created as part of the Environmental Protection Act of 1970. The IEPA's mission is to protect, restore, and enhance the quality of air, land and water resources to benefit current and future generations. In fiscal year 2002, the IEPA expended $493.5 million to fund the activities of the agency, which included administering state and federal programs to protect and improve air, land and water resources. The IEPA employed 1,277 people in fiscal year 2002, including engineers, biologists, attorneys and other professionals with the skills necessary to carry out the functions of the agency. Activities of the agency include issuing permits for air, land and water to restrict emissions into the environment from industrial and commercial sources; regulating pollution control facilities and solid waste disposal sites; testing the quality of water processing procedures for operators of sewage treatment plants and public drinking water supplies and testing gasoline-powered vehicles in the Chicago and Metro-East ozone non-attainment areas. The IEPA also administers grants and loans to local governments for wastewater and drinking water treatment facilities and for brownfields redevelopment projects.

Clean Water

Mission Statement: Illinois rivers, streams and lakes will support all designated uses; every public water supply will provide water that is consistently safe to drink and resource groundwater will be protected.

Program Goals: Objectives:

1. Illinois rivers, streams, and lakes will support all designated uses for fishing, swimming, and other recreation.
   a. Waterways with good water quality conditions will remain constant or increase: 1) Timely permits will be issued to reduce pollutant loading from wastewater discharges; 2) Permitted facilities will be periodically inspected, compliance will be monitored, and timely enforcement action will be taken in instances of non-compliance; 3) Financial assistance will be used to promote compliance and protect watersheds to the greatest extent possible.
   b. The percentage of lakes in good or fair condition will remain constant or increase.
2. Every public water supply will provide water that is consistently safe to drink and resource groundwater will be protected.
   a. The percentage of the population served by community water supplies receiving drinking water that complies with health-protective standards will increase to 95% by 2005: 1) Timely permits will be issued for the construction and operation of appropriately designed water treatment facilities; 2) Community water supply facilities will be periodically inspected, compliance monitored, and timely enforcement action will be taken in instances of non-compliance; 3) Financial assistance will be used to promote compliance to the greatest extent possible.
   b. 50% of the community water supply systems in the State will have source water protection programs in place by 2005. Comprehensive delineation and assessment of potential pollution sources for all surface and groundwater supplies will be completed by May 2003.

Source of Funds: General Revenue Fund, U. S. Environmental Protection Fund, Capital Development Fund, Water Revolving Fund, Anti-Pollution Fund, Conservation 2000 Fund, Fund for Illinois' Future, Hazardous Waste Fund, Environmental Protection Permit and Inspection Fund, Build Illinois Bond Fund

Statutory Authority: 415 ILCS 5/1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$198,074.4	$224,536.3	$907,979.5	$303,878.4	$1,018,771.4
* Total expenditures - state appropriated funds (in thousands)	$198,074.4	$224,536.3	$907,642.6	$303,582.4	$1,018,503.3
* Average monthly full-time employees	417.0	426.0	480.0	425.0	480.0
Output Indicators					
* Drinking water permits issued	5,097	4,959	4,900	5,181	5,000
* Wastewater permits issued	3,626	3,368	3,300	3,263	3,300
* Drinking water facilities inspected	399.0	384.0	425.0	466.0	440.0
* Wastewater facilities inspected	958.0	971.0	900.0	1,047	800.0
* Infrastructure grants	115.0	16.0	7.0	7.0	6.0
* Wastewater loans	39.0	19.0	18.0	16.0	35.0
* Drinking water loans	27.0	21.0	20.0	21.0	35.0
* Non-point source control projects	23.0	15.0	20.0	20.0	20.0
* Lakes restoration/projection grants	12.0	14.0	11.0	9.0	9.0
Outcome Indicators					
* Percent of pollutant of load discharged that is compliant with permit discharge limits	99.21 %	99.4 %	99.4 %	99.43 %	99.46 %
* Percent of population served by community water supplies compliant with health requirements	92 %	93.1 %	93.2 %	93.25 %	93.5 %
* Percent of community water supplies with source water protection programs in place	39 %	42 %	44 %	44 %	46 %
* Percent of Illinois Inland Lakes in good or fair condition	90.1 %	97.4 %	97.4 %	97.4 %	97.4 %
* Percent of Illinois Waterways with good water quality conditions	59.3 %	63.3 %	65 %	64.5 %	65 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per facility permitted (in dollars)	$736.00	$754.00	$788.00	$807.00	$800.00

Clean Land

Mission Statement: To minimize the generation of wastes, to maximize the proper management of generated wastes and to maximize the restoration of contaminated land.

Program Goals: Objectives:

1. Manage waste in an environmentally correct manner to protect human health and the environment.
   a. Prevent releases from waste management facilities that harm groundwater, human health and the environment.
   b. Reduce the volume of hazardous waste generated, focusing on long-lasting toxic substances.
   c. Encourage pollution prevention, waste reduction and recycling.
2. Remediate contaminated sites to reduce or control risk to human health and the environment.
   a. On an annual average basis, increase the acres of land remediated at Superfund and (state) site remediation program sites.
   b. On an annual average basis, increase the acres remediated at leaking underground storage tank sites.
3. Protect groundwater.
   a. Demonstrate a decreasing trend in significant releases to shallow groundwater at regulated non-leaking underground storage tank facilities over the next five years.
   b. Ensure that all injected contaminants are contained in designated injection zones.
4. Support the cleanup and reuse of Brownfields properties.
   a. Provide technical assistance to public and private entities through brownfields representatives.
   b. Provide brownfields redevelopment grants to municipalities to perform environmental site assessments.
   c. Provide low-interest brownfields redevelopment loans to municipal and private entities for environmental remediation activities.

Source of Funds: General Revenue Fund, U. S. Environmental Protection Fund, Underground Storage Tank Fund, EPA State Projects Trust Fund, Solid Waste Management Fund, Subtitle D Management Fund, Brownfields Redevelopment Fund, Hazardous Waste Occupational Licensing Fund, Used Tire Management Fund, Hazardous Waste Fund, Environmental Protection Permit and Inspection Fund, Landfill Closure and Post-Closure Fund, Build Illinois Bond Fund

Statutory Authority: 415 ILCS 5/1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$105,511.9	$123,804.4	$205,673.8	$111,037.1	$238,746.0
* Total expenditures - state appropriated funds (in thousands)	$105,511.9	$123,804.4	$205,337.0	$110,741.2	$238,435.4
* Average monthly full-time employees	464.0	459.0	478.0	472.0	478.0
Output Indicators					
* Facility permits issued	718.0	652.0	750.0	741.0	750.0
* Facilities inspected (a)	4,613	4,718	4,500	5,055	4,700
* Solid waste administrative citations	50.0	47.0	70.0	47.0	50.0
* Superfund constructions completed	3.0	3.0	3.0	3.0	4.0
* State cleanup projects completed	8.0	9.0	8.0	3.0	3.0
* Household hazardous waste collections	8.0	22.0	30.0	34.0	20.0
* LUST (Leaking Underground Storage Tanks) incidents reported	1,397	1,010	700.0	702.0	600.0
Outcome Indicators					
* Millions of cubic yards of material diverted from landfills through state administered programs	12.0	17.7	15.0	3.6	4.3
* Acres with cleanups completed or controls in place	3,200	3,207	3,100	2,035	2,430
* Millions of cubic yards of waste disposed in permitted landfills	47.0	47.0	47.0	35.3	36.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per household hazardous waste collection (in dollars) (b)	$115,200.00	$61,000.00	$61,000.00	$56,498.00	$57,000.00
* Cost per facility permitted (in dollars)	$5,300.00	$5,600.00	$6,700.00	$6,500.00	$6,600.00

Footnotes

(a) Current year total includes inspections by 20 local governments under delegated agreements with the Agency.

(b) The average cost of collection is derived by taking the total expenditures for household hazardous waste collections and dividing it by the number of collections. There are two types of costs included in the average cost of collections: mobilizations costs (expenses involved in getting staff and equipment to hazardous waste locations along with the labor involved in collection and sorting of waste; and disposition costs (costs to transport waste to off-site locations and the actual treatment or disposal of the waste collected).

Clean Air

Mission Statement: Protect the health, welfare, property and the quality of life of the citizens of Illinois through the elimination or control of harmful pollutants in the air.

Program Goals: Objectives:

1. Planned emissions reductions will be achieved by the specified timeframes.
   a. Emissions of Volatile Organic Materials (VOM) from stationary sources (factories, gas stations, refineries) in the Chicago non-attainment area will be reduced from 1999 levels by at least 3,300 tons per season by 2002.
   b. Emissions of VOM from mobile sources (automobiles, airplanes, construction equipment, boats) in the Chicago non-attainment area will be reduced from 1999 levels by 11,400 tons per season by 2002.
   c. Emissions of nitrogen oxides statewide will be reduced from 2002 levels at least 109,000 tons per season by 2005. (Nitrogen oxide emissions stem from combustion, most of which are from the burning of fuel - coal, oil, gasoline, etc.)
2. Planned emissions reductions will be achieved by specified time frame, when determined.
   a. Reduction of fine particulate matter (PM2.5) emissions consistent with the national air quality standard, when established.
3. Exposure to airborne toxics from regulated sources will be reduced.
   a. Reduce air toxics emissions pursuant to the national emissions standards for hazardous air pollutants (NESHAPs).
4. Visibility will meet regional goals for reduction of haze in designated national parks and national wilderness areas, and the national health-based air quality standards will be met, when established.
   a. Emission reductions of fine particulate matter (PM2.5) will meet levels to be established.
5. Illinois' coal-fired power plants subject to the Acid Rain program will reduce emissions of Sulfer Dioxide and Nitrous Oxide consistent with Title IV of the Clean Air Act on an annual basis.
   a. Illinois' coal-fired power plants will reduce emissions consistent with target levels under the program.
6. The negative impacts on the quality of the Great Lakes resulting from emissions from Illinois sources will be reduced or minimized.
   a. Emissions into the Great Lakes will be reduced through implementation of control measures by 2010.
   b. Deposition of mercury to the Great Lakes will be reduced through implementation of control measures by 2007.
7. The Illinois EPA will be prepared to develop and implement programs designed to reduce emissions of greenhouse gases upon ratification of the Kyoto Protocol by the U.S. Senate and will promote actions to reduce greenhouse gases as a collateral benefit of
   a. Emissions of greenhouse gases will meet levels to be established.

Source of Funds: General Revenue Fund, U. S. Environmental Protection Fund, Clean Air Act (CAA) Permit Fund, Alternate Fuels Fund, Alternative Compliance Market Account Fund, Environmental Protection Permit and Inspection Fund, Vehicle Inspection Fund

Statutory Authority: 415 ILCS 5/1 et seq.

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$72,891.0	$71,230.4	$94,532.5	$79,434.9	$98,614.7
* Total expenditures - state appropriated funds (in thousands)	$72,891.0	$71,230.4	$94,195.6	$79,138.9	$98,323.5
* Average monthly full-time employees	383.0	362.0	436.0	380.0	436.0
Output Indicators					
* Number of permits issued to non-Title V sources	1,721	2,485	2,400	2,387	2,400
* Number of initial vehicle emission tests performed	1,725,106	1,748,146	2,380,000	2,034,430	1,800,000
* Number of pollutant emitting facilities inspected	2,611	2,228	2,200	2,350	2,000
* Number of permits issued to large pollutant emitting facilities (Title V) for the operation of such facilities (a)	1,127	875.0	882.0	882.0	882.0
Outcome Indicators					
* Percentage of days with "good" to "moderate" air quality in the ozone non-attainment areas	99 %	96.4 %	95 %	95.5 %	95 %
* Percentage of days with "good" to "moderate" air quality in the ozone attainment areas	98 %	98.7 %	95 %	98.1 %	95 %
* Ambient levels of ozone in the Chicago ozone non-attainment area (b)	N/A	N/A	N/A	0.1	0.1
* Ambient levels of ozone in the Metro-East ozone non-attainment area (b)	N/A	N/A	N/A	0.1	0.1
* Percentage of vehicles damaged during inspections	0.02 %	0.01 %	0.02 %	0.01 %	0.01 %
External Benchmarks					
* Highest number of exceedance days (per month) of the 1-hour ozone standard in the Chicago non-attainment area (calendar year basis)	0.0	0.0	N/A	0.0	0.0

Clean Air (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Highest number of exceedance days (per month) of the 1-hour ozone standard in the Metro-East non-attainment area (calendar year basis)	0.0	0.0	N/A	1.0	0.0
* Emissions of volatile organic compounds in the Chicago ozone non-attainment area (tons per calendar year)	23,645	N/A	N/A	20,715	20,791
* Emissions of volatile organic compounds in the Metro-East ozone non-attainment area (tons per calendar year)	6,085	N/A	N/A	6,412	6,582
Efficiency/Cost-Effectiveness Indicators					
* Cost of inspecting and permitting each small (non-Title V) pollutant-emitting facility (in dollars)	$1,004.00	$1,162.00	$1,310.00	$1,496.00	$1,570.00
* Cost of inspecting and permitting each large (Title V) pollutant-emitting facility (in dollars)	$7,044.00	$9,081.00	$9,654.00	$9,002.00	$9,450.00
* Cost per vehicle tested in the Chicagoland and Metro-East areas to ensure compliance with state and federal air quality standards (in dollars)	$25.34	$25.00	$25.00	$27.00	$27.50

Footnotes

(a) Title V operating permits are required by the United States Environmental Protection Agency to be issued by December 2003. Our goals are based on having them issued by that date. However, without an increase in fee revenues, we will not have the resources to meet this goal.

(b) Attainment of or compliance with the ozone standard is based upon the 4th highest monitored value of ozone over a three-year period during the ozone season, which is April 1 through October 31.

