



DANIEL W. HYNES  
COMPTROLLER

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[www.ioc.state.il.us](http://www.ioc.state.il.us)

**PUBLIC  
ACCOUNTABILITY  
REPORT**

—Fiscal Year 2004—

FINANCIALS

Comptroller Daniel W. Hynes is the Chief Fiscal Officer for the State of Illinois, managing its financial accounts, processing more than 18 million transactions a year, and performing a watchdog role to assure that all payments meet the requirements of the law. The Comptroller's Office also provides timely and accurate fiscal information and analysis to the Governor, the Illinois General Assembly, and Local Government Officials so they can make informed budget decisions. In addition, the Office oversees the state's private cemetery and funeral home industry.



DANIEL W. HYNES

February, 2005

### *A Message to Illinois Taxpayers*

I am proud to present to you the *Public Accountability Report* for fiscal year 2004. I am committed to the idea that state government agencies should be accountable to the public they serve, and that the public should be informed of the effectiveness of the state programs that their tax dollars support. It is my hope that printing this special report will continue to make program performance information readily available to more readers.

The *Public Accountability Report* attempts to link traditional financial reports of state government with the performance or results of state programs. This type of report is referred to as Service Efforts and Accomplishments (SEA) because it reviews financial and other resources allocated to programs as well as quantifiable measurements of how well programs have realized their objectives. Public accountability reporting can assist state government officials and the public at large by making government programs more results oriented. Furthermore, this is the direction toward which government reporting is headed. National groups such as the Governmental Accounting Standards Board and the Association of Government Accountants have issued recommendations not only for evaluating government programs, but also for writing and distributing SEA reports.

This year's report includes coverage of 60 selected state agencies, a decrease from the 69 agencies included in last year's report due largely to the number of agency consolidations that were implemented to reduce state budget costs. This group of agencies contributed a significant part (\$48.4 billion or 86.3%) of the \$56.1 billion in appropriated expenditures for fiscal year 2004.

If you have any comments or suggestions regarding this report, or would like to request additional copies, please contact us at (217)782-6000 in Springfield, (312)814-2451 in Chicago, or through our web site at [www.ioc.state.il.us](http://www.ioc.state.il.us).

Sincerely,

Daniel W. Hynes  
Comptroller



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# INTRODUCTION

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## ***THE PUBLIC ACCOUNTABILITY PROJECT***

The Illinois Office of the Comptroller (IOC) continues to emphasize the expansion of governmental accountability reporting beyond traditional financial data into the area of performance measurement. This ongoing effort can improve the accountability of state governmental agencies to the public 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 2004 includes coverage of 60 selected state agencies. This is a decrease from the 69 agencies in last year’s report due largely to the agency consolidations that were implemented to reduce state budget costs.

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)

<u>Program Area</u>	<u>FY 2003</u>	<u>FY 2004</u>	<u>FY 2003 % of Budget</u>	<u>FY 2004 % of Budget</u>
<b>Government Services</b>	\$13,196.7	\$21,340.0	28.9%	38.0%
<b>Human Services</b>	\$14,654.8	\$16,984.0	32.1%	30.3%
<b>Education</b>	<u>\$9,261.1</u>	<u>\$9,485.1</u>	<u>20.3%</u>	<u>16.9%</u>
Elementary and Secondary Education	\$6,700.7	\$7,128.8	14.7%	12.7%
Higher Education	\$2,560.4	\$2,356.4	5.6%	4.2%
<b>Economic Development and Infrastructure</b>	<u>\$5,712.6</u>	<u>\$5,507.0</u>	<u>12.5%</u>	<u>9.8%</u>
Infrastructure	\$4,173.4	\$4,036.6	9.2%	7.2%
Economic Development	\$1,539.2	\$1,470.4	3.4%	2.6%
<b>Public Safety</b>	\$1,774.3	\$1,753.0	3.9%	3.1%
<b>Environment &amp; Business Regulation</b>	<u>\$992.2</u>	<u>\$1,022.0</u>	<u>2.2%</u>	<u>1.8%</u>
Environment	\$840.4	\$878.3	1.8%	1.6%
Business Regulation	\$151.8	\$143.6	0.3%	0.3%
<b>Total</b>	<b>\$45,591.7</b>	<b>\$56,091.1</b>	<b>100.0%</b>	<b>100.0%</b>

*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 2004 appropriated expenditures, the areas are:

- **Government Services**
- **Human 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 (ranked high to low) according to fiscal year 2004 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 2004 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:

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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 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.

#### **Final Notes**

One issue that should be noted is the significant increase in appropriated expenditures for government services. The increase from fiscal year 2003 to fiscal year 2004 was so large (61.7%) that government services overtook human services as the largest functional component of state spending.

The large increase in spending for government services was due primarily to the appropriation of state contributions for the retirement systems from the Pension Obligation Bonds. Expenditures for this item alone were up approximately \$7 billion in fiscal year 2004.

State agency reorganizations and consolidations also contributed to the growth in the government services category. For example, the functions of the Department of the Lottery, Illinois Racing Board and Liquor Control Commission were transferred to the Department of Revenue, and the Department of Central Management Services inherited a multitude of functions from various state agencies including facilities management, internal audit, legal staff and media relations.