Natural Resources
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Natural and Cultural Resource Protection	$141,397.4	862.0	$177,010.0	823.0
Resource-Compatible Recreation	$112,309.3	943.0	$116,476.0	901.0
Science, Education and Culture	$52,331.9	525.0	$53,884.0	514.0
Resource-Related Public Safety	$16,163.0	173.0	$14,770.0	166.0
Totals	$322,201.6	2,503.0	$362,140.0	2,404.0

Mission and Organization

The Department of Natural Resources (DNR) was established on July 1, 1995. DNR's mission is to manage, protect, and sustain Illinois' natural and cultural resources; provide resource-compatible recreational opportunities; and promote natural resource-related public safety, education and science. DNR manages over 260 sites totaling more than 440,000 acres of publicly owned and leased land. Additionally, DNR manages a variety of public sites such as museums, boat access areas, marinas, trails and concessions that are leased to or operated by private concessionaires or local communities. DNR also coordinates the operation of the Illinois State Museum and oversees the operations of four science institutions in Champaign; the Illinois Natural History Survey, the Illinois State Geological Survey, the Illinois State Water Survey and the Illinois Waste Management and Research Center.

Through its Resource-Compatible Recreation Program, the department offers a wide range of recreational opportunities at its state parks including camping, picnicking, sightseeing, fishing, hunting, boating, swimming and trail use.

The department's Resource-Compatible Recreation Program expands recreational opportunities statewide through grant partnerships with local units of government. Through such partnerships, DNR assists in the acquisition and development of open spaces, boat access areas, and bike and snowmobile trails.

As part of the Natural and Cultural Resource Protection Program, the department manages land and water resources, enforces resource laws, acquires resource-rich lands, reclaims mine sites, and manages the state's mineral resources.

Through its Resource-Related Public Safety Program, the department offers safety education classes for hunters, boaters, trappers and snowmobilers to enhance safety in these recreational activities. The department's conservation police officers enforce state laws pertaining to boating, hunting and snowmobile safety, and assist park staff in ensuring the safe use of facilities and resources at agency sites.

The department's Public Safety Program includes programs to ensure the safety of the state's coal and aggregate miners and others involved in the use of blasting and explosives. Agency staff work to protect the public from mine subsidence and other abandoned mine emergencies and enforce safety standards for dam and flood plain construction.

The department offers a wide range of interpretative and environmental education opportunities as part of the Science, Education and Culture Program. The department's science activities are performed by the State Museum and the agency's four science institutions located in Champaign. These divisions of the department conduct on-going research and outreach efforts on the state's geologic, natural history, water and atmospheric resources as well as on the state's natural, cultural and artistic heritage.

Natural and Cultural Resource Protection

Mission Statement: To protect, manage, enhance and restore Illinois' natural and cultural resources to preserve these resources for present and future generations.

Program Goals: Objectives:
1. Restore, enhance and sustain Illinois' natural and cultural resources for present and future generations.
2. Acquire interest in land to meet the public's open space and resource protection needs.
3. Maximize the effectiveness of laws, statutes and administrative rules to better protect resources.
4. Balance resource consumption and use with resource protection.
5. Avoid, minimize and mitigate adverse impacts to Illinois lands and waters that result from mining and mineral extraction activities.

Source of Funds: General Revenue Fund, Wildlife and Fish Fund, Mines and Minerals Underground Injection Control Fund, Forest Reserve Fund, Plugging and Restoration Fund, Capital Development Fund, Aggregate Operations Regulatory Fund, Coal Mining Regulatory Fund, AML Reclamation Set Aside Fund, Underground Resources Conservation Enforcement Fund, State Furbearer Fund, Natural Areas Acquisition Fund, State Pheasant Fund, Natural Heritage Fund, Illinois Habitat Fund, Flood Control Land Lease Fund, Petroleum Resources Revolving Fund, Conservation 2000 Fund, Conservation 2000 Projects Fund, Federal Title-IV Fire Protection Assistance Fund, Federal Surface Mining Control and Reclamation Fund, Natural Resource Restoration Trust Fund, Illinois Forestry Development Fund, Illinois Wildlife Preservation Fund, State Migratory Waterfowl Stamp Fund, Park and Conservation Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund, Abandoned Mined Lands Reclamation Council Federal Trust

Statutory Authority: 20 ILCS 801-880 and others

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$122,289.0	$141,397.4	$196,888.1	$177,419.4	$198,759.0
* Total expenditures - state appropriated funds (in thousands)	$122,289.0	$141,397.4	$196,478.7	$177,010.0	$197,899.0
* Average monthly full-time employees	0.0	728.0	728.0	707.0	647.0
* Average monthly part-time employees	0.0	134.0	134.0	116.0	104.0
Output Indicators					
* Number of acres reforested	17,568	38,740	20,000	68,746	40,000
* Number of protected natural areas	465.0	485.0	530.0	508.0	531.0
* Number of Ecosystem Partnerships designated	33.0	38.0	40.0	39.0	41.0
* Number of acres annually enrolled in Conservation Reserve and Enhancement Program (CREP)(a)	24,678	27,165	23,000	31,524	23,000
* Amount of seedlings produced for reforestation	5,662,200	6,098,649	6,100,000	4,591,000	5,000,000
* Coal mine reclamation inspections performed	1,471	1,458	1,100	1,410	1,100
* Number of abandoned mine lands sites reclaimed	28.0	28.0	30.0	26.0	25.0
* Number of oil/gas field inspections	24,070	18,186	22,000	19,943	22,000
* Number of oil/gas permits issued	4,228	7,589	5,500	5,456	4,500
* Number of landowners receiving technical assistance with resource management	N/A	N/A	N/A	N/A	26,634
Outcome Indicators					
* Percent of the state covered by Ecosystem Partnerships (b)	71 %	77 %	80 %	82 %	80 %
* Tons of carbon removed from the atmosphere by reforestation (c) (d)	15,811	34,866	52,848	59,621	36,000
* Conservation Reserve and Enhancement Program (CREP) enrollment percentage (a)	19 %	32 %	40 %	45.5 %	50 %
* Number of deer harvested	136,470	149,500	136,000	152,500	150,000
* Protected natural area acreage	63,821	66,649	73,000	71,163	75,000
* Acquired land (acres)	3,374	15,233	11,000	23,267	7,700
* Acres of abandoned mine land reclaimed	436.0	299.0	270.0	232.0	200.0
* Number of oil/gas wells plugged or restored	146.0	397.0	500.0	383.0	500.0
* Number of new acres protected by resource management plans	N/A	N/A	N/A	N/A	477,659

Footnotes

(a) CREP is a federal/state partnership to assist landowners to protect 232,000 acres along the Illinos River. The indicator relfects the number of total acres enrolled in the program as a percentage of the program's goal.

(b) Ecosystem Partnerships provide financial and technical support for maintaining and enhancing ecological and economic conditions in watersheds.

(c) The department administers tree planting programs available to public and private entities interested in planting and maintaining trees that consequently remove harmful carbon elements from the atmosphere.

(d) The 2001 value for "Tons of carbon removed from the atmosphere by reforestation (c)" was changed from carbon dioxide (CO_2) to be consistent with federal reporting requirements.

Resource-Compatible Recreation

Mission Statement: To provide safe, accessible, high quality and resource-compatible outdoor recreation opportunities to the public so they can enjoy the state's natural and cultural resources.

Program Goals: Objectives:

1. Meet the public's outdoor recreation needs in a resource-compatible manner.
2. Develop and maintain department facilities and infrastructure to provide meaningful outdoor recreation experiences for Illinois' residents and visitors.
3. Establish and maintain partnerships to expand resource-compatible recreation opportunities.

Source of Funds: General Revenue Fund, State Boating Act Fund, State Parks Fund, Wildlife and Fish Fund, Salmon Fund, Capital Development Fund, Open Space Lands Acquisition and Development Fund, Land and Water Recreation Fund, Off-Highway Vehicle Trails Fund, Conservation 2000 Projects Fund, Fund for Illinois' Future, Snowmobile Trail Establishment Fund, Park and Conservation Fund, Build Illinois Bond Fund, Illinois Beach Marina Fund

Statutory Authority: 20 ILCS 801-880 and others

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$101,751.0	$112,309.3	$148,209.6	$116,507.2	$142,129.0
* Total expenditures - state appropriated funds (in thousands)	$101,751.0	$112,309.3	$148,178.4	$116,476.0	$141,994.0
* Average monthly full-time employees	0.0	730.0	730.0	710.0	643.0
* Average monthly part-time employees	0.0	213.0	213.0	191.0	222.0
Output Indicators					
* Acreage owned and managed	402,302	417,475	423,000	440,465	449,570
* Number of camper days (c)	1,174,100	1,333,152	1,400,000	1,277,340	1,350,000
* Number of grants awarded (a)	143.0	157.0	150.0	166.0	110.0
* Total dollar amount of grants awarded (a) (in thousands)	$22,911.1	$49,088.3	$36,000.0	$48,081.0	$41,000.0
* Number of fishing licenses issued (d)(g)	782,599	780,253	779,500	793,034	796,000
* Number of hunting licenses Issued (d)(g)	313,674	306,346	307,000	326,570	327,000
* Site attendance	43,506,000	43,214,000	42,000,000	41,781,000	40,000,000
* Number of deer permits issued (e)	538,576	539,341	540,000	565,955	573,400
* Number of fish produced and stocked	67,800,000	67,400,000	67,800,000	58,118,800	55,000,000
* Total number of active registered boats (f)	404,554	405,600	407,000	401,190	400,000
Outcome Indicators					
* Miles of bike trails acquired/developed through grants	119.0	20.0	75.0	84.2	60.0
* Amount of grantee acquired acreage	863.0	505.0	1,700	1,678	1,175
* Percentage of highly satisfied park visitors (b)	90 %	89 %	90 %	92.27 %	75 %
* Percentage of visitors highly satisfied with park cleanliness (b)	95 %	93.2 %	90 %	94.26 %	75 %
Efficiency/Cost-Effectiveness Indicators					
* Cost per acre managed (in dollars)	$92.13	$99.16	$101.60	$92.61	$96.54
* Cost per visitor (in dollars)	$0.85	$0.96	$1.02	$0.98	$1.08

Footnotes

(a) The department facilitates land acquisition by local governments with grant assistance provided under the State's Open Space Lands Acquisition and Development Program, Bike Trail Program, Open Land Trust Grant Program and other grant programs. Land acquired and developed must be used in perpetuity for open space and public outdoor recreational activities.

(b) Percentage of visitor survey scores of 4 or more on a 5-point scale (5=excellent).

(c) Camper days information is reported on a calendar year basis. Information for fiscal year 2002 SEA report reflects camper activity in calendar year 2001.

(d) Hunting and fishing license information is reported on a license-year basis. Information shown for fiscal year 2002 is for license-year 2001 (April 1, 2000 through March 31, 2001).

(e) Deer permit information is reported on a calendar-year basis. Information for the fiscal year 2002 SEA report reflects permits issued in calendar-year 2001.

(f) The number of active registered boats is reported on a calendar-year basis. Information for the fiscal year 2002 SEA report reflects the number of active registered boats as of the end of calendar year 2001.

(g) The figures for fiscal year 2001 sales of hunting and fishing licenses have been revised to reflect delinquent licenses vendor accounts that were closed after the previous SEA reporting period.

Science, Education and Culture

Mission Statement: To collect and analyze data on our natural and cultural resources and to provide objectives, scientific information and education programs on these resources to government agencies, businesses, other scientists, education institutions, teachers, students and the general public to advance their understanding and appreciation of the state's natural and cultural resources.

Program Goals: Objectives:

1. Educate the public on the diversity and value of the state's natural and cultural resources.
2. Preserve and showcase the state's natural, cultural and artistic heritage.
3. Acquire and provide geological information for use in making environmental, economic, public safety and human health related decisions.
4. Acquire and provide natural history information that can be used to promote the common understanding of and the sustainable conservation of Illinois' living natural resources.
5. Promote information on water and atmospheric resources for use in private and public decision-making.
6. Develop technologies and provide information and technical assistance on waste management and pollution prevention to businesses and the public.

Source of Funds: General Revenue Fund, Toxic Pollution Prevention Fund, Capital Development Fund, Natural Resources Fund, Patent and Copyright Fund, Used Tire Management Fund, Hazardous Waste Research Fund, Natural Resources Information Fund, Park and Conservation Fund

Statutory Authority: 20 ILCS 801-880 and others

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$45,269.5	$52,331.9	$57,630.8	$56,158.9	$59,122.3
* Total expenditures - state appropriated funds (in thousands)	$45,269.5	$52,331.9	$55,355.9	$53,884.0	$56,817.0
* Average monthly full-time employees	0.0	501.0	501.0	489.0	429.0
* Average monthly part-time employees	0.0	24.0	24.0	25.0	27.0
Output Indicators					
* Number of field education programs	3,988	3,539	4,000	3,695	4,000
* Number of teachers completing ENTICE training (a)	N/A	225.0	300.0	289.0	300.0
* Number of outdoor Illinois subscriptions	26,335	27,523	27,700	27,808	28,000
* Number of active science research projects	833.0	774.0	650.0	995.0	577.0
* Number of user sessions on science institutions' Websites (b)	N/A	6,439,570	6,000,000	4,928,763	5,550,000
Outcome Indicators					
* Percentage of site visitors expressing high satisfaction with interpretive programs (c)	82 %	79 %	85 %	86 %	85 %
* Number of continuing professional education (CPE) hours awarded to teachers via "ENTICE" and other programs (a)	N/A	13,754	13,000	11,760	15,000
* Amount of external funding received by science institutions (b) (in thousands)	$21,653.80	$20,333.0	$21,000.0	$15,512.6	$21,000.0
* Attendance at Museum facilities	396,271	384,806	375,000	404,459	380,000

Footnotes

(a) ENTICE is a teacher training program designed to incorporate long-term, standards-based natural resource education into Illinois classrooms. The department has been certified by the Illinois State Board of Education as a certificate renewal credit provider as part of the Board's recertification requirements for teachers.

(b) The department's science institutions are the Illinois State Museum, Illinois Natural History Survey, Illinois State Water Survey, Illinois State Geological Survey and the Illinois Waste Management Center.

(c) Percentage of visitor survey scores of 4 or more on a 5-point scale (5=excellent).

Resource-Related Public Safety

Mission Statement: To ensure the safe and enjoyable use of the state's lands, water and resources, ensure safety in mining and blasting activities, and to protect the public's interests in public waters and floodways.

Program Goals: Objectives:
1. Ensure the safety of the public visiting state-managed sites or participating in state-regulated outdoor recreation.
2. Protect workers in the extraction industry from mining and explosives accidents.
3. Manage dams and floodways to protect people and property in floodplains.

Source of Funds: General Revenue Fund, State Boating Act Fund, State Parks Fund, Wildlife and Fish Fund, Explosives Regulatory Fund, Coal Mining Regulatory Fund, Federal Surface Mining Control and Reclamation Fund, National Flood Insurance Program Fund, Land Reclamation Fund, Park and Conservation Fund, Abandoned Mined Lands Reclamation Council Federal Trust

Statutory Authority: 20 ILCS 801-880 and others

Input Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Total expenditures - all sources (in thousands)	$13,449.3	$16,163.0	$16,334.5	$14,770.0	$15,720.0
* Total expenditures - state appropriated funds (in thousands)	$13,449.3	$16,163.0	$16,334.5	$14,770.0	$15,715.0
* Average monthly full-time employees	0.0	165.0	165.0	159.0	146.0
* Average monthly part-time employees	0.0	8.0	8.0	7.0	7.0
Output Indicators					
* Number of safety education classes held (a)	587.0	556.0	590.0	650.0	600.0
* Number of mine safety certifications issued	287.0	402.0	180.0	364.0	200.0
* Number of mine safety accident prevention contacts	37,310	33,734	28,000	30,855	25,000
* Number of mine laboratory analysis performed	6,714	6,158	7,000	5,002	6,000
* Number of blasting and explosives licenses and certifications issued	1,077	1,272	1,250	1,428	1,250
* Number of blasting and explosives inspections performed	1,823	1,431	1,600	1,578	1,500
* Number of dams inspected	153.0	168.0	140.0	179.0	160.0
* Number of floodway permit applications processed	1,274	1,336	1,275	1,242	1,200
Outcome Indicators					
* Percentage of visitors expressing high satisfaction with park safety (b)	87 %	88 %	90 %	88 %	90 %
* Number of students certified by safety education classes (a)	20,464	19,671	20,000	25,848	20,975

Footnotes

(a) The department offers recreational safety classes on hunting, trapping, boating and snowmobiling.

(b) Percentage of visitor survey scores of 4 or more on a 5 point scale (5=excellent).

Pollution Control Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Environmental Regulations, Contested Case Decision-Making and Public Information	$2,337.4	35.0	$2,482.1	41.0
Totals	$2,337.4	35.0	$2,482.1	41.0

Mission and Organization

The primary functions of the Pollution Control Board are environmental regulations and contested environmental cases. Major regulatory accomplishments for the year include strengthening requirements regarding petroleum leaking underground storage tanks; strengthening the site remediation program for the management of contaminated soil; promulgating MTBE (methyl tertiary butyl ether) cleanup standards, including limits on MTBE in groundwater; and amending the design and construction of livestock waste handling facilities.

Another major accomplishment this year is the development of the Board's new electronic case management system. This system allows the public to view regulatory and adjudicatory dockets on the Internet. The Board expects to implement this system before the end of the calendar year. Additionally, the system will enable the Board to accept electronic filings from parties. The Board expects to adopt procedural rules in 2003 to allow this service. Due to the magnitude of implementing the Board's new case management system, the Board is not planning any new budget initiatives for 2003.

As a final matter, to explain the difference between the Board's actual 2002 numbers versus 2002 target numbers appearing in this report, target numbers are not appropriate to most of the Board's indicators (no target numbers are reported for 2003). With respect to the number of rules and regulatory hearings, the Board cannot predict in advance how many regulatory proposals will be filed by the Illinois Environmental Protection Agency or citizens, nor can the Board predict in advance how many amendments will be mandated by the United States Environmental Protection Agency. Furthermore, adjudicatory hearings can be held only if the parties want to go to hearing, and for obvious reasons, the Board cannot predict in advance the amount of fines it will levy for the next year. Therefore, targets cannot be set a year in advance for most of the Board's indicators.

Environmental Regulations, Contested Case Decision-Making and Public Information

Mission Statement: To create a stable system of Illinois environmental law through the promulgation of environmentally protective regulations based upon a decision-making process that considers the most current scientific and technological knowledge, and through the fair consideration and adjudication of contested cases; and to reduce pollution by increasing public awareness of the Environmental Protection Act and regulations.

Program Goals: Objectives:

1. Promulgate sensible and sound environmentally protective regulations based upon a decision-making process that considers the most current scientific and technological knowledge, and affords maximum public input.
2. Create a stable system of Illinois environmental law through the impartial consideration and adjudication of contested cases, and the prompt issuance of well-written, well-reasoned decisions.
3. Reduce pollution by increasing public awareness of the Environmental Protection Act and regulations.

Source of Funds: General Revenue Fund, Clean Air Act (CAA) Permit Fund, Pollution Control Board State Trust Fund, Pollution Control Board Fund, Used Tire Management Fund, Environmental Protection Permit and Inspection Fund

Statutory Authority: 415 ILCS 5/5

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,612.6	$2,337.4	$2,641.7	$2,482.1	$2,685.2
* Total expenditures - state appropriated funds (in thousands)	$2,612.6	$2,337.4	$2,641.7	$2,482.1	$2,685.2
* Average monthly full-time employees	36.0	35.0	41.0	41.0	40.0
Output Indicators					
* Number of pending rules	6.0	24.0	25.0	48.0	N/A
* Number of rules adopted	16.0	22.0	23.0	24.0	N/A
* Number of regulatory hearings	8.0	24.0	26.0	10.0	N/A
* Number of adjudicatory hearings	35.0	30.0	32.0	20.0	N/A
* Number of Board orders issued	653.0	664.0	690.0	692.0	N/A
* Number orders issued by hearing officers	1,263	1,379	1,448	1,555	N/A
* Number of public speaking engagements	12.0	19.0	21.0	13.0	N/A
* Percentage of rules adopted within statutory deadlines, or if no deadline is specified, within 12 months of the first-notice proposal	100 %	100 %	100 %	100 %	100 %
* Percentage of opinions and orders voted on within 90 days of the close of the record	100 %	100 %	100 %	100 %	100 %
* Percentage of opinions and orders issued within 5 days of the Board's vote	100 %	100 %	100 %	100 %	100 %
Outcome Indicators					
* Amount of fines levied (in millions)	$871,544.00	$831,922.00	N/A	$3,143.1	N/A
* Number of Board decisions upheld on appeal	5.0	5.0	N/A	6.0	N/A
* Percentage of Board decisions upheld on appeal	100 %	100 %	100 %	86 %	100 %

Part 2: Business Regulation

Business Regulation Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2001 Expenditures	FY 2002 Expenditures	Percent Change
Illinois Commerce Commission	$37,518.6	$37,575.7	0.2%
Department of Insurance	$33,386.9	$33,515.7	0.4%
Office of Banks and Real Estate	$26,993.9	$28,571.3	5.8%
Department of Professional Regulation	$23,211.1	$23,693.6	2.1%
Industrial Commission	$10,772.9	$10,610.5	-1.5%
Department of Human Rights	$8,316.2	$8,690.6	4.5%
Department of Financial Institutions	$8,310.5	$8,183.1	-1.5%
Illinois Racing Board	$7,598.1	$7,653.9	0.7%
Commission on Human Rights	$1,351.1	$1,332.6	-1.4%
TOTAL	**$157,459.3**	**$159,827.0**	**1.5%**

Numbers may not add due to rounding

Insurance Companies in Receivership

	2000	2001	2002
Percent of Insurance Companies in Receivership - 10 year rolling average:			
Life and Health Companies	0.45	0.45	2.70
Property and Casualty Companies	0.44	0.52	4.90
Health Maintenance Organizations (HMOs)	1.33	1.55	6.70

Source: IL. Dept. of Insurance

Regulation of Horse Racing ($ in thousands)

	1990	1995	2000	2001	2002
Total State Revenue from Racing	$47.8	$44.0	$21.6	$17.2	$16.9
Total wagering on horse races	$1,280.9	$1,424.5	$1,655.8	$1.764.3	$1,873.2
Illinois wagering on Illinois races	$1,239.1	$1.099.9	$372.1	$369.1	$363.5
Illinois wagering on out-of-state races	$23.0	$91.5	$727.2	$731.8	$753.3
Out-of-state wagering on Illinois races	$18.8	$233.1	$556.5	$663.4	$756.4

Source: Illinois Racing Board

Regulation of Licensed Professionals

	2000	2001	2002
Licenses Placed on Probation	504	572	436
Cases Resulting in Disciplinary Orders	4,379	5,004	3,997
Total Licenses	702,541	709,036	749,119
% of licenses renewed electronically	10.3%	17.0%	33.0%

Source: IL. Dept. of Professional Regulation

Commerce Commission
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Public Utility Program	$22,060.7	239.0	$23,097.7	243.0
Transportation	$15,457.9	80.0	$14,478.0	83.0
Totals	$37,518.6	319.0	$37,575.7	326.0

Mission and Organization

The Illinois Commerce Commission ("ICC" or "Commission") regulates investor-owned telecommunications, electricity, natural gas, and water and sewer utilities, and competitive providers. In addition, the commission also regulates and oversees household movers, towing companies which relocate trespassing vehicles, the enforcement of certain trucking insurance coverage laws, railroad grade crossing standards, rail movement of hazardous materials and gas pipeline safety.

Public Utility Program: "The health, welfare and prosperity of all Illinois citizens require the provision of adequate, efficient, reliable, environmentally safe and least-cost public utility services at prices which accurately reflect the long-term cost of such services and which are equitable to all citizens." – [from the Public Utilities Act]

The Commission oversees the provision of adequate, reliable, efficient, and safe utility services at the least possible cost to Illinois citizens. Traditionally, the commission has evaluated utility companies' tariff proposals and rate requests in formal cases. For the past few years and in the next several years, the ICC will be focusing on issues related to the competitive provision of utility services.

While the energy and telecommunications industries are rapidly moving to a more competitive marketplace, the commission must facilitate these changes while at the same time discharging its traditional responsibilities in those industries that will not soon, if ever, be competitive. Examples of responsibilities which continue for the foreseeable future are: gas pipeline safety activities, issuance of certificates of convenience and necessity, consumer complaint issues, evaluation of rate increase requests, facility citing issues and reconciliation of riders.

Transportation Program: The commission has varied responsibilities with regard to the transportation industries it regulates. Currently, the commission regulates railroads, household goods carriers, certain relocation towers and motor carriers with regard to safety fitness and financial responsibility.

The commission directs safety improvements at railroad grade crossings, inspects registered rail carriers' track, and inspects railroad cars carrying hazardous materials. The ICC has been able to take a more proactive approach to crossing improvement by increasing the number of crossing inspections, and in a cooperative effort with the Illinois Department of Transportation, developing a centralized database to track and monitor information related to Illinois highway-rail crossings.

The ICC regulates household goods carriers to assure compliance with filed rates and service territory. The commission administers and enforces financial responsibility/insurance and safety fitness requirements for all trucking companies operating within or throughout Illinois. The commission also protects consumers through the administration and enforcement of a program to assure the legal and ethical operation of Household Goods Movers statewide and will continue to oversee the relocation towing activities in four counties in the Chicago area.

Public Utility Program

Mission Statement: The health, welfare and prosperity of all Illinois citizens require the provision of adequate, efficient, reliable, environmentally safe and least costly public utility services at prices which accurately reflect the long-term cost of such services and which are equitable to all citizens.

Program Goals: Objectives:

1. Minimize entry barriers that limit competition.
   a. Evaluate barriers to market entry.
   b. Assess impact of barriers and develop alternate strategy.
   c. Modify practices to promote competition.
2. Create a level playing field.
   a. Define desired model for competitive market in Illinois.
   b. Identify any necessary legislation to encourage transition to desired market model.
   c. Ensure Commission activities/actions support transition to desired market model.
3. Establish an effective market-monitoring program.
   a. Determine key information needs and authority necessary to obtain an effective market monitoring program.
   b. Develop effective processes to evaluate market data.
   c. Take appropriate action based on analysis of market data.
4. Raise the profile of the Consumer Services Division and of the Commission as the educator and protector of the consumer.
   a. Coordinate work with staff of the Attorney General's Office on issues involving consumer protection particularly where there is overlapping jurisdiction.
   b. Have staff from other technical divisions available to assist consumer counselors.
   c. Have counselors spend time in other divisions or work with mentors to expand knowledge of Commission practices to enhance work experience.
5. Ensure that information on utility, and ICC services in general, are available to consumers.
   a. Make the ICC website consumer-oriented with links to various services for consumers; provide separate sites for practitioners and consumers.
   b. Update website consumer information.
6. Expand consumer protection options and authority.
   a. Review current authority and identify proposed enforcement legislation.
   b. Promote and expand mediation for dissatisfied consumers.
7. Establish broad-based stakeholder review groups consisting of industry, professional organizations and other state and other federal agencies.
   a. Create a mechanism for ongoing dialogue to focus on a core set of objectives to evaluate and recommend changes in law, programs, and processes.
8. Strengthen the compliance function of the Commission to ensure that companies comply with applicable laws, rules, and orders.
   a. Recruit talented employees by establishing good working relationships with universities and colleges.
   b. Dedicate employees to review compliance with significant laws, rules, and orders.
   c. Work with companies in a proactive manner to encourage compliance rather than focusing on punishment for non-compliance.
   d. Create a work environment that fosters excellence and values employees.