# GOVERNMENT SERVICES

## Government Services Expenditures (Appropriated Spending in Thousands)

Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
Teacher's Retirement System	\$986,550.3	\$5,153,529.9	422.4%
Department of Revenue	\$3,751,029.0	\$4,300,460.7	14.6%
Gaming Board	\$124,684.4	----	NA
Department of Lottery	\$281,434.4	----	NA
Illinois Racing Board	\$7,563.5	----	NA
Liquor Control Commission	\$5,972.5	----	NA
Office of the State Treasurer	\$2,672,463.3	\$3,673,930.5	37.5%
Dept. of Central Management Services	\$2,660,565.8	\$3,030,289.1	13.9%
State Universities' Retirement System	\$272,606.3	\$1,663,326.3	510.2%
State Employees' Retirement System	\$17,311.9	\$1,391,981.6	7940.6%
Capital Development Board	\$1,016,455.9	\$769,596.2	-24.3%
Office of the Secretary of State	\$335,172.8	\$324,011.8	-3.3%
Supreme Court	\$280,255.1	\$290,156.0	3.5%
Gov. Office of Management and Budget	\$386,261.6	\$259,563.8	-32.8%
Other Judicial	\$31,978.6	\$169,388.4	429.7%
Legislative Agencies	\$78,600.3	\$104,847.7	33.4%
Office of the Attorney General	\$59,370.7	\$52,613.1	-11.4%
Office of the State Comptroller	\$51,972.2	\$50,252.2	-3.3%
Court of Claims	\$58,098.2	\$39,271.4	-32.4%
Office of the State Appellate Defender	\$20,637.7	\$20,813.5	0.9%
State Board of Elections	\$7,185.3	\$18,167.5	152.8%
State's Attorneys Appellate Prosecutor	\$8,217.2	\$10,844.8	32.0%
Office of the Governor	\$8,057.4	\$7,507.8	-6.8%
Office of the Lieutenant Governor	\$2,319.3	\$2,115.2	-8.8%
Office of the Inspector General	----	\$2,176.6	100.0%
Property Tax Appeal Board	\$2,616.1	\$1,727.5	-34.0%
Illinois Labor Relations Board	\$2,116.4	\$1,574.2	-25.6%
Educational Labor Relations Board	\$1,657.9	\$1,319.6	-20.4%
Civil Service Commission	\$424.6	\$396.6	-6.6%
Sex Offender Management Board	\$37.3	\$62.3	67.0%
Chicago Teacher's Pension & Retirement	\$65,094.7	\$50.0	-99.9%
<b>TOTAL</b>	<b>\$13,196,710.7</b>	<b>\$21,339,974.3</b>	<b>61.7%</b>

*Numbers may not add due to rounding*

*In fiscal year 2004, the Department of the Lottery, the Illinois Racing Board and the Liquor Control Commission were merged with the Department of Revenue (the Illinois Gaming Board was already a part of Revenue).*

### Distribution of Lottery and Riverboat Gaming Receipts

(\$ in millions)

	1995		2000		2001		2002		2003		2004	
	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%
<b>Lottery Receipts - Total</b>	<b>\$1,630.0</b>		<b>\$1,503.9</b>		<b>\$1,449.7</b>		<b>\$1,589.9</b>		<b>\$1,590</b>		<b>\$1,710</b>	
Transfers to Common School Fund	\$588.0	36.1%	\$515.3	34.3%	\$501.0	34.6%	\$555.1	34.9%	\$540	34.0%	\$570	33.3%
Prizes	\$876.0	53.7%	\$831.2	55.3%	\$791.8	54.6%	\$866.6	54.5%	\$883	55.5%	\$969	56.7%
Retailer and Vendor Commissions	\$107.0	6.6%	\$97.0	6.4%	\$95.2	6.6%	\$105.5	6.6%	\$106	6.6%	\$114	6.7%
Operations Expenditures	\$59.0	3.6%	\$62.9	4.2%	\$61.5	4.2%	\$61.2	3.8%	\$63	4.0%	\$57	3.3%
<b>State Gaming Fund - Total</b>	<b>\$ 266.0</b>		<b>\$ 475.5</b>		<b>\$ 529.0</b>		<b>\$ 580.2</b>		<b>\$ 670.5</b>		<b>\$ 642.4</b>	

*Source: Lottery Department and Comptroller's Records*

# GOVERNMENT SERVICES: TEACHERS' RETIREMENT SYSTEM

<b>Teachers' Retirement System</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Pension Obligation Bond Proceeds	\$0.0	0.0	\$4,330,374.0	0.0
To provide Retirement, Disabilities and Death Benefit(s) *	\$929,694.3	161.0	\$757,553.9	170.0
Interfund Transfers and Pass-Throughs **	\$56,856.0	0.0	\$65,602.0	0.0
<b>Totals</b>	<b>\$986,550.3</b>	<b>161.0</b>	<b>\$5,153,529.9</b>	<b>170.0</b>
<b><u>Explanatory Notes</u></b>				
*In fiscal year 2004 the Teachers' Retirement System reported an additional \$273,923,838.64 that was transferred to them from the Pension Contribution Fund under the provisions of Public Act 93-665. These funds were deposited in non-appropriated accounts and are therefore not included in this table of appropriated spending.				
**Interfund Transfers and Pass-Throughs represent state appropriations to the Teachers' Retirement Insurance Program (TRIP) which is administered by the Department of Central Management Services (CMS). These appropriations are not appropriations to fund the Teachers' Retirement System.				

## 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 through June 30, 2003, the employer contribution was reduced to 0.18 percent of covered payroll. Effective July 1, 2003, the employer contribution increased from 0.18 percent back to 0.58 percent. 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.

On July 2, 2003, TRS received \$4.33 billion in bond proceeds from the State of Illinois. These funds represented a portion of the \$10 billion of general obligation bonds issued by the State of Illinois for the purpose of reducing the unfunded liabilities for Teachers' Retirement System, State Employees' Retirement System, State Universities Retirement System, General Assembly Retirement System, and Judges' Retirement System.

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 statute for fiscal year 1999 through 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.

**To Provide Retirement, Disabilities and Death Benefit(s)**

**Mission Statement:** The Teachers' Retirement System of the State of Illinois will deliver superior service through skilled staff, innovative technology, and careful investment.