Source of Funds: General Revenue Fund, Public Utility Fund, Statistical Services Revolving Fund ***Statutory Authority:*** 220 ILCS 5

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$19,924.3	$22,060.7	$23,097.7	$23,097.7	$28,190.7
* Total expenditures - state appropriated funds (in thousands)	$19,924.3	$22,060.7	$23,097.7	$23,097.7	$28,190.7
* Average monthly full-time employees	225.0	239.0	243.0	243.0	257.0
Output Indicators					
* Number of hearings held/ hearing notices	2,261	2,209	2,250	2,008	2,016
* Number of docketed cases closed	793.0	864.0	875.0	818.0	816.0
* Average number of man-days in the field for pipeline safety investigators	121.9	121.6	122.0	119.0	122.0
* Number of electric distribution circuits inspected/ tree inspections	N/A	26.0	29.0	52.0	52.0
* Number of cases filed	850.0	819.0	900.0	812.0	816.0
* Number of utility tariff filings	2,232	1,952	2,000	2,185	2,185
* Number of non-compliance's written by pipeline safety inspectors	4.0	16.0	20.0	9.0	0.0
* Number of formal public utility complaints closed	27.0	49.0	45.0	90.0	84.0
* Total 9-1-1 Systems	205.0	209.0	213.0	208.0	213.0

Public Utility Program (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Outcome Indicators					
* Percentage of Illinois population served by 9-1-1 system	98 %	98 %	99 %	98 %	100 %
* Percentage of Alterantive Retail Electric Suppliers (ARES) certified by the Commission and published within 45 days	100 %	100 %	100 %	100 %	100 %
* Number of customers switching electric suppliers	7,136	8,709	8,000	10,989	6,000
* Number of gas customers using a competitive supplier	108,992	149,908	157,404	157,750	173,144
* Number of gas pipeline safety incidents caused by gas system operator non-compliance	0.0	0.0	0.0	3.0	0.0
* Number of investigated gas pipeline safety incidents caused by 3rd party damage to the pipeline	0.0	1.0	0.0	3.0	0.0
* Percent of service quality standards that continue to be met by service providers.	67 %	93 %	100 %	95 %	100 %
* Percent of consumer complaints and inquires resolved in a single call.	67 %	59 %	70 %	59.5 %	59.5 %
* Percent of consumers indicating that service was satisfactory.	81 %	78 %	81 %	N/A	N/A
* Number of outage inquiries and complaints to the ICC	466.0	648.0	551.0	553.0	553.0
Efficiency/Cost-Effectiveness Indicators					
* Number of inquiries/ complaints resolved per consumer counselor	2,087	2,063	2,075	2,099	2,100
* Cost per man-day in the field per pipeline safety investigator (in dollars)	$553.00	$610.00	$647.00	$715.28	$689.07

Transportation

Mission Statement: It is the policy of the State of Illinois to actively supervise and regulate commercial transportation of persons and property within this state. This policy shall be carried out in such manner as to: (a) promote adequate, economical, efficient and responsive commercial transportation service, with adequate revenues to carriers and reasonable rates to the public, and without discrimination; (b) recognize and preserve the inherent advantages of, and foster sound economic conditions in, the several modes of commercial transportation in the public interest; (c) develop and preserve a commercial transportation system properly supportive of the broad economic development goals of the State of Illinois; (d) create economic and employment opportunities in commercial transportation and affected industries through economic growth and development; (e) encourage fair wages and safe and suitable working conditions in the transportation industry; (f) protect the public safety through administration of a program of safety standards and insurance; (g) insure a stable and well-coordinated transportation system for shippers, carriers and the public; and (h) cooperate with the federal government, the several states, and with the organizations representing states and commercial transportation service providers and consumers. – Illinois Commercial Transportation Law

Program Goals: Objectives:

1. Minimize entry barriers that limit competition.
   a. Evaluate barriers to market entry.
   b. Assess impact of barriers and develop alternate strategy.
   c. Modify practices to promote competition.
2. Raise the profile of the Consumer Services Division and of the Commission as the educator and protector of the consumer.
   a. Coordinate work with staff of the Attorney General's Office on issues involving consumer protection particularly where there is overlapping jurisdiction.
   b. Have staff from other technical divisions available to assist consumer counselors.
   c. Have counselors spend time in other divisions or work with mentors to expand knowledge of Commission practices to enhance work experience.
3. Ensure that information on utility, and ICC services in general, are available to consumers.
   a. Update website consumer information.
   b. Make the ICC website consumer-oriented with links to various services for consumers; provide separate sites for practitioners and consumers.
4. Expand consumer protection options and authority.
   a. Review current authority and identify proposed enforcement legislation.
   b. Promote and expand mediation for dissatisfied consumers.
5. Establish broad-based stakeholder review groups consisting of industry, professional organizations and other state and other federal agencies.
   a. Create a mechanism for ongoing dialogue to focus on a core set of objectives to evaluate and recommend changes in law, programs, and processes.
6. Strengthen the compliance function of the Commission to ensure that companies comply with applicable laws, rules, and orders.
   a. Recruit talented employees by establishing good working relationships with universities and colleges.
   b. Dedicate employees to review compliance with significant laws, rules, and orders.
   c. Work with companies in a proactive manner to encourage compliance rather than focusing on punishment for non-compliance.
   d. Create a work environment that fosters excellence and values employees.

Source of Funds: Transportation Regulatory Fund, Statistical Services Revolving Fund ***Statutory Authority:*** 625 ILCS 5/18c

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$15,664.9	$15,457.9	$14,865.3	$14,478.0	$19,435.8
* Total expenditures - state appropriated funds (in thousands)	$15,664.9	$15,457.9	$14,865.3	$14,478.0	$19,435.8
* Average monthly full-time employees	73.0	80.0	83.0	83.0	84.5
Output Indicators					
* Number of grade crossing projects ordered by the Commission	273.0	305.0	400.0	175.0	272.0
* Number of track miles inspected by railroad track inspectors	8,434	7,940	8,000	8,880	8,417
* Number of transportation tariff filings	587.0	566.0	550.0	456.0	495.0
Outcome Indicators					
* Number of collisions at public crossings (excluding those involving trespassers and/or suicide attempts)	171.0	196.0	180.0	183.0	178.0
* Administrative citations written for certain violations of the Illinois Commercial Transportation Law	2,733	3,103	3,150	2,747	3,150
* Investigations of violations under the Illinois Commercial Transportation Law, generally involves an administrative audit of companies	1,073	1,086	1,100	1,295	1,705

Insurance
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Financial/Corporate Division	$15,288.8	210.0	$16,813.5	210.0
Consumer Market Division	$12,761.3	173.0	$13,678.1	173.0
Other	$5,336.8	0.0	$3,024.1	0.0
Totals	$33,386.9	383.0	$33,515.7	383.0

Mission and Organization

The Department of Insurance is an administrative agency charged with protecting the rights of Illinois citizens in their insurance transactions and monitoring the financial solvency of all regulated entities through effective administration and enforcement of the Illinois Insurance Code, the Illinois Pension Code, and related laws and regulations.

The department's obligation, as evidenced by its mission statement, is "to protect consumers by providing assistance and information, by efficiently regulating the insurance industry's market behavior and financial solvency, and by fostering a competitive insurance marketplace." This mission is carried out by the Consumer Market and Financial-Corporate regulation programs, which receive support from the Administrative Services and Staff Services Division.

Over 97% of the Department of Insurance total budget appropriations come from various fees collected from insurance companies and producers.

The Consumer Market Regulation Program oversees consumer protection and education efforts, licenses and regulates the activities of insurance producers, and monitors the marketplace operations of insurance companies through policy analysis, complaint investigation, and periodic on-site market conduct examinations. In addition, this program includes the Senior Health Insurance Program (SHIP), a counseling program for Medicare beneficiaries who have questions or problems about health insurance issues facing senior citizens. In January 2000, the department established an Office of Consumer Health Insurance (OCHI) which assists Illinois consumers with health insurance issues.

The Financial-Corporate Regulation Program is responsible for analyzing and monitoring the financial condition of insurance companies, health maintenance organizations (HMOs), and all other regulated insurance risk bearing entities, conducting on site financial examinations, and intervening when problems are identified. This program licenses authorized insurers and identifies and investigates acts against companies conducting business in the state illegally. This program also includes the assistance provided to the state's public pension funds.

Each program measures achievement of its goals against a series of input/output, outcome, efficiency/effectiveness, and external benchmark indicators. Several key indicators for each program are included in this report.

Financial/Corporate Division

Mission Statement: To protect consumers by providing assistance and information, by efficiently regulating the insurance industry's market behavior and financial solvency, and by fostering a competitive insurance marketplace.

Program Goals: Objectives:

1. Conduct periodic financial examinations, identify and work with companies on solvency problems and, when warranted, take corrective regulatory action.
   a. To conduct financial examinations pursuant to a schedule which ensures that all domestic insurance companies are examined not less frequently than every five years as required by Illinois law and National Association of Insurance Commissioners (NAIC) Financial Regulation Accreditation Standards.
   b. To conduct more frequent financial examinations of domestic insurance companies identified as priorities.
2. Assure that regulated entities conduct business according to the incorporation, licensing, registration, and transaction approval requirements specified by applicable law and regulation.
   a. To renew by July of each year certificates of authority for all authorized foreign and alien companies operating in Illinois, and all approved/accredited foreign and alien insurers operating in Illinois by September 1 of each year.
   b. To review and process all transactions (e.g., new requests for incorporation, requests for corporate changes) within thirty (30) days of the date on which all information necessary to act on the request is available.
3. Provide advisory services to Illinois public pension funds, retirement systems and their participants and assess compliance with applicable law and regulation.
   a. To conduct more frequent examinations of public pension funds in order to achieve, by the end of calendar year 2003 a decrease of 2.5 years in the time interval between examinations.
   b. To process all annual financial statements from public pension funds and retirement systems within ten (10) days of receipt of the annual statement.

Source of Funds: General Revenue Fund, Insurance Producer Administration Fund, Insurance Financial Regulation Fund

Statutory Authority: 20 ILCS 1405/1405-5

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$14,139.4	$15,288.8	$17,931.4	$16,813.5	$19,370.4
* Total expenditures - state appropriated funds (in thousands)	$14,139.4	$15,288.8	$17,931.4	$16,813.5	$19,370.4
* Average monthly full-time employees	204.0	210.0	215.0	210.0	210.0
Output Indicators					
* LA&H and P&C financial exams started	N/A	116.0	121.0	96.0	118.0
* LA&H/HMO/P&C limited exams started	N/A	7.0	14.0	13.0	8.0
* LA&H, P&C & HMO annual financial statements reviewed	556.0	518.0	529.0	470.0	526.0
* LA&H, P&C & HMO quarterly financial statements reviewed	1,604	1,063	1,242	1,150	1,264
* LA&H/HMO/P&C exams scheduled	132.0	111.0	121.0	121.0	118.0
* LA&H/HMO/P&C limited exams scheduled	N/A	11.0	14.0	14.0	8.0
* LA&H/P&C annual financial statements received	1,861	1,857	1,851	1,811	1,823
* LA&H and P&C quarterly financial statements received	2,987	3,596	4,064	4,307	4,396
* Corrective orders, stipulation and consent orders, and notices of impairment issued	17.0	38.0	34.0	43.0	36.0
* Certificates of authority renewed	1,500	1,486	1,485	1,445	1,515
* Cease and desist and consent orders issued	7.0	3.0	8.0	9.0	12.0
* Service contract provider registrations-new & renewal	N/A	50.0	150.0	144.0	155.0
* Risk retention groups registered	N/A	N/A	45.0	48.0	48.0
* Investigations initiated	40.0	16.0	25.0	10.0	30.0
* Pension fund exams completed	38.0	36.0	68.0	42.0	80.0
* Pension fund annual statements reviewed	606.0	749.0	820.0	738.0	728.0
* Pension Fund annual statements received	606.0	762.0	782.0	728.0	728.0
* Number of company transaction requests reviewed	3,148	2,436	2,695	734.0	2,694
* Number of certification transactions processed annually	40,536	37,061	40,368	26,705	40,750
* Number of corporate change transactions processed annually	890.0	564.0	900.0	592.0	910.0

Financial/Corporate Division (Concluded)					
Output Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Number of surplus lines producers - licensing - new and renewal	N/A	274.0	550.0	549.0	600.0
* Number of summons issued - for service of process on foreign and alien insurers	N/A	943.0	1,200	2,175	1,400
* Number of purchasing group registrations	N/A	5.0	460.0	12.0	465.0
* Pension Fund exams started	40.0	36.0	67.0	38.0	82.0
Outcome Indicators					
* Percentage of financial analysis issues resolved	98 %	100 %	98 %	100 %	98 %
* Ten (10) year rolling average of Life, Accident & Health (LA&H) companies in receivership	0.45 %	0.45 %	0.45 %	2.7 %	0 %
* Ten (10) year rolling average of Property & Casualty (P&C) companies in receivership	0.44 %	0.52 %	0.52 %	4.9 %	0 %
* Ten (10) year rolling average HMOs in receivership	1.33 %	1.55 %	0.3 %	6.7 %	0 %
* Percentage of LA&H companies operating compared to previous year	96.8 %	98.5 %	100 %	98.3 %	100 %
* Percentage of P&C companies operating compared to previous year	104.3 %	99.5 %	100 %	100.5 %	100 %
* Percentage of HMOs operating compared to previous year	104.1 %	93.5 %	100 %	87.9 %	100 %
External Benchmarks					
* National Association of Insurance Commissioners Accreditation Awarded	Yes	Yes	Yes	Yes	Yes

Consumer Market Division

Mission Statement: To protect consumers by providing assistance and information, by efficiently regulating the insurance industry's market behavior and financial solvency, and by fostering a competitive insurance marketplace.