- Program Goals: Objectives:**
1. TRS will be a member-oriented organization focused on service in all aspects of our operations.
    - a. TRS will explore technologically advanced telephone applications to improve service to members.
    - b. TRS will reduce reliance on Social Security numbers as an external method of identifying members.
    - c. TRS will reinforce confidentiality policy.
    - d. TRS will implement in-house Web development team.
    - e. TRS will strengthen partnership between TRS and employers.
    - f. TRS will enhance communications with members.
  2. TRS will foster an effective legislative program that advances and protects member interests.
    - a. TRS will allow disability recipients to teach part-time as health declines or improves.
    - b. TRS will protect and defend TRS state pension appropriations.
    - c. TRS will work to resolve TRIP funding crisis.
    - d. TRS will further investigate TRS sponsorship of supplemental retirement savings plan.
    - e. TRS will successfully implement legislative enactments.
  3. TRS will promote our staff's commitment to superior service by rewarding excellence and offering a supportive work environment.
    - a. TRS will continue development of STAR capabilities through future releases.
    - b. TRS will implement pension industry best practices to improve service processes and efficiencies.
    - c. TRS will explore agency-wide, broad-based training and staff development plan.
    - d. TRS will implement employee suggestion award program.
    - e. TRS will institute "brown bag" lunches featuring outside speakers on professional development topics.
    - f. TRS will increase staff diversity.
    - g. TRS will develop long-range facilities plan and potential document imaging project addressing space needs for staff and records storage.
    - h. TRS will re-evaluate personnel policies for suitability to changing demographics of TRS workforce and consistency with comparable public and private sector employers.
  4. TRS will prudently invest and manage retirement funds.
    - a. TRS will develop corporate governance policy to maximize investment in companies accountable to shareholders and to increase TRS national visibility in corporate governance issues.
    - b. TRS will by 2006, achieve 100 percent conformance with asset allocation strategy targets.
    - c. TRS will maintain a discipline to ensure all assets are invested in conformance with allocation/rebalancing policy.
    - d. TRS will achieve long-term performance returns that exceed policy targets and actuarial assumptions.
    - e. TRS will partner with state of Illinois as a plan sponsor that acknowledges funding responsibility to TRS.
    - f. TRS will explore alternate formats for investment reporting to enhance usefulness to Board of Trustees.

**Source of Funds:** General Revenue Fund, Education Assistance Fund, State Pensions Fund, Common School Fund      **Statutory Authority:** 40 ILCS 5/16

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,588,510.0	\$1,753,283.0	\$1,927,987.0	\$6,258,087.0	\$1,831,878.0
* Total expenditures - state appropriated funds (in thousands) (a)	\$814,740.0	\$929,694.3	\$1,031,659.0	\$757,553.9	\$907,028.0
* Average monthly full-time equivalents	162.3	161.0	165.0	170.0	170.0
* Pension Obligation Bond Proceeds (in thousands)	\$0	\$0	\$4,330,374.0	\$4,330,374.0	\$0
* Investment Income (in thousands)	-\$723,987.0	\$1,060,852.0	N/A	\$4,485,729.0	N/A
* Member Contributions (in thousands)	\$681,152.0	\$732,020.0	\$766,344.0	\$768,661.0	\$795,604.0
* Employer Contributions (in thousands)	\$92,618.0	\$91,552.0	\$133,503.0	\$127,573.0	\$129,517.0
<b><u>Output Indicators</u></b>					
* Number of active members	155,979	152,117	156,000	157,990	161,000
* Number of inactive members	66,971	86,279	87,000	89,641	90,500
* Number of retirees	59,360	64,702	67,000	67,950	71,000
* Number of disabilitants and survivor benefit recipients	8,589	8,729	8,800	8,955	10,500
* Annual benefit payments (retirement, survivor, disability benefits) (in thousands)	\$1,759,749.0	\$1,998,622.0	\$2,245,019.0	\$2,262,329.0	\$2,591,446.0
* Number of new benefit claims (retirement, survivors, disability benefits)	6,394	7,917	7,500	5,817	N/A
* Number of members taking refunds (withdrawals)	3,006	2,637	2,700	3,312	3,300
* Number of benefit estimates	18,598	18,263	19,000	25,519	30,000
* Number of adjustments to member records (service purchases, corrections)	5,916	7,059	7,000	11,634	13,000
* Number of member phone calls answered	162,273	171,492	177,000	217,287	220,000

<b>To Provide Retirement, Disabilities and Death Benefit(s) (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Number of members counseled (individual, large groups, teleconferences)	14,240	17,645	18,000	18,074	20,000
* Number of Payroll Deduction Program (PDP) agreements in effect	37,445	32,800	15,000	12,676	12,000
* Number of Payroll Deduction Program (PDP) receipts deposited	450,000	393,600	180,000	152,112	144,000
* Number of TRS-covered employers	1,057	1,058	1,055	1,049	1,045
* Number of employer phone calls	13,193	16,138	16,500	22,056	23,000
* Number of individual and large group employer training meetings	176.0	67.0	100.0	71.0	120.0
* Number in attendance at individual and large group employer training meetings	885.0	1,010	800.0	501.0	800.0
<b><u>Outcome Indicators</u></b>					
* Member satisfaction survey percent reporting very satisfied	95 %	93.8 %	95 %	90 %	93 %
* Days to process retirement claim	30.0	17.0	25.0	16.0	25.0
* Seconds to answer member telephone calls	94.0	179.0	120.0	109.0	120.0
* TRS investment return (gross of fees) - 1 year	-2.9 %	5.2 %	N/A	16.8 %	N/A
* TRS investment return (gross of fees) - 3 year	1.2 %	-0.6 %	N/A	6.1 %	N/A
* TRS investment return (gross of fees) - 5 year	6.1 %	3.9 %	N/A	4.9 %	N/A
* TRS investment return (gross of fees) - 10 year	9.7 %	9 %	N/A	10 %	N/A
* TRS funded ratio	52 %	49.3 %	N/A	61.9 %	N/A
* Average monthly teacher retirement benefit (not coordinated with Social Security) (in dollars)	\$2,462.00	\$2,673.00	\$2,850.00	\$2,842.00	\$3,015.00
<b><u>External Benchmarks</u></b>					
* TRS overall service level ranking compared to 19 other large public systems - peer group comparison from Cost Effectiveness Measurement (CEM),INC.	6.0	N/A	N/A	N/A	N/A
* Seconds to answer member telephone calls - peer group comparison from CEM	106.0	N/A	N/A	N/A	N/A
* Investment return TRS weighted policy index - 1 year	-4.2 %	3.9 %	N/A	16 %	N/A
* Investment return TRS weighted policy index - 3 year	-0.6 %	-2.4 %	N/A	4.9 %	N/A
* Investment return TRS weighted policy index - 5 year	4.6 %	2.6 %	N/A	3.4 %	N/A
* Investment return TRS weighted policy index - 10 year	9 %	8.1 %	N/A	9.2 %	N/A
* Industry median investment return (Callan Associates Inc. median return for public plans over \$1 billion) - 1 year	-5.2 %	3.6 %	N/A	16.8 %	N/A
* Industry median investment return - 3 year	0.1 %	-2.5 %	N/A	4.4 %	N/A
* Industry median investment return - 5 year	5.5 %	2.7 %	N/A	3.8 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Administrative expense per member (in dollars)	\$60.23	\$61.48	\$62.00	\$57.73	\$62.00
* Administrative expense as a % of total expenses	0.7 %	0.7 %	0.7 %	0.6 %	0.7 %

**Footnotes**

(a) The 2003 value for "Total expenditures - state appropriated funds" was changed from \$929,710.0 to \$929,694.3 because interest is being excluded from the amount originally reported.  
 In fiscal year 2004 the Teachers' Retirement System reported an additional \$273,923,838.64 that was transferred to them from the Pension Contribution Fund under the provisions of Public Act 93-665. These funds were deposited in non-appropriated accounts and are therefore not included in this entry of appropriated expenditures.

# GOVERNMENT SERVICES: DEPARTMENT OF REVENUE

<b>Revenue</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Refunds and Distributions to Local Governments	\$3,164,635.0	0.0	\$3,300,370.4	0.0
Administer State and Local Tax Laws	\$370,426.2	1,893.0	\$390,653.4	1,781.0
Lottery	\$281,434.3	276.0	\$296,926.3	207.0
Circuit Breaker/Pharmceutical Assistance	\$142,716.3	53.0	\$112,567.8	44.0
Grants to Host Communities (Gaming Board)	\$110,000.0	0.0	\$98,558.9	0.0
Funding Agent for the IHDA Affordable Housing Program	\$55,968.0	1.0	\$60,572.1	1.0
Gaming Board	\$14,684.4	82.0	\$13,684.7	80.0
Property Tax Oversight	\$12,481.0	50.0	\$10,622.3	33.0
Racing Board	\$7,624.5	104.0	\$6,625.5	88.0
Liquor Control Commission	\$5,972.5	47.0	\$5,141.1	48.0
Charitable Gaming Regulation	\$3,025.0	14.0	\$2,716.8	10.0
Collect Delinquent Child Support Payments for IDPA	\$1,726.0	21.0	\$2,021.5	16.0
<b>Totals</b>	<b>\$4,170,693.2</b>	<b>2,541.0</b>	<b>\$4,300,460.8</b>	<b>2,308.0</b>

## Mission and Organization

The primary responsibility of the Illinois Department of Revenue (IDOR) is to serve as the tax collection agency for state government and local governments. The department is also responsible for administering the state's lottery program; regulating riverboat gaming and horse racing; as well as regulating the manufacture, distribution and sale of alcoholic beverages. The department also oversees the state's local property tax system, collects delinquent child support on behalf of the Department of Public Aid, and functions as the funding agent for the Illinois Housing Development Authority. The Circuit Breaker/Pharmaceutical Assistance program, which provides property tax grants and prescription medical assistance to low-income seniors and the disabled, was transferred to the Department on Aging at the onset of fiscal year 2005. Performance data for that program are included in this report since the department was responsible for it through the end of fiscal year 2004.

IDOR is responsible for administering over 70 tax laws, including the authorization to collect certain taxes on behalf of local governments. In fiscal year 2004, the department processed approximately 5.8 million individual income tax returns and 5.7 million business tax returns. Its tax operations are divided into seven primary areas of supervision: Account Processing, Taxpayer Services, Tax Enforcement, Audits, Collections, Information Services and Administrative Services. These operating areas generate approximately \$25.4 billion for state and local government. Tax revenues come from three key sources: (1) individual or corporate income taxes; (2) sales and use taxes; and (3) excise taxes,

including taxes on liquor, cigarettes, public utilities, hotel occupancy, motor fuel, coin-operated amusement devices, bingo, and real estate transfers. IDOR also assists local governments with property tax responsibilities and tax oversight functions. This includes the administration and supervision of the state's \$19 billion local property tax system. The department issues county equalization factors to ensure uniform property assessment levels throughout the state and assists local offices with their property tax responsibilities.

Pursuant to Executive Order 9, IDOR was given additional responsibilities when the Department of Lottery, Liquor Control Commission, and Racing Board were consolidated into the department in fiscal year 2004. The state's Lottery program generates funds for public education while ensuring the integrity of Lottery games through a network of approximately 8,000 retailers throughout the state. The Liquor Control Commission regulates approximately 26,000 licensed businesses that manufacture, distribute and sell alcoholic beverages in the state, as well as approximately 2,400 licensed special event functions where alcoholic beverages are sold. The Commission is also involved in educational and public awareness campaigns to reduce underage drinking and tobacco use. The Racing Board regulates the horse racing industry and pari-mutuel wagering in Illinois, while the Gaming Board ensures the integrity of riverboat gambling through effective regulation and oversight and collection of wagering tax on adjusted gross receipts from riverboat casinos.

**Administer State and Local Tax Laws**

**Mission Statement:** To maximize collection of revenues for the state of Illinois.

- Program Goals:**
- Objectives:**
1. Enhance tax enforcement.
    - a. Re-deploy resources to focus on enforcement.
  2. Improve efficiency and effectiveness.
    - a. Expand electronic filing and payment offerings.
  3. Advocate sound tax policies.
    - a. Close tax loopholes and eliminate unjustified tax avoidance schemes.
    - b. Develop accurate revenue forecasts.
  4. Improve the quality and accesibility of taxpayer education and information.
    - a. Increase self-help and interactive tax assistance options.