Program Goals: Objectives:

1. Assure that insurance-related complaints and inquiries are handled in a timely and accurate manner.
   a. To maintain the average number of days required to investigate and close a life, accident, and health (LA&H) insurance complaint at 31 days.
   b. To maintain the average number of days required to investigate and close a property and casualty (P&C) insurance complaint at 22 days.
2. Assure that regulated entities perform according to applicable laws, regulations, and their policy contracts.
   a. To protect Illinois insurance consumers by targeting examinations annually toward the 2% of insurance entities operating in Illinois whose practices and complaint volume suggest non-compliance or abuse.
   b. To schedule and complete 40 market conduct examinations during the fiscal year, as follows:
      1) Complete market conduct examinations for 20 property and casualty companies, including those exams necessary to ensure that non-standard auto carriers (i.e., carriers writing high-risk policies) are examined at least once every three years.
      2) Complete market conduct examinations for 20 life, accident and health insurance companies.
3. Enforce licensing and continuing education requirements for individuals and other licensed entities, determining, by investigation, that entities are in compliance with laws and regulations.
   a. To process 95% of all new license requests within one working day of the date on which the Producer Section receives a complete license application.
   b. To process 95% of all license renewal requests within one working day of the date on which the Producer Section receives a complete application for renewal of license.
   c. To respond to potential licensing violations committed by applicants and licensees through investigations and examinations of selected insurance producers and other entities. Depending on complaint volume, regulatory needs and other circumstances, between 400-600 investigations and examinations will be conducted each year.
   d. Maintain a process for acelerating the completion of investigations and examinations that have been open for four or more months including:
      1) Maintenance of a scheme for classifying open investigations and examinations based on the extent to which the responsible examiner or insurance analyst is in control of the circumstances causing the examination or investigation to remain open.
      2) Maintenance of a procedure for formally classifying, accumulating and reporting information on the status of open investigations and examinations according to the adopted classification scheme.
      3) Maintenance of the classification scheme and procedures previously adopted.
      4) Reduce by 10% the number of open investigations and examinations.
4. Provide insurance consumers with information needed to make decisions on purchasing and renewing insurance policies.
   a. To educate and provide useful information to targeted segments of insurance consumers by making the following presentations during the fiscal year:
      1) 440 presentations made to medicare beneficiaries and caregivers at senior citizen centers.
      2) 212 presentations made to future insurance consumers at high schools.
   b. To provide specialized assistance during disasters by providing, within one week of a declaration of the disaster, on-site consumer education and information at all sites declared as state disaster areas in the fiscal year.
   c. To maintain an annual base of 175 radio presentations, with an estimated listenership of two million, through which useful information is provided to insurance consumers in Illinois during the fiscal year.
5. Protect and inform Medicare beneficiaries through education, counseling, and access to health insurance information and services.
   a. To increase the number of educational sessions provided to Medicare beneficiaries and service providers by 5% during the calendar year, this translates into approximately 20 additional presentations.
   b. To increase the number of one-on-one counseling sessions with Medicare beneficiaries to 21,500 in the calendar year of 2003.

Source of Funds: General Revenue Fund, Senior Health Insurance Program Fund, Insurance Producer Administration Fund, Insurance Financial Regulation Fund

Statutory Authority: 20 ILCS 1405/1405-5

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$11,790.3	$13,372.9	$14,908.3	$14,150.7	$15,837.7
* Total expenditures - state appropriated funds (in thousands)	$11,216.3	$12,761.3	$13,988.2	$13,678.1	$15,837.7
* Average monthly full-time employees	168.0	173.0	174.0	173.0	173.0
Output Indicators					
* Number of market conduct corrective orders issued	48.0	16.0	42.0	24.0	35.0
* Number of new/renewal licenses processed by Producer Licensing Section	124,829	87,783	87,408	72,834	98,000
* Number of LA&H and P&C form and rate filings processed	67,998	61,586	68,800	69,437	70,100

Consumer Market Division (Concluded)					
Output Indicators	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
* Number of volunteer hours	18,649	12,412	20,500	10,936	21,000
* Number of people reached by Senior Health Insurance Plan (SHIP) activities	452,774	759,952	205,000	584,413	206,000
* Number of SHIP 800 calls	30,327	31,460	33,700	26,418	33,700
* Number of LA&H & P&C consumer complaints closed	13,023	13,356	14,000	14,214	14,300
* Number of written inquiries responded to (oral, written, internet) also includes Chicago	3,683	49,194	50,000	40,746	41,000
* Number of LA&H and P&C market conduct exams completed	51.0	42.0	50.0	26.0	40.0
* Number of Office of Consumer Health Insurance Calls	N/A	13,757	32,400	16,549	17,425
* Cost Containment-Civil penalities collected (in thousands)	N/A	$158.7	N/A	$10.0	N/A
* Utilization Review Applications Processed	N/A	145.0	200.0	36.0	300.0
* PPO Annual Renewal Applications	N/A	74.0	100.0	84.0	135.0
* HMO complaints closed	N/A	1,870	1,950	1,806	2,100
* HMO policy form filings processed	1,103	1,875	2,407	2,211	2,600
* Number of people reached by Outreach's radio presentations	1,300,000	1,971,000	2,000,000	2,168,000	2,000,000
Outcome Indicators					
* Reduction in number of P&C companies whose average consumer complaint response time is greater than 21 days	N/A	1.0	1.0	2.0	1.0
* Reduction in number of LA&H companies whose average consumer complaint response time is greater than 21 days	N/A	7.0	6.0	9.0	8.0
* Percentage of auto/homeowners insurers complying with prompt payment standards	92 %	100 %	100 %	95 %	100 %
* Percentage reduction in companies not in compliance with previous market conduct exam orders	N/A	30.2 %	40 %	40 %	40 %
* Percentage of insured private passenger drivers insured by the Illinois Automobile Insurance Plan	0.03 %	N/A	N/A	N/A	N/A
* Additional claim dollars paid to consumers (in dollars)	$60,848.00	$65,641.00	$45,000.00	$60,584.00	$35,000.00
* Dollars saved for Illinois Medicare beneficiaries as a result of Medicare and health insurance counseling sessions (in dollars)	$1,397,903.00	$768,075.00	$787,000.00	$1,594,025.00	$787,000.00
* Premium overcharges returned to consumers (in dollars)	$4,883.20	$6,951.00	$6,500.00	$18,816.00	$4,000.00
External Benchmarks					
* Percent of insured private passenger drivers nationwide insured by residual market program (a)	1.84 %	N/A	N/A	N/A	N/A

Footnotes

(a) No data yet available for this measure for fiscal years 2002 and 2003.

Office of Banks and Real Estate
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Bureau of Banks and Trust Companies	$17,946.8	173.0	$18,017.7	175.0
Bureau of Real Estate Professions	$5,141.7	55.0	$5,414.9	50.0
Bureau of Residential Finance	$3,905.4	37.0	$4,259.3	40.0
Community Relations	$0.0	0.0	$879.4	10.0
Totals	$26,993.9	265.0	$28,571.3	275.0

Mission and Organization

The Office of Banks and Real Estate (OBRE) was created on June 1, 1996 as a result of two agencies, the Commissioner of Banks and Trust Companies and the Commissioner of Savings and Residential Finance, merging. OBRE maintains offices in Springfield, Chicago, Belleville, Champaign, Effingham, Jacksonville, and Peoria. The agency uses no taxpayer funds – 100% of operation funds are derived from fees paid by regulated and licensed entities.

The mission of the Illinois Office of Banks and Real Estate is to protect and educate the public and promote confidence in the regulated industries through administration of statutory responsibilities in an efficient, professional, responsive, and innovative manner.

The Illinois Office of Banks and Real Estate has five strategic priorities.

1. Be an effective, accountable, and responsive state agency.

We are committed to educating and informing Illinois consumers about their rights and responsibilities in financial and real estate matters. We will enhance our educational outreach program by sharing our resources, data, and years of professional experience.

2. Promote an attractive Illinois charter and/or certificate of authority that supports a prosperous and growing economy.

We will anticipate the evolving trends in the financial services industry and the needs of our regulated entities. We will recommend legislation to ensure our regulatory framework reflects the changing reality of the marketplace and maintain a close working relationship with state decision-makers and our associations. We will work to maintain a lower cost of regulation as a state charter.

3. A literate, educated, and skilled workforce engaged in work-related learning opportunities.

We value the professionalism of our staff and will maintain and enhance our team. We will promote professional development, training, and process improvement. We will provide the appropriate tools and training to assist the team in the quality performance of its responsibilities.

4. Offer technological advancements that support a prosperous and growing economy.

We will maintain high standards of quality service and take advantage of the evolving technological environment. We will use technology and innovation as guiding principles in all levels of our operations.

5. Through statutory regulation, provide a safe and secure environment to do business in Illinois.

We recognize that the economic well-being of Illinois' communities depends on safe, sound, competitive and accessible financial and real estate services and the integrity of the state's accountability. We will use the highest professional standards to supervise our regulated and licensed industries according to statutory requirements and prudent industry standards.

Bureau of Banks and Trust Companies

Mission Statement: The mission of the Bureau of Banks and Trust Companies is to serve and protect the public by chartering, authorizing, and supervising state-chartered commercial banks, foreign bank offices, electronic funds transfer systems, and corporate fiduciaries in order to assure the safety and soundness of such institutions in compliance with applicable laws and regulations for the benefit of the public. The bureau also registers check printers, non-financial institution deployers of ATMs, and licenses pawnbrokers that operate in Illinois.

Program Goals: Objectives:

1. Complete accurate and timely reports of examinations.
   a. 100% of examination reports will be sent to institutions within 30 days of completion of field work (within 45 days if federal regulator involved).
   b. No more than 2% of final reports (sent to institutions) will be amended.
   c. 50% of pawnshop industries will be examined each year (every-other-year exams).
2. Provide adequate prior notice of examinations.
   a. 100% of examination notices will be sent out at least 30 days prior to the examination start date.
3. Provide for timely, fair, and consistent examination reports.
   a. 100% of appeals of bureau findings will be upheld.
4. Provide for timely, fair, and consistent decision making on corporate applications.
   a. 100% of decisions will be made within established time frames.
   b. 100% of corporate decisions that are appealed will be upheld.
5. Minimize regulatory burden.
   a. Utilize all federal applications in lieu of state applications where applicable.
   b. Receive no written complaints about policies, procedures, and requirements of corporate applications.
6. Provide timely information to the public.
   a. Within 15 days from the end of each month, the bureau will post on its Internet site all applications filed with the bureau and all actions taken by the bureau during the previous month.
   b. Enforcement actions posted on bureau's Internet site within 30 days of their effective date.

Source of Funds: Pawnbroker Regulation Fund, Bank and Trust Company Fund ***Statutory Authority:*** 205 ILCS 510/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$17,276.0	$17,946.8	$20,449.1	$18,017.7	$21,227.8
* Total expenditures - state appropriated funds (in thousands)	$17,276.0	$17,946.8	$20,449.1	$18,017.7	$21,227.8
* Average monthly full-time employees	184.0	173.0	188.0	175.0	186.0
Output Indicators					
* Number of Domestic Commercial Banks	519.0	515.0	510.0	509.0	500.0
* Number of Foreign Bank Offices	28.0	25.0	20.0	18.0	18.0
* Number of Domestic Corporate Fiduciaries	232.0	232.0	325.0	217.0	216.0
* Number of Financial Information Systems Entities	596.0	596.0	592.0	569.0	561.0
* Number of Examinations Performed	690.0	650.0	671.0	687.0	655.0
* Number of Pawnbroker Licensees	221.0	227.0	230.0	223.0	220.0
* Number of Applications Reviewed	540.0	505.0	600.0	208.0	550.0
Outcome Indicators					
* Percentage of examiners earning new certification	61.5 %	3.3 %	5 %	0.2 %	5 %
* Percentage of examinations accepted by Federal regulatory counterparts	100 %	100 %	100 %	100 %	100 %
* Percentage of newly-chartered banks that chose a state vs. national charter (a)	100 %	80 %	80 %	0 %	80 %
* Percentage of corporate applications decision made within established time frames	N/A	93 %	75 %	86.9 %	100 %
* Percentage of pawnshop complaints investigated within established time frames	N/A	100 %	100 %	100 %	100 %
* Percentage of examination reports sent to institution within 45 days of completion	N/A	N/A	100 %	94.1 %	100 %
* Percentage of examination/corporate decisions appeals upheld	N/A	N/A	100 %	100 %	100 %
* Percentage of examination notices sent out at least 30 days prior to examination start date	N/A	N/A	100 %	87.6 %	100 %

Bureau of Banks and Trust Companies (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Percentage of corporate and supervisory actions posted on Web site within established time frames	N/A	N/A	100 %	100 %	100 %
* Conference of State Bank Supervisors Accreditation Awarded	Yes	Yes	Yes	Yes	Yes

Footnotes

(a) No new charters, state or national, were issued during fiscal year 2002.

Bureau of Real Estate Professions

Mission Statement: The mission of the Bureau of Real Estate Professions, as directed by law, is to administer and enforce the Illinois Real Estate License Act of 2000, the Illinois Real Estate Timeshare Act, the Land Sales Registration Act, the Real Estate Appraiser Licensing Act, and the Auction License Act.

Program Goals: Objectives:

1. Timely issuance of licenses or deficiency and denial notices.
   a. Review and process 90 percent of all license applications received within eight (8) business days.
   b. By 06/30/03, develop and implement a written training and procedure manual for license application processors (this will be a part of the installation of the CAVU "CLEAR" (a) licensing system).
2. Ensure that only qualified applicants are issued a license.
   a. Review on a yearly basis or as required the 'check list' to review applicant backgrounds.
   b. Conduct field audit and compliance inspections of 10 percent of the school license population.
3. Prosecutions and investigations are timely.
   a. Resolve 80 percent of complaints within 105 business days.
   b. By 06/30/03, develop investigation and prosecution policies and procedures with respect to timelines and aged cases. Create a procedural manual to ensure uniform processing.
4. Prosecutions and investigations are thorough and consistent.
   a. Conduct regular interface meetings between investigative and prosecution management to monitor investigations.
5. Real estate professionals are protected from unjust prosecution.
   a. By 09/30/03, ensure matrix used to track complaint processing remains within the established performance indicators to ensure timeliness.
   b. Ensure that 80 percent of all complaints received are resolved in less than 105 days from receipt of documentation when public harm is imminent or public is at risk.
6. Regulatory compliant industry.
   a. Conduct statewide field compliance inspections of 960 of the real estate, appraisal, and auction licensees.