**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, Personal Property Tax Replacement Fund

**Statutory Authority:** 35 ILCS

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,216,780.7	\$3,535,061.2	\$3,692,252.0	\$3,691,387.3	\$3,891,650.2
* Total expenditures - state appropriated funds (in thousands)	\$460,314.9	\$370,426.2	\$392,252.0	\$390,653.4	\$391,650.2
* Average monthly full-time equivalents	2,172.0	1,893.0	1,833.0	1,781.0	1,758.0
* Total expenditures-operations (state appropriated funds) (in thousands)	\$155,172.8	\$145,763.3	\$142,441.5	\$140,128.7	\$141,116.5
* Total expenditures - grants & refunds (state appropriated funds) (in thousands)	\$305,145.1	\$224,662.9	\$249,810.5	\$250,524.8	\$250,533.7
<b><u>Output Indicators</u></b>					
* Number of State and Local taxes administered	69.0	70.0	70.0	70.0	70.0
* State and local tax and fee collections (in millions)	\$23,433.0	\$23,501.0	\$24,058.6	\$25,396.0	\$26,127.0
* Number of tax return documents processed - includes alternatively filed methods	17,933,587	17,226,408	17,350,000	16,813,653	17,500,000
* Number of Individual Income Tax returns processed (a)	5,831,078	5,782,567	5,850,000	5,757,659	5,800,000
* Number of Individual Income Tax refunds issued	3,929,023	4,610,059	3,160,000	3,720,779	3,600,000
* Number of direct deposits	1,042,671	1,375,683	1,600,000	1,421,509	1,800,000
* Number of new registration applications processed (b)	70,158	68,196	67,500	65,925	95,364
* Number of active registration accounts	767,639	788,108	762,000	771,491	791,491
* Delinquent tax debt cases closed	274,961	252,192	259,992	288,665	260,000
* Delinquent tax debt collections. (in thousands) (c)	\$339,010.9	\$332,356.4	\$342,000.0	\$310,229.0	\$300,000.0
* Number of phone calls answered on toll-free taxpayer assistance lines	794,000	668,275	759,000	649,991	525,000
<b><u>Outcome Indicators</u></b>					
* Number of Individual Income Tax returns filed electronically	1,615,391	1,931,848	2,200,000	2,161,420	2,400,000
* Percent of Individual Income Tax returns filed electronically	27.7 %	33.41 %	37.61 %	37.54 %	41.38 %
* Percent of tax and fee collections received via Electronic Funds Transfer (EFT)	46.8 %	51 %	51 %	54.59 %	55.3 %
* Total tax and fee collections received via Electronic Funds Transfer (EFT) (in millions)	\$11,007.2	\$12,125.5	\$12,500.0	\$13,915.3	\$14,450.0
* Average number of days from receipt of registration application to mailing of certificate (d)	8.0	12.0	15.0	14.7	10.5
* Average number of days from receipt of payment until deposit	1.0	1.0	1.0	1.0	1.0
* Percent of dollars deposited on same day as receipt (e)	89.3 %	91.1 %	93.5 %	91.4 %	94 %

**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. Develop a multi-faceted public relations/earned media campaign that builds public awareness and approval of the Lottery's role in public education funding.
    - b. Develop game and or marketing changes to enhance sales of under performing online game portfolio.
    - c. Continue to grow game sales by increasing the use and proliferation of later point-of-purchase technology.
  2. To award all prizes and incentives in a timely, efficient and secure manner.

**Source of Funds:** State Lottery Fund

**Statutory Authority:** 20 ILCS 1605

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,588,602.1	\$1,578,622.1	\$1,578,100.0	\$1,709,200.0	\$1,725,000.0
* Total expenditures - state appropriated funds (in thousands) (a)	\$280,424.2	\$281,434.3	\$337,390.8	\$296,926.3	\$312,424.2
* Average monthly full-time equivalents	273.0	276.0	232.0	207.0	211.0
* Operating Expenses (in millions) (in millions)	\$61.2	\$62.8	\$61.8	\$57.8	\$62.4
<b><u>Output Indicators</u></b>					
* Sales (in millions) (in millions)	\$1,589.9	\$1,585.8	\$1,580.0	\$1,709.2	\$1,725.0
<b><u>Outcome Indicators</u></b>					
* Transfers to the Common School Fund (in millions) (in millions)	\$555.1	\$540.3	\$560.0	\$570.1	\$578.0
* Percentage of sales transferred to the Common School Fund	34.9 %	34.1 %	35.4 %	33.3 %	33.5 %

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "Percentage of sales transferred to the Common School Fund" was changed from () because
- (2) The 2003 value for "Percentage of sales transferred to the Common School Fund" was changed from () because
- (3) The 2003 value for "Percentage of sales transferred to the Common School Fund" was changed from () because
- (4) The 2002 value for "Percentage of sales transferred to the Common School Fund" was changed from () because
- (5) The 2003 value for "Total expenditures - all sources" was changed from () because
- (6) The 2003 value for "Total expenditures - state appropriated funds" was changed from () because
- (7) The 2003 value for "Average monthly full-time equivalents" was changed from () because
- (8) The 2002 value for "Total expenditures - all sources" was changed from () because
- (9) The 2002 value for "Total expenditures - state appropriated funds" was changed from () because
- (10) The 2002 value for "Average monthly full-time equivalents" was changed from () because
- )
- (11) The 2003 value for "Sales (in millions)" was changed from () because
- )

**Footnotes**

- (a) Includes operations, grants and refunds.

**Circuit Breaker/Pharmaceutical 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:** 1. Provide senior and disabled citizens with exceptional service in an efficient and effective manner.

- Objectives:**
- a. Ensure the average number of days to process first time Circuit Breaker and Prescription Coverage applications does not exceed 45 days for applicants seeking prescription coverage.
  - b. Transfer Circuit Breaker and Pharmaceutical Assistance program responsibilities to the Department on Aging by Fiscal Year 2005.

**Source of Funds:** General Revenue Fund, Tobacco Settlement Recovery Fund

**Statutory Authority:** 320 ILCS 25/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected(c)</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$226,026.2	\$142,716.3	\$115,743.0	\$112,567.8	\$0
* Total expenditures - state appropriated funds (in thousands)	\$226,026.2	\$142,716.3	\$115,743.0	\$112,567.8	\$0
* Average monthly full-time equivalents	77.0	53.0	53.0	44.0	0.0
* Total expenditures - operations (state appropriated funds) (in thousands)	\$4,252.5	\$3,982.4	\$5,093.0	\$3,452.1	N/A
* Total expenditures - grants & refunds (state appropriated funds) (in thousands)	\$221,773.7	\$138,733.9	\$110,650.0	\$110,118.7	N/A
<b><u>Output Indicators</u></b>					
* Number of Circuit Breaker/Pharmaceutical applications processed	381,724	410,992	400,000	438,668	0.0
* Number of Circuit Breaker grants awarded (a)	140,956	384,992	385,000	290,266	0.0
* Number of Pharmaceutical cards issued (b)	202,056	110,521	80,367	56,117	0.0
* Number of phone calls answered on toll-free CB/Rx assistance lines	764,611	612,790	819,000	627,777	0.0
<b><u>Outcome Indicators</u></b>					
* Average annual benefits per card holder (in dollars)	\$1,214.00	\$1,223.30	\$1,398.00	\$1,253.40	N/A
* Pharmaceutical card utilization rate	74 %	77 %	80 %	77 %	N/A
* Average annual number of prescriptions per card user	33.1	33.5	34.0	31.0	N/A
* Percent of applications accurately filed by claimants	73.5 %	65 %	67.5 %	67 %	0.0
* Average number of days to process first time Circuit Breaker and Prescription Coverage application (without prescription coverage).	N/A	19.0	45.0	40.0	0.0
* Average number of days to process first time Circuit Breaker and Prescription Coverage application (with prescription coverage).	45.0	13.0	45.0	11.0	0.0

**Footnotes**

- (a) The number of CB/Rx grants awarded decrease was the result of new editing procedures coupled with an increased number of Schedule P applications which are used for households that were over the income limit in the claim year but had decrease in income. These qualify for prescription coverage only; no Circuit Breaker (property tax) grants are awarded.
- (b) The number of Pharmaceutical cards issued decreased as a result of increased participation in the Department of Public Aid-s SeniorCare program.
- (c) The department transferred Circuit Breaker/Pharmaceutical Assistance Program responsibilities to the Department on Aging and is no longer responsible for reporting these indicators.

**Gaming Board**

**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. Effectively maintain the self-exclusion program, which allows individuals with gambling problems to ban themselves from all Illinois Riverboat Casinos.

**Source of Funds:** State Gaming Fund

**Statutory Authority:** 230 ILCS 10

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$12,867.8	\$14,684.4	\$13,909.4	\$13,684.7	\$14,560.9
* Total expenditures - state appropriated funds (in thousands) (a)	\$12,867.8	\$14,684.4	\$13,909.4	\$13,684.7	\$14,560.9
* Average monthly full-time equivalents	75.0	82.0	76.0	80.0	83.0
<b><u>Output Indicators</u></b>					
* Number of operating riverboats in Illinois	9.0	9.0	9.0	9.0	9.0
* Number of active occupational licenses	10,255	10,698	9,800	8,779	9,000
* Number of incident reports filed (b)	1,925	1,887	1,980	0.0	0.0
* Number of level one occupational investigations (b)	27.0	20.0	20.0	0.0	0.0
* Number of payments received	2,401	2,424	2,420	2,393	2,400
* Number of payments and transfers made	24.0	36.0	36.0	36.0	36.0
* Number of quarterly and annual audits	45.0	45.0	45.0	45.0	45.0
<b><u>Outcome Indicators</u></b>					
* Percentage of audits reviewed in 90 days	100 %	70 %	100 %	100 %	100 %
* Percent of Level One investigations completed within six months of receipt of complete application (b)	30 %	70 %	100 %	0 %	0 %
* Percent of payments received on time	98.9 %	100 %	100 %	100 %	100 %
* Percent of transfers made on time	100 %	100 %	100 %	100 %	100 %
* Complete investigations of all key persons within one year of application and within three months prior to renewal	60 %	100 %	100 %	100 %	100 %
* Total 12 month attendance at riverboat casinos	19,134,081	18,253,643	15,000,000	15,174,322	15,000,000

**Footnotes**

- (a) Includes operations, grants and refunds.
- (b) The fiscal year 2004 actual and fiscal year 2005 data for the number of incident reports filed, number of level one investigations, and percent of level one investigations completed were not yet available at the time this report was due.

**Racing Board**

**Mission Statement:** To ensure the honesty and integrity of thoroughbred, standardbred and quarter horse racing and pari-mutuel wagering through the enforcement of the Illinois Horse Racing Act.

- Program Goals:**
- Objectives:**
1. Ensure that horse racing is conducted in a fair and competitive manner and in strict compliance of all rules and regulations of the Board.
  2. Protect and maintain the integrity of the pari-mutuel wagering system.
  3. Encourage, promote and stimulate growth within the horse racing industry.
  4. Enforce the Illinois Racing Board's medication rules through drug testing to ensure races are conducted without the presence of prohibited substances and are within the limits of permissible race day medication.

**Source of Funds:** Horse Racing Fund

**Statutory Authority:** 20 ILCS 1205/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$7,648.8	\$7,624.5	\$6,869.9	\$6,625.5	\$7,072.5
* Total expenditures - state appropriated funds (in thousands) (a)	\$7,648.8	\$7,624.5	\$6,869.9	\$6,625.5	\$7,072.5
* Average monthly full-time equivalents (b)	121.0	104.0	86.0	88.0	75.0
<b><u>Output Indicators</u></b>					
* Total number of steward rulings issued	2,216	1,857	2,150	2,098	2,100
<b><u>Outcome Indicators</u></b>					
* Horse laboratory proficiency testing score (test sample accuracy)	N/A	N/A	100 %	100 %	100 %
* Total number of administrative appeals of steward's rulings issued	15.0	22.0	25.0	23.0	25.0
* Number of live races contested per steward ruling issued (violations)	3.2	3.5	3.1	3.5	3.5

**Footnotes**

- (a) Includes operations, grants and refunds.
- (b) Unlike IDORs other programs, the Racing Board's average full-time monthly equivalents includes per diem employees since the majority of Racing board employees fall in that category.