Source of Funds: Appraisal Administration Fund, Auction Regulation Administration Fund, Home Inspector Administration Fund, Real Estate Research and Education Fund, Real Estate License Administration Fund

Statutory Authority: 225 ILCS 407/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$5,455.4	$5,141.7	$6,634.4	$5,414.9	$6,969.2
* Total expenditures - state appropriated funds (in thousands)	$5,455.4	$5,141.7	$6,634.4	$5,414.9	$6,969.2
* Average monthly full-time employees	56.0	55.0	60.0	50.0	63.0
Output Indicators					
* Number of real estate complaints investigated	567.0	763.0	650.0	1,057	1,020
* Number of real estate cases prosecuted	566.0	561.0	400.0	862.0	400.0
* Number of complaints received	1,204	1,267	N/A	1,704	N/A
* Number of new real estate licenses issued	N/A	7,795	6,300	7,967	7,200
* Number of new appraisal licenses	N/A	700.0	700.0	1,821	1,200
* Number of new auction licenses issued	N/A	1,671	1,000	177.0	156.0
* Number of real estate licenses renewed	N/A	40,483	31,000	28,549	40,000
* Number of appraisal licenses renewed	N/A	50.0	5,600	4,639	48.0
* Effectiveness of licensee education program - open house, number of attendees	N/A	200.0	200.0	175.0	200.0
* Number of real estate school compliance inspections conducted.	N/A	N/A	12.0	12.0	8.0
* Number of real estate exams conducted	N/A	N/A	960.0	919.0	960.0
* Number of auction licenses renewed	N/A	N/A	2,000	1,417	24.0
Outcome Indicators					
* Percentage of license applications processed within eight days	87 %	89.7 %	90 %	90.2 %	90 %
* Percentage of complaints resolved within 105 days of receipt of documentation	60 %	64.4 %	80 %	77.5 %	100 %
* Percentage of cases resolved in 105 days	N/A	53.4 %	80 %	61.3 %	80 %

Footnotes

(a) The CAVU/CLEAR (Credentialing Licensing Enforcement and Regulation) project is the integration of hardware, software, and services from vendors which will allow the Office of Banks and Real Estate to offer e-Services, such as renewing of real estate licenses on-line.

Bureau of Residential Finance

Mission Statement: The mission of the Bureau of Residential Finance is to fairly administer the Illinois Savings and Loan Act of 1985, the Savings Bank Act, and the Residential Mortgage License Act of 1987 and the regulations promulgated by these acts.

Program Goals: Objectives:

1. Ensure for the safety and soundness of the state's chartered savings & loans and savings banks.
   a. Examine 27 thrifts by June 30, 2003.
   b. 90 percent or more of institutions with CAMELS (a) composite rating of 1 and 2.
2. Issue prior notices of thrift examinations.
   a. Examination opening day letter and request for information will be sent to the institutions at least three weeks prior to the examination start date.
3. Provide for the timely review and approval of thrift corporate activity requests.
   a. Approve by-laws and charter applications within 30 days of receipt.
   b. Review independent audits within 20 days of receipt.
   c. Respond to all management questions within 48 hours.
4. Produce timely reports of thrift examinations.
   a. 100 percent of examinations will meet the statutory start date.
   b. 100 percent of the reports of examination will be reviewed and sent to the institution within 45 days of the completion of the examination.
5. Issue prior notices of thrift examinations in a timely fashion.
   a. Send out examination notices at least three weeks prior to exam start date.
6. Issue timely reports of examinations to residential mortgage licensees.
   a. Reduce examiner processing time from 15 days to 10 days.
   b. Furnish completed exam results to licensees within 25 business days.
7. Provide for the timely issuance of new, renewal, and reprinted licenses.
   a. Process and issue licenses of new applications within 29 days.
   b. Process and issue licenses of renewal applicants before 10 days of their expiration dates.
   c. Process and issue licenses of reprint requests after 10 days of receipt.
8. Provide for adequate consumer protection.
   a. Reduce residential mortgage examiner processing time from 15 days to 10 days.
   b. Furnish completed exam results to residential mortgage licensees within 25 business days.
   c. Report significant findings to the public through the bureau's Internet site and press releases.

Source of Funds: Savings and Residential Finance Regulatory Fund ***Statutory Authority:*** 205 ILCS 105/

	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,194.4	$3,905.4	$4,946.0	$4,259.3	$5,076.9
* Total expenditures - state appropriated funds (in thousands)	$3,194.4	$3,905.4	$4,946.0	$4,259.3	$5,076.9
* Average monthly full-time employees	31.0	37.0	48.0	40.0	49.0
Output Indicators					
* Number of Thrift Examinations Conducted	24.0	30.0	25.0	25.0	27.0
* Number of Mortgage Examinations Conducted	481.0	735.0	900.0	865.0	900.0
* Number of Residential Mortgage Licensees	1,550	1,494	1,840	1,545	1,840
* Number of Savings and Loans	7.0	6.0	6.0	6.0	6.0
* Number of Savings Banks	50.0	50.0	49.0	50.0	50.0
* Number of Service Corporations	46.0	45.0	45.0	40.0	40.0
* Number of License Applications Processed	N/A	1,090	1,650	1,813	1,650
* Effectiveness of regulated entities education program: day-with-the-commissioner, number of attendees	N/A	300.0	300.0	224.0	300.0
* Effectiveness of licensee education program - licensee forums, number of attendees	N/A	250.0	250.0	159.0	200.0
* Average number of days to process a license	N/A	N/A	29.0	29.0	29.0
* Percentage of increase in Internet examinations conducted	N/A	700 %	20 %	173 %	20 %
Outcome Indicators					
* Percentage of thrift reports reviewed and mailed within 45 business days	N/A	94.3 %	100 %	100 %	100 %
* Percentage of thrift exam notifications sent within 3 weeks of exam start date	N/A	94.2 %	100 %	100 %	100 %

Bureau of Residential Finance (Concluded)					
	Fiscal Year 2000 Actual	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target/Projected*	*Fiscal Year 2002 Actual*	*Fiscal Year 2003 Target/Projected*
* Percentage of independent Thrift audits reviewed within 20 business days of receipt	N/A	96.5 %	100 %	100 %	100 %
* Percentage of institutions receiving a financial condition rating of "1" or "2" on a 5 point uniform scale where "1" is strongest and "5" is unsatisfactory	93.1 %	94 %	90 %	92.5 %	90 %

Footnotes

(a) CAMELS RATING SYSTEM:
Each financial institution is assigned a composite rating based on an evaluation and rating of six essential components of an institution's financial condition and operations. These components address the adequacy of capital, the quality of assets, the capability of management, the quality and level of earnings, the adequacy of liquidity, and the sensitivity of market risk. Evaluations of the components take in to consideration the institution's size and sophistication, the nature and complexity of its activities, and its risk profile. Composite and component ratings are assigned based on a "1" to "5" numerical scale. A "1" indicates the highest rating, strongest performance and risk management practices, and least degree of supervisory concern while, a "5" indicates the lowest rating, weakest performance, inadequate risk management practice, and therefore, the highest degree of supervisory concern.

Community Relations

Mission Statement: The mission of the Division of Community Relations is to coordinate programs to keep the public informed and protected and to provide consumers and communities with public information. The Consumer Services Section handles all inquiries/complaints brought against our regulated and licensed entities.

Program Goals: Objectives:

1. To initiate timely investigation of complaints as provided from the consumer.
   a. To acknowledge, in writing, 100 percent of completed written complaints received from consumers within five (5) business days.
2. To resolve regulated banking and mortgage complaints or refer to appropriate agency/regulator.
   a. Refer 100 percent of referable complaints to appropriate agency/regulator within three (3) business days of receipt.
   b. Resolve 100 percent of [regulated] banking and mortgage complaints within 45 business days.
3. Informed decision making by consumers as a result of staff counsel and information provision
   a. Complete 200 informational presentations within the fiscal year, reaching an estimated 4,000 Illinois citizens.

Source of Funds: Savings and Residential Finance Regulatory Fund, Appraisal Administration Fund, Bank and Trust Company Fund, Real Estate License Administration Fund

Statutory Authority: 205 ILCS 510/

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected(a)	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$.0	$.0	$1,189.0	$879.4	$1,161.2
* Total expenditures - state appropriated funds (in thousands)	$.0	$.0	$1,189.0	$879.4	$1,161.2
* Average monthly full-time employees	0.0	0.0	12.0	10.0	12.0
Output Indicators					
* Acknowledge all written complaints within five business days	N/A	N/A	100 %	91.8 %	100 %
* Referable camplaints sent to appropriate agency/regulator within three business days.	N/A	N/A	100 %	100 %	100 %
* Resolve [regulated] banking and mortgage complaints within 45 business days.	N/A	N/A	100 %	88.9 %	100 %
* Number of all banking and mortgage complaints received	N/A	N/A	N/A	2,216	N/A
* Number of all real estate complaints received	N/A	N/A	N/A	1,704	N/A
Outcome Indicators					
* Effectiveness of consumer education program, number of attendees	N/A	N/A	8,000	3,502	4,000
* Effectiveness of consumer education programs, number of speeches	N/A	N/A	200.0	124.0	200.0

Footnotes

(a) The agency began tracking this program in fiscal year 2002.

Professional Regulation
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Enforcement	$14,465.2	171.3	$14,765.8	169.8
Licensing & Testing	$8,746.0	131.2	$8,927.8	130.1
Totals	$23,211.2	302.5	$23,693.6	299.9

Mission and Organization

The Department Professional Regulation (DPR) is a regulatory agency responsible for ensuring that licensed professionals meet the minimum standards of competence. DPR also protects the public from those who violate the Illinois laws governing professional licenses. This responsibility encompasses initially licensing individuals, license renewals, administering examinations as a requisite to licensure in certain professions, and establishing rules for the proper conduct of licensees. The department's responsibilities also include performing investigations into compliance filed against licensees and taking disciplinary action against licensees determined to have violated the laws and/or rules governing there profession.

The department regulates the conduct and/or practice of any person or corporation licensed under 51 professional regulatory acts that cover 55 professions with approximately 170 licensed categories. These professions include: physicians, nurses, dentists, pharmacists, physical therapists, optometrists, veterinarians, engineers, architects, cosmetologists, barbers, private security providers, psychologists, social workers, roofers and many other licensed professions.

The mission of DPR is to serve, safeguard and promote the welfare and safety of the public by ensuring that licensure qualifications and standards for professional practice are properly evaluated, applied and enforced. This mission is carried out by the regulatory programs of the Division of Licensing and Testing (DLT) and the Enforcement Division (ED). These two programs are supported by the department's administrative areas, which include: Administrative Services, Information Technology, Fiscal operations, Formal Hearings, Human Resources, Internal Audit, the Office of Legal Affairs, Public Enforcement Office, Probation Compliance/Impaired Program, and Records Services.

In fiscal year 2002, over 94% of the department's expenditures were from non-General Revenue Fund sources provided from various fees and collections paid primarily licensees and regulated entities.

The DLT is responsible for evaluating licensure applications and determining the eligibility of applicants for professional licensure as well as all licensure maintenance functions. This division is headquartered in Springfield. The licensure maintenance functions include, but are not limited to: license renewal, reinstatement, certifications, verifications, and recording insurance/bond updates. Over the last several years the department has focused on improving services to licensed professionals and Illinois citizens by using modern technology. The department began renewing licenses through the use of a toll-free telephone number with credit card payments in August 1999 and added Internet renewals in August 2000. A new license renewal option referred to as e-batch allows participating employers (including hospitals, engineering firms and others) to access the department's licensee database over the internet and renew their employees. This transaction is followed by an electronic transfer of funds from the employer's account into the department's account for the total renewal fee amount. The department also made certain licensee information (including the professional's name, license number, issuance date, expiration date, city, state, and the existence of disciplinary actions taken against the licensee) available on the department's internet web site.

The ED receives, investigates, and adjudicates complaints relating to the professional standards of practice set forth in the licensure acts and administrative rules administered by the department. This division is headquartered in Chicago but has regional staff located in Springfield. The disciplinary process begins when the department determines it has jurisdiction. Investigations are initiated based on the nature of the allegations and the probability that the allegations may be proven. If a determination is made that reasonable grounds to charge a licensee with violation of the act or rules exist, the case is referred to a department prosecutor. Depending on the severity of the allegation, notice is given of an informal disciplinary conference or of preliminary hearing on a formal administrative complaint. Following completion of the hearing process, an order may be prepared and submitted to the department director for consideration. Disciplinary actions that the director may impose include a reprimand, probation, suspension, or revocation of the license. A fine or civil penalty may also be imposed.

The department is in the secondary phase of replacing the existing licensing and enforcement system/database. The new system will be in place by June 2003 and will contain both new and enhanced performance, tracking, and management indicators.

Enforcement

Mission Statement: It is the mission of the Division of Enforcement to provide prompt, efficient and fair enforcement of the statutes governing our licensees for the betterment of all professions and protection of the people of Illinois.

Program Goals: Objectives:

1. Expand utilization of technological resources in the production and tracking of investigative and disciplinary cases.
   a. Complete the implementation of remote access capability to the department's current information system by 12/31/2002.
   b. Replace the department's current enforcement system with the Integrated Licensing & Enforcement System by 6/30/2003.
   c. Evaluate and maintain the usage of investigative and case management reports to ensure the number of aged cases (more than 5 months old) does not exceed 15% of all cases.
2. Establish a comprehensive program to monitor probation compliance and impaired licensees.
   a. Maintain the current probation/impaired-monitoring unit within the Enforcement Division.
3. Improve Enforcement Operations by providing ongoing training in Investigation and Prosecutorial techniques.
   a. Maintain and expand training for investigators and prosecutors.
   b. Obtain supervisory feedback regarding work product in order to determine specific training needs.
   c. Utilize a variety of evaluation tools to determine training retention.