**Liquor Control Commission**

**Mission Statement:** To effectively regulate the manufacture, distribution, and sale of alcoholic beverages, and reduce youth access to tobacco products.

- Program Goals:**
- Objectives:**
1. Ensure statewide compliance with the provisions, rules and regulations of the Illinois Liquor Control Act.
  2. Reduce youth access to tobacco products in Illinois.
  3. Review and determine eligibility of business entities to hold a liquor license in the State of Illinois.
  4. 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.

**Source of Funds:** Tobacco Settlement Recovery Fund, Dram Shop Fund

**Statutory Authority:** 235 ILCS 5/1-1 et seq.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$6,315.1	\$5,972.5	\$5,157.8	\$5,141.1	\$5,730.0
* Total expenditures - state appropriated funds (in thousands) (a)	\$6,315.1	\$5,972.5	\$5,157.8	\$5,141.1	\$5,730.0
* Average monthly full-time equivalents	48.0	47.0	48.0	48.0	48.0
<b><u>Output Indicators</u></b>					
* Inspections - Total	27,400	19,972	20,000	16,567	20,000
* Licenses issued	25,817	24,606	24,000	25,343	25,000
<b><u>Outcome Indicators</u></b>					
* Liquor inspections compliance rate (b)	61.7 %	75.5 %	80 %	61.5 %	80 %
* Tobacco retailers compliance rate on State Annual Survey	88.5 %	84.9 %	80 %	89.5 %	80 %

**Footnotes**

- (a) Includes operations, grants and refunds.
- (b) The decline in the liquor inspections compliance rate was due to an increase in the number of inspections and increased emphasis on the quality of those inspections.

# GOVERNMENT SERVICES: DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

<b>Central Management Services</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Employee Benefits	\$2,317,300.4	82.0	\$2,609,138.7	101.0
Communications and Computer Services	\$217,275.5	317.0	\$267,588.6	357.0
Property Management	\$24,215.7	135.0	\$36,172.8	140.0
Vehicle Services	\$32,862.7	188.0	\$31,629.9	184.0
Risk Management	\$30,376.1	11.0	\$24,344.6	14.0
Other/Non Programs	\$10,637.8	77.0	\$19,429.4	170.0
Procurement Services	\$2,159.3	38.0	\$15,790.0	41.0
Human Resources	\$14,308.9	122.0	\$15,251.4	119.0
Internal Security and Investigations	\$3,595.0	36.0	\$3,210.8	31.0
Mail and Messenger Services	\$2,863.3	26.0	\$2,675.9	26.0
Media Services	\$1,784.1	22.0	\$1,826.9	19.0
Labor Relations	\$1,295.1	12.0	\$1,418.6	13.0
Paper and Printing Services	\$1,451.5	7.0	\$1,368.9	5.0
Business Enterprise Program	\$440.3	6.0	\$442.9	6.0
<b>Totals</b>	<b>\$2,660,565.7</b>	<b>1,079.0</b>	<b>\$3,030,289.4</b>	<b>1,226.0</b>

## Mission and Organization

The mission of Central Management Services is to free Illinois State agencies and governmental entities from certain administrative responsibilities so that they can focus their energies and resources on accomplishing their core missions, and on attending to customer service. To accomplish this mission, CMS uses a Shared Services model and works in partnership with agencies and governmental entities to help facilitate the reduction of their total cost of operation. CMS is also continuously working to improve the efficiency and effectiveness of the administrative services provided to state agencies and governmental entities, which in turn improves the services provided to the citizens of Illinois. CMS works towards these same goals of efficiency and effectiveness when supplying services to the general public. In fulfilling its mission, CMS utilizes best practices, creative thinking, and forward-looking solutions to develop, lead, monitor and manage administrative and customer services. Ultimately, the services that CMS provides recognize and seek to preserve the state's human and economic assets.

**Vehicle Services** supports state agencies with their vehicle transportation needs including obtaining, maintaining and operating state fleet vehicles efficiently, providing fleet management, and short-term and long-term leasing. Vehicles manages a network of 18 state garages in close proximity to essential service agencies such as 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, Vehicles coordinates compliance with environmental regulations and manufacturer safety recalls, serving constitutional offices, state agencies, and over 200 local governments.

**Risk Management** encompasses Workers' Compensation, Motor Vehicle Liability, Insurance Procurement, and Representation and Indemnification. 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 self-insured Motor Vehicle Liability program includes investigation, evaluation, negotiation and settlement of claims involving state drivers or state-owned vehicles. The Insurance Procurement program involves the purchase of commercial insurance under master policies to address certain risks for the benefit of various state agencies and universities. 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.

The Illinois **Office of Communication and Information** communicates the programs, services and opportunities of the State of Illinois to its citizens. The Office provides

information through external print and broadcast media to help Illinois state agencies communicate to the public.

The Division of **Information Services** provides essential communication-related services. Specialists in editing, photography, radio, television, satellite services, web, visual and electronic media assist state agencies in providing information to the public through the news media. The division provides editorial and distribution services, including monitoring news across the state and issuing news releases on behalf of state agencies. It also operates an information service for radio stations that features interviews with state newsmakers, and creates radio and television public affairs programs and public service announcements for state agencies and state officials.

CMS **Property Management** administers leased space procurement for state agencies. As of September 1, 2004, CMS administered a lease portfolio of 699 leases representing 9,574,063 square feet and \$9,802,393 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.

**Employee Benefits** encompasses four benefit programs, a prescription discount program, a deferred compensation program, 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, Employee Benefits 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 Senior Citizens and Disabled Persons Prescription Discount Card Program provides all Illinois seniors and disabled persons the ability to obtain their prescription medications at a discounted price. The state employee Deferred Compensation Plan is a supplemental retirement plan for state employees. The Flexible Spending Accounts program allows state employees to use pre-tax dollars to pay medical and dependent care costs; and the Qualified Transportation Benefit program allows state employees to use pre-tax dollars to pay work-related transportation and parking expenses.