Source of Funds: General Revenue Fund, General Professions Dedicated Fund, Illinois State Pharmacy Disciplinary Fund, Illinois State Medical Disciplinary Fund, Registered CPA Administration and Disciplinary Fund,, Professional Regulation Evidence Fund,, Professions Indirect Cost Fund, Nursing Dedicated and Professional Fund, Optometric Licensing and Disciplinary Committee Fund, Illinois State Dental Disciplinary Fund, Design Professionals Administration and Investigation Fund, Illinois State Podiatric Disciplinary Fund

Statutory Authority: 20 ILCS 2105

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$14,100.9	$14,465.2	$17,655.2	$14,765.8	$17,548.0
* Total expenditures - state appropriated funds (in thousands)	$14,100.9	$14,465.2	$17,655.2	$14,765.8	$17,548.0
* Average monthly full-time employees	171.4	171.3	179.3	169.8	181.7
Output Indicators					
* Complaints Received	10,372	9,702	11,500	9,165	10,000
* Complaints Closed	4,355	4,189	3,100	3,922	4,000
* Cases closed at investigations	803.0	1,050	2,100	398.0	500.0
* Cases closed at prosecutions	831.0	1,187	1,200	1,107	1,100
* Adjudicative closures	4,075	4,379	3,500	3,724	3,800
* Orders signed by Director	4,379	5,004	5,000	3,997	4,000
* Complaints referred to Investigations	6,017	5,511	8,400	5,243	6,000
* Investigative cases referred to Prosecutions	3,146	4,580	5,000	5,503	5,000
* Licenses put on probation	504.0	572.0	600.0	436.0	500.0
Outcome Indicators					
* Percentage of complaints closed	41.9 %	43.1 %	40 %	42.8 %	40 %
* Percentage of complaints to investigations	58 %	56.8 %	60 %	57.2 %	60 %
* Percentage of cases referred to closure in Prosecutions	26.4 %	25.9 %	25 %	20.1 %	10 %
* Percentage of Child Support cases processed	3.2 %	1.5 %	N/A	6.4 %	6.8 %
* Percentage of Illinois Student Assistance Commission cases processed	13.9 %	17.9 %	N/A	15.2 %	15 %
* Percentage of Revenue cases processed	0 %	0 %	N/A	0.4 %	1.2 %

Licensing & Testing

Mission Statement: It is the mission of the Division of Licensing and Testing to complete all licensing services expeditiously and professionally while providing the highest degree of quality and customer service.

Program Goals: Objectives:

1. Provide a higher level of customer service through a variety of communications enhancements.
   a. Reduce the caller abandonment rate by 10% by the end of fiscal year 2003.
   b. Maintain caller waiting period below 3 minutes by the end of fiscal year 2003.
   c. Increase the number of hits via the department's internet/license look up site by 25% by the end of fiscal year 2003.
2. Provide a higher level of customer service through enhancement of the original licensure application process, the renewal process and the licensure maintenance functions.
   a. Increase the "e-batch" license renewal process option for business entities employing large number of licensees by 10% by the end of fiscal year 2003.
   b. Maintain electronic processing time of 2-3 days for renewals in fiscal year 2003.
   c. Increase the availability of the Internet renewal process for all licensees by 10% by the end of fiscal year 2003.
   d. Increase the "Touch-Tone" renewal process option for all licensees 10% by the end of fiscal year 2003.

Source of Funds: General Revenue Fund, General Professions Dedicated Fund, Illinois State Pharmacy Disciplinary Fund, Illinois State Medical Disciplinary Fund, Registered CPA Administration and Disciplinary Fund,,, Professions Indirect Cost Fund, Nursing Dedicated and Professional Fund, Optometric Licensing and Disciplinary Committee Fund, Illinois State Dental Disciplinary Fund, Design Professionals Administration and Investigation Fund, Illinois State Podiatric Disciplinary Fund

Statutory Authority: 20 ILCS 2105

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$8,732.2	$8,746.0	$12,813.6	$8,927.8	$10,263.3
* Total expenditures - state appropriated funds (in thousands)	$8,732.2	$8,746.0	$12,813.6	$8,927.8	$10,263.3
* Average monthly full-time employees	135.1	131.2	141.7	130.1	137.3
Output Indicators					
* Phone calls received by call center	339,144	283,144	280,000	322,108	281,000
* New licenses issued	45,890	51,001	49,000	59,068	52,000
* License renewals received	354,500	161,997	300,000	272,721	162,000
* Initial applications received	54,410	57,805	58,000	64,822	60,000
* License look-up searches	430,000	623,440	625,000	449,369	500,000
Outcome Indicators					
* Average call center waiting time (minutes)	4.3	2.2	3.0	2.5	2.0
* Average call center abandonment rate	27 %	18.7 %	10 %	18.8 %	8.8 %
* Percent of mail-in renewals processed	90 %	83 %	81 %	66 %	83 %
* Percent of E-batch renewals processed	2 %	4 %	3 %	5 %	9 %
* Percent of Touch Tone renewals processed	8 %	10 %	10 %	16 %	6 %
* Percent of internet credit card renewals processed	N/A	3 %	6 %	13 %	2 %
* Percent of license renewals processed electronically	10.3 %	17 %	19 %	33 %	62 %

Financial Institutions
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Credit Union Division	$2,924.4	41.0	$2,894.3	38.0
Consumer Credit Division	$1,819.7	22.0	$1,759.2	22.0
Administration	$949.5	10.0	$1,517.8	17.0
Currency Exchange Division	$1,167.4	14.0	$1,236.6	14.0
EDP	$783.2	7.0	$775.1	7.0
Unclaimed Property	$666.3	7.0	$0.0	0.0
Totals	$8,310.5	101.0	$8,183.0	98.0

Mission and Organization

The Illinois Department of Financial Institutions (DFI) is the state regulatory agency that is responsible for administering the Illinois Financial Institutions Code. The department licenses, investigates, examines and regulates all state-chartered credit unions, currency exchanges, consumer finance companies, title insurance companies, money transmitters and various related consumer credit institutions, including payday and auto title lenders as well as sub-prime mortgage lenders.

Management of the DFI is vested in the Director. The Director is advised in management of the department by three advisory boards appointed by the Governor. The Board of Credit Union Advisors, the Board of Currency Exchange Advisors and the Board of Debt Management Service Advisors play a key role in shaping the direction by which the department employs methods to fulfill its fundamental mission: to protect the interests of the depositors, borrowers, shareholders, and consumers of the licensed financial institutions operating in the State of Illinois.

The DFI is comprised of three operating divisions that are overseen by division supervisors. These divisions directly administer the laws regarding currency exchanges, credit unions, and various consumer credit companies.

The Consumer Credit Division (CCD) administers nine separate statutes and oversees the licensing, examination and regulation of a diverse group of financial institutions. These licensees include: consumer installment lenders, sales finance companies, title insurance companies, money transmitters and debt management companies, as well as retail installment lenders, development credit corporations, and safe deposit box companies. The mission of the CCD is to protect consumers and ensure that the entities the division regulates are in compliance with state and federal statutes.

The Credit Union Division (CUD) administers the Illinois Credit Union Act and oversees the chartering, examination, supervision and regulation of all state chartered credit unions in Illinois. Their mission is to administer and enforce the laws and regulations pertaining to Illinois state chartered credit unions. By executing these duties, the division works to ensure the safety and soundness of these financial institutions thereby protecting the interest of their members.

The Currency Exchange Division (CED) licenses and regulates all Illinois community and ambulatory currency exchanges as directed by the Currency Exchange Act. The division also enforces the Act's attendant rules and regulations that delineate rates, records and ratemaking procedures. Their mission is to ensure that currency exchange services are delivered fairly, and, by regulating the industry that provides these services, that the public is provided with the protection intended by state law.

Credit Union Division

Mission Statement: To administer and enforce the laws and regulations pertaining to Illinois state-chartered credit unions and ensure the safety and soundness of these financial institutions; thereby protecting the interest of their members.

Program Goals: Objectives:

1. Enhance credit union industry awareness of the department's role and activities.
   a. Beginning December 31, 2001, publish a semi-annual informational newsletter.
   b. Effective December 31, 2001, conduct semi-annual surveys with state-chartered credit unions.
   c. Beginning fiscal year 2002, annually attend one credit union chapter meeting (per chapter) in both a speaking role and an observatory capacity.
2. Expand the capability of credit unions to obtain mandatory reports electronically from the Credit Union Division.
   a. Effective June 30, 2002, place various required forms on the department's Internet site.
3. Promote the safety and soundness of the credit union industry.
   a. Develop the Credit Union Service Organization audit program with complete implementation by July 1, 2002.
   b. Develop an Internet/EDP audit program with successful implementation by December 31, 2002.
   c. Develop and implement a program for assisting large, complex credit unions by June 30, 2002.
   d. Develop and implement a program for assisting small, non-complex credit unions by June 30, 2002.
   e. Effective fiscal year 2002, conduct specialized examinations focusing on specific areas of concern.
4. Conduct an annual meeting for examination staff.
   a. Beginning fiscal year 2002, hold one (1) examiner staff meeting per year in order to discuss examination procedures and industry trends.

Source of Funds: Credit Union Fund ***Statutory Authority:*** 20 ILCS 1205/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$2,670.0	$2,924.4	$2,750.0	$2,894.3	$3,375.0
* Total expenditures - state appropriated funds (in thousands)	$2,670.0	$2,924.4	$2,750.0	$2,894.3	$3,375.0
* Average monthly full-time employees	33.0	41.0	38.0	38.0	35.0
Output Indicators					
* Number of credit union examinations assigned	334.0	441.0	420.0	374.0	365.0
* Number of credit union examinations completed	196.0	412.0	375.0	355.0	336.0
* Number of special case credit union examinations assigned	37.0	39.0	35.0	46.0	52.0
* Number of special case credit union examinations completed	24.0	45.0	35.0	44.0	45.0
* Total number of state chartered credit unions	458.0	449.0	420.0	433.0	419.0
* Number of Review Comment Letters issued	383.0	403.0	320.0	357.0	375.0
* Number of by-law amendments received	262.0	184.0	200.0	166.0	175.0
* Number of by-law amendments completed	227.0	199.0	200.0	170.0	175.0
* Number of by-law amendments pending	62.0	29.0	25.0	41.0	30.0
* Number of consumer complaints received	86.0	78.0	75.0	86.0	80.0
* Number of consumer complaints resolved	96.0	84.0	75.0	94.0	80.0
* Number of consumer complaints pending (a)	N/A	5.0	10.0	7.0	5.0
* Total number of chapter meeting engagements scheduled (a,b)	N/A	N/A	12.0	8.0	12.0
* Number of chapter meeting engagements attended (a,b)	N/A	N/A	12.0	6.0	9.0
* Regulatory fees received (in thousands)	$2,380.0	$4,661.0	$3,600.0	$3,742.0	$3,803.0
Outcome Indicators					
* Number of credit unions that are in compliance with applicable statutes and rules and regulations	412.0	409.0	385.0	376.0	395.0
* Total asset-size of credit unions (in millions)	$13,840.0	$14,000.0	$14,200.0	$14,810.0	$16,680.0
* Average number of days to resolve a complaint (a)	40.0	33.0	21.0	40.0	21.0
* Average number of days to complete a by-law amendment	14.0	33.0	21.0	25.0	21.0
Efficiency/Cost-Effectiveness Indicators					
* Number of examinations completed per examiner	11.0	19.0	17.0	14.0	18.0

Footnotes

(a) This indicator was not tracked during fiscal year 2000.

(b) This indicator was not tracked during fiscal year 2001.

Consumer Credit Division

Mission Statement: To protect consumers and ensure that the entities regulated are in compliance with state and federal statutes.

Program Goals: Objectives:

1. Disseminate departmental news and information to our licensees.
   a. Educate licensees about new rules and regulations that may affect them via the Internet and U.S. mail.
   b. Meet with consumer groups and various licensees in order to recognize current industry trends.
2. Promote public awareness and provide consumer education.
   a. Beginning fiscal year 2002, perform financial education presentations to consumers.
   b. Provide citizens with various educational materials about short-term lending and mortgage awareness.
   c. Develop and implement a program to train and utilize division personnel to provide consumers with personal help about their short-term loans or mortgages.
3. Develop and implement a Safety and Soundness Section that will focus on Debt Management and Transmitter of Money Act licensees.
   a. Hire and train one additional staff member in fiscal year 2002 to be the manager of the Safety and Soundness Section.
   b. Hire and train three additional staff members in fiscal year 2003 to be employed in Safety and Soundness Section.
4. Enhance examination procedures to keep pace with current trends.
   a. Beginning fiscal year 2002, hold two examiner meetings per year in order to recognize and discuss current industry trends.
   b. Formulate and implement enhanced examination procedures recommended by examination staff.

Source of Funds: Financial Institution Fund ***Statutory Authority:*** 20 ILCS 1205/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,380.0	$1,819.7	$2,261.0	$1,759.2	$1,595.0
* Total expenditures - state appropriated funds (in thousands)	$1,380.0	$1,819.7	$2,261.0	$1,759.2	$1,595.0
* Average monthly full-time employees	21.0	22.0	24.0	22.0	24.0
Output Indicators					
* Total number of examinations assigned	1,622	1,688	1,750	1,454	1,750
* Total number of Consumer Installment Loan Act examinations assigned	1,191	1,268	1,313	947.0	1,300
* Number of examinations completed	1,622	1,688	1,750	1,454	1,750
* Number of Consumer Installment Loan Act examinations completed	1,191	1,268	1,313	947.0	1,300
* Total number of examination exceptions cited	4,288	2,819	2,114	337.0	1,000
* Total number of examination exceptions processed	4,288	2,819	2,114	337.0	1,000
* Total number of licensees regulated by the division	1,705	1,768	2,050	1,698	1,800
* Number of licenses granted	273.0	292.0	300.0	101.0	250.0
* Total number of financial education presentations scheduled (a,b)	N/A	N/A	10.0	16.0	20.0
* Number of financial education presentations performed (a,b)	N/A	N/A	10.0	16.0	20.0
* Number of consumer complaints received	389.0	456.0	502.0	387.0	400.0
* Number of short-term lender complaints receive	52.0	67.0	75.0	57.0	75.0
* Number of mortgage complaints received (a)	N/A	103.0	115.0	132.0	150.0
* Number of complaints resolved	327.0	348.0	382.0	360.0	350.0
* Number of short-term lender complaints resolved	47.0	58.0	65.0	41.0	60.0
* Number of mortgage complaints resolved (a)	N/A	100.0	111.0	89.0	120.0
* Number of complaints pending	62.0	51.0	55.0	51.0	50.0
* Number of days complaint outstanding	8.0	8.0	15.0	24.0	20.0
* Average number of days to resolve a complaint	8.0	8.0	15.0	24.0	20.0
* Total revenue received (in thousands)	$4,133.0	$3,872.0	$3,988.0	$3,514.3	$3,500.0
Outcome Indicators					
* Number of individuals attending financial education presentations (a,b)	N/A	N/A	30.0	918.0	1,000
* Percentage of resolved complaints to total complaints filed	84.1 %	76.3 %	76 %	93 %	87.5 %
* Percentage of short-term lender complaints to total filed	90.4 %	14.7 %	14.9 %	14.6 %	18.75 %
Efficiency/Cost-Effectiveness Indicators					
* Number of examinations completed per examiner	180.0	188.0	175.0	164.0	159.0
* Cost to administer each licensee (in dollars)	$808.00	$852.00	$1,103.00	$1,028.30	$886.11

Footnotes

(a) This indicator was not tracked during fiscal year 2000.
(b) This indicator was not tracked during fiscal year 2001.

Currency Exchange Division

Mission Statement: To ensure that currency exchange services are delivered fairly and, by regulating the industry that provides those services, the public is provided with the protection intended by state law.

Program Goals: Objectives:

1. Disseminate departmental news and industry trends to all currency exchange employees.
   a. Beginning fiscal year 2002, publish a semi-annual informational newsletter to all Division employees.
2. Provide consumer tips regarding currency exchange transactions to the general public.
   a. During fiscal year 2002, post consumer tips regarding currency exchange transactions on the department's Internet site.
3. Develop and implement a Service Review Section of the Currency Exchange Division.
   a. During fiscal year 2003, hire and train one (1) additional person to assist in the application and new services review process.
   b. During fiscal year 2003, hire and train one (1) additional person to investigate and review a vendor's additional service request.
   c. During fiscal year 2002 - 2003, seek to institute a $1,000 fee for the investigation and review of additional service requests submitted by a currency exchange vendor.
4. Hold formal examination staff meetings in order to recognize and discuss industry trends.
   a. Hold two (2) examiner staff meetings each fiscal year to discuss industry trends, departmental news, divisional information and examination procedures.
5. Ensure sufficient protection to currency exchange consumers through the examination process.
   a. Hire and train one (1) additional currency exchange examiner during fiscal year 2003.

Source of Funds: Financial Institution Fund ***Statutory Authority:*** 20 ILCS 1205/1

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,020.0	$1,167.4	$1,346.0	$1,236.6	$1,339.0
* Total expenditures - state appropriated funds (in thousands)	$1,020.0	$1,167.4	$1,346.0	$1,236.6	$1,339.0
* Average monthly full-time employees	12.0	14.0	14.0	14.0	15.0
Output Indicators					
* Number of examinations assigned	546.0	660.0	680.0	806.0	670.0
* Number of examinations completed	546.0	660.0	680.0	815.0	670.0
* Total number of community currency exchanges	674.0	666.0	670.0	663.0	670.0
* Total number of ambulatory currency exchanges	334.0	313.0	290.0	310.0	310.0
* Number of licenses granted	25.0	39.0	40.0	58.0	68.0
* Number of new license applications received	169.0	134.0	125.0	109.0	125.0
* Number of new license applications processed	155.0	150.0	125.0	91.0	100.0
* Number of new service requests received (a,b)	N/A	N/A	22.0	39.0	35.0
* Number of new service requests investigated (a,b)	N/A	N/A	20.0	28.0	35.0
* Number of new service requests processed (a,b)	N/A	N/A	20.0	28.0	32.0
* Number of new service requests pending (a,b)	N/A	N/A	3.0	4.0	3.0
* Number of consumer complaints received	251.0	265.0	106.0	128.0	115.0
* Number of consumer complaints resolved	251.0	265.0	90.0	120.0	115.0
* Number of consumer complaints pending (a,b)	N/A	N/A	16.0	8.0	6.0
* Total revenue received (in thousands)	$411.0	$419.0	$430.0	$469.0	$539.0
Outcome Indicators					
* Average number of days to resolve a comsumer complaint	2.0	2.0	29.0	26.0	28.0
* Average number of days to complete a new license application	45.0	43.0	42.0	26.0	60.0
* Average number of days to approve new service requests (a,b)	N/A	N/A	35.0	9.0	20.0
Efficiency/Cost-Effectiveness Indicators					
* Number of examinations completed per examiner	109.0	102.0	97.0	115.0	96.0
* Average cost to administer each currency exchange (in dollars)	$1,119.00	$1,369.00	$1,409.00	$1,300.00	$1,366.00

Footnotes

(a) This indicator was not tracked during fiscal year 2000.

(b) This indicator was not tracked during fiscal year 2001.

Racing Board
(Appropriated Spending in Thousands)

	FY2001		FY2002	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Regulation of Racing	$3,585.1	71.0	$3,785.5	75.0
Central Office Administration	$2,052.0	27.0	$1,994.0	29.0
Equine Laboratory	$1,961.0	18.0	$1,869.3	19.0
Totals	$7,598.1	116.0	$7,648.8	123.0

Mission and Organization

The Illinois Racing Board (IRB) consists of eleven members appointed to six-year terms by the governor. The Board is statutorily responsible for the enforcement of the Illinois Horse Racing Act (Act), which governs horse racing, and for the execution of all the provisions and purposes under the Act. Each year the Board awards racing dates among the race track applicants and establishes an overall racing schedule for both thoroughbred and standardbred race meets, consistent with the best interest of Illinois horse racing.

The legislative intent of the Act is to simulate growth within the industry, to produce additional tax revenues and create additional jobs; to ensure that Illinois' horse racing industry remains competitive with neighboring states; to promote the further growth of tourism; and to ensure pubic confidence and trust in the credibility and integrity of racing operations and that the regulatory process is maintained.

The Board is authorized to issue up to 43 off-track wagering location licenses. Currently there are 22 off-track locations in operation in addition to the seven racetracks located within Illinois. As an extension of conducting live racing and wagering, licensees are also authorized to offer wagering on races conducted from outside Illinois (interstate simulcasting) and accept and combine wagers from outside Illinois on races conducted in Illinois (interstate comingled pools).

The Board is also responsible for the audit and verification of all racing revenues and receipts, and for the collection and disbursement of all fees and taxes generated from racing.

Regulation of Racing

Mission Statement: To ensure the honesty and integrity of the conduct of thoroughbred, standardbred and quarter horse racing and pari-mutuel wagering by the enforcement of controlling racing statute and administrative rules and regulations.

Program Goals: Objectives:

1. Insure that horse racing is conducted in a fair and competitive manner and in strict compliance of all rules and regulations of the Board.
   a. Reduce the number of rule infractions by conducting horsemen informational seminars.
   b. Establish clear and consistent policies with respect to the issuance of occupational licensee suspensions, fines and sanctions.
2. Protect and maintain the integrity of the pari-mutuel system of wagering.
   a. Board audit staff to conduct a minimum of two comprehensive totalisator system compliance tests per year, per system.
   b. Perform random track audits to insure the statutory division and distribution of pari-mutuel retention (revenues) to the state, horsemen and race tracks.
   c. Develop additional methods to deter and detect irregular wagering patterns (odds manipulation and race fixing).
3. Establish and maintain effective security controls on the backstretch and barn area of all racetracks.
   a. Develop a plan to rotate and vary security personnel and staffing levels in order to minimize the predictability of IRB security measures and methods.
   b. Provide annual security staff training to improve and expand familiarity with prohibited substances, contraband and recognize other suspicious activity.
4. Initiate and implement reasonable and efficient occupational licensing policy and procedures.
   a. Enhance the electronic Live Scan Fingerprint System to interface with the Illinois State Police criminal history database.
   b. Research and develop a plan to participate in the "Multi-Jurisdictional License System" and the "National License Compact".

Source of Funds: Horse Racing Fund ***Statutory Authority:*** (230 ILCS 5/9(b))

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$3,092.0	$3,585.1	$4,083.2	$3,785.5	$4,278.5
* Total expenditures - state appropriated funds (in thousands)	$3,092.0	$3,585.1	$4,083.2	$3,785.5	$4,278.5
* Average monthly full-time employees	71.0	71.0	75.0	75.0	77.0
Output Indicators					
* Total number of Illinois races contested	8,027	7,330	7,400	7,280	7,400
* Total number of occupational licenses issued	9,471	10,700	11,000	11,099	12,250
* Total number of administrative appeals of steward's rulings issued	20.0	20.0	20.0	15.0	17.0
* Number of live races contested per steward ruling issued (violations)	2.7	2.7	3.0	3.2	3.3
* Total number of Steward rulings issued.	2,217	2,135	2,300	2,216	2,150
Outcome Indicators					
* Total number of administrative appeals of steward's rullings issued	20.0	20.0	20.0	15.0	17.0
* Number of live races contested per steward steward's rullings issued (violations)	2.7	2.7	3.0	3.2	3.3
* Total number of steward rulings issued	2,217	2,135	2,300	2,216	2,150
Efficiency/Cost-Effectiveness Indicators					
* Cost of regulation per live race program (in dollars)	$4,240.00	$5,036.00	$4,950.00	$5,407.86	$5,500.00

Central Office Administration

Mission Statement: Direct supervision and oversight of field operations consisting of Regulation of Racing and Equine Laboratories. Conducts organization and occupational licensee administrative hearings. Facilitates statutorily mandated monthly Board meetings and annual date hearings. Establishes the industry's annual racing dates schedule.

Program Goals: Objectives:

1. Encourage, promote and stimulate growth within the horse racing industry.
   a. Illinois Racing Board (IRB) staff verification and monitoring of marketing and advertising efforts of track operators.
   b. Convene the Illinois Thoroughbred Breeding Task Force to establish policies to enhance Illinois' breeding program.
   c. Establish a racing schedule that maximizes wagering handle and state revenues and is in the best interest of the sport of horse racing.
2. Maintain a high level of wagering customer satisfaction at all wagering facilities.
   a. IRB staff to perform two (minimum) wagering location compliance visitations per year, per location.
   b. Conduct customer satisfaction surveys.
   c. Maintain and enhance IRB Internet web page to provide information relating to statutory and administrative regulations.
3. Reduce the number of occupational licensee administrative and judicial appeals.
   a. Board legal staff to provide detailed and specific direction to IRB stewards as it relates to the issuance of stewards' rulings (violations).
   b. Amend and update the IRB's administrative rules in order to minimize loopholes, ambiguities and conflicting rules.

Source of Funds: Horse Racing Fund ***Statutory Authority:*** (230ILCS 5/9(b))

	Fiscal Year 2000 Actual	Fiscal Year 2001 Actual	Fiscal Year 2002 Target/Projected	Fiscal Year 2002 Actual	Fiscal Year 2003 Target/Projected
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,769.0	$2,052.0	$2,168.0	$1,994.0	$2,316.0
* Total expenditures - state appropriated funds (in thousands)	$1,769.0	$2,052.0	$2,168.0	$1,994.0	$2,316.0
* Average monthly full-time employees	28.0	27.0	28.0	28.0	28.0
* Average monthly part-time employees	0.0	0.0	1.0	1.0	1.0
Output Indicators					
* Backstrech and stabling area inspections	10.0	18.0	20.0	12.0	18.0
* Wagering location compliance inspections	19.0	31.0	30.0	38.0	40.0
* Organization licenses (live racing) issued	7.0	9.0	8.0	8.0	8.0
* Intertrack wagering licenses issued	28.0	30.0	32.0	32.0	33.0
Outcome Indicators					
* Illinois wagering on Illinois races (in millions)	$372.1	$369.1	$390.0	$363.5	$370.0
* Illinois wagering on out-of-state races (in millions)	$727.2	$731.8	$745.0	$753.3	$765.0
* Out-of-state wagering on Illinois races (in millions)	$556.5	$663.4	$675.0	$756.4	$770.0
* Total state revenue (in millions)	$21.6	$17.2	$18.5	$16.9	$17.5
Efficiency/Cost-Effectiveness Indicators					
* Administrative cost per live race/program conducted (in dollars)	$2,662.00	$2,874.00	$2,950.00	$2,849.83	$2,950.00

Explanatory Information

1. Wagering handle generated on Illinois races is the primary indicator of growth within the Illinois horse racing industry.

2. Fiscal years 2000 and 2001 reduction in state revenues resulted from the pari-mutuel tax relief/reduction included in the comprehensive gaming legislation enacted in June of 1999.

Equine Laboratory

Mission Statement: The equine laboratory enforces the Illinois Racing Board's medication rules by performing forensic testing of equine blood and urine samples. Drug testing assures the wagering public that races are conducted without the presence of prohibited substances and within the limits of permissible race day medication.

Program Goals: Objectives:

1. Through laboratory detection efforts, enforce the medication and prohibited substances administrative rules.
   a. Increase the number of individual detection tests within each blood and urine sample tested.
   b. Coordinate efforts with board security staff and track stewards to target specific suspected prohibited substances.
2. Research and develop a policy and plan to detect carbon dioxide levels (milkshaking) in blood serum samples.
   a. Determine and establish threshold levels for naturally occurring carbon dioxide amounts in racehorses.
   b. Identify borderline CO2 level patterns among horse trainers, and coordinate enforcement efforts with IRB security staff.
3. Inform and educate racing industry participants in order to minimize excessive levels of permitted medication and inadvertent prohibited drug positives.
   a. Conduct meetings and informational seminars for horsemen organizations and individuals.
   b. Provide information on environmental contamination drug positives via the IRB newsletter and web site.

Source of Funds: Horse Racing Fund ***Statutory Authority:*** (230 ILCS 5/9(b))

	Fiscal Year 2000 Actual	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target/Projected***	***Fiscal Year 2002 Actual***	***Fiscal Year 2003 Target/Projected***
Input Indicators					
* Total expenditures - all sources (in thousands)	$1,785.0	$1,961.0	$2,050.0	$1,869.3	$2,126.5
* Total expenditures - state appropriated funds (in thousands)	$1,785.0	$1,961.0	$2,050.0	$1,869.3	$2,126.5
* Average monthly full-time employees	18.0	18.0	18.0	18.0	18.0
* Average monthly part-time employees	1.0	0.0	1.0	1.0	1.0
Output Indicators					
* Total number of urine samples collected	11,186	10,100	12,000	9,923	10,920
* Total number of blood serum samples collected	13,596	10,468	13,000	10,190	11,000
Outcome Indicators					
* Association of Racing Commisioners International blind proficiency testing	100 %	100 %	100 %	100 %	100 %
* The number of live races contested per positive test result	148.6	318.7	275.0	661.0	N/A
* Number of horses tested per positive test result	207.0	455.0	390.0	926.0	550.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per blood and urine sample tested (in dollars)	$68.77	$104.00	$95.00	$92.94	$95.00