Communications and Computer Services Program assists 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.

As a result of Executive Order #10 and the Executive Reorganization Implementation Act, which consolidated non-programmatic, agency-specific legal functions pertaining to labor, personnel, contracts and procurement, CMS Legal established single points of contact for legal services. Deputy General Counsel positions were established and are client focused: Administration & Support Services, Benefits & Personnel, Communication & Computer Information, Procurement, and Property Management & Claims. Individualized contracts for the most part have been eliminated and were replaced with standardized contract forms. CMS Legal provides proactive, timely, practical and innovative legal solutions and legal counsel that meets or exceeds the expectations of CMS and other state agencies that are our clients. By providing such legal counsel, CMS Legal continuously maximizes the total value and efficiency of the services CMS provides.

The Illinois **Office of Internal Audit (IOIA)** is administratively housed within CMS pursuant to Executive Order 2003-10, but functionally reports to the Governor's Executive Audit Committee. The IOIA's mission is to provide the Governor and those entities under his jurisdiction independent, objective assurance and consulting services designed to add value by promoting a pro-active risk control environment based on accountability, professionalism, expertise, open communication and trust. Services provided by the IOIA include risk-based internal audits, objective assessment of non risk-based management requests for program, process, and control reviews, and specialized independent consulting services including expert opinions on risk and control issues. Altogether, the IOIA provides internal audit coverage and services for approximately 36 State entities and is divided into the following three divisions: 1. IT Audit Operations, Quality Assurance & Training, and Administration & Budget 2. Business Regulations & Labor Relations, Human Services & Grants, and Public Services 3. Economic Development, Environmental Regulation & Law Enforcement, and Government Services & Infrastructure.

**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. Annually 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.
    - c. Each year partner with managed health care vendors to provide managed care plans accessible to at least 99% of members residing in Illinois.
    - d. Continue to contract with a dental vendor to administer a self-funded indemnity dental program.
    - e. Offer vision benefits for all enrollees each year.
    - f. Increase enrollment in the Flexible Spending Accounts by 7% each year.
  2. Establish benchmarks, measures, and service expectations.
    - a. Resolve disputes between members and carriers within 30 days of notification.
    - b. Conduct 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. 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.
    - f. 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. Educate eligible enrollees regarding all benefit programs available through issuing educational materials prior to the annual benefits choice period.
  5. Provide appropriate technological infrastructure, tools, services, and resources to meet user needs.

**Source of Funds:** General Revenue Fund, Road Fund, Local Government Health Insurance Reserve Fund, Teachers Health Insurance Security Fund, Efficiency Initiatives Revolving Fund, Senior Citizen and Disabled Persons Prescription Drug Discount 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,163,245.8	\$2,546,297.7	\$3,093,375.9	\$2,871,547.1	\$3,210,210.4
* Total expenditures - state appropriated funds (in thousands)	\$1,979,589.2	\$2,317,300.4	\$2,793,375.9	\$2,609,138.7	\$2,894,210.4
* Average monthly full-time equivalents	109.0	82.0	103.0	101.0	111.0
<b><u>Output Indicators</u></b>					
* Number of QCHP (state) claims processed	2,473,346	3,458,511	3,000,000	3,064,513	3,200,000
* QCHP (state) health claims processed in dollars (in millions)	\$453.0	\$487.2	\$495.3	\$509.6	\$527.1
* Number of disputes resolved	3,879	4,658	4,600	4,374	4,000
* Number flexible spending account participants	7,568	8,075	8,400	6,839	7,250
* Deferred compensation - total dollars deferred (in millions)	\$150.6	\$163.5	\$140.0	\$133.7	\$134.0
* Number of deferred compensation participants	52,005	51,836	54,400	51,679	51,700
* Number of new deferred compensation participants	3,664	2,380	3,300	2,528	2,500
<b><u>Outcome Indicators</u></b>					
* Percent of employee and retiree members in managed care (state program)	48.9 %	50.1 %	51.1 %	49.6 %	51.1 %
* Percent Quality Care Health Plan (QCHP) (state) claims processed within 10 days	92.6 %	92.8 %	85 %	98 %	98 %
* Percent of state QCHP members residing within 25 miles of a Preferred Provider Organization (PPO) hospital	99.6 %	99.6 %	100 %	99.6 %	100 %

<b>Employee Benefits (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Percent of disputes resolved within 30 days of notification	70.3 %	87.6 %	75 %	75 %	80 %
* Percent of members satisfied with telephone inquiry with the state QCHP health claims administrator	78 %	88.3 %	82 %	86 %	88 %
* Percent of members satisfied with claims processing and service with the state QCHP health claims administrator	78 %	88.3 %	82 %	92 %	95 %
<b><u>External Benchmarks</u></b>					
* Number of deferred compensation investments exceeding benchmark - 1 year rolling return (Before fiscal year 2002, there were 10 total investments. Since fiscal year 2002, there are 12 total investments.)	6.0	6.0	12.0	7.0	12.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average monthly employee contribution for indemnity health insurance (state program) (in dollars)	\$37.29	\$40.43	\$43.43	\$43.61	\$43.79
* Average monthly employee contribution for managed care insurance (state program) (in dollars)	\$29.21	\$31.30	\$33.30	\$33.48	\$33.62
* Annual per employee cost of indemnity health insurance (state program) (in dollars)	\$5,059.00	\$5,136.00	\$5,874.00	\$5,732.63	\$6,511.67
* Annual per additional family cost for indemnity health insurance (state program) (in dollars)	\$11,434.00	\$11,702.00	\$13,335.00	\$13,609.68	\$15,425.39
* Annual cost per employee cost of managed care insurance (state program) (in dollars)	\$2,956.00	\$3,361.00	\$3,867.00	\$3,865.35	\$4,412.58
* Annual per additional family cost for managed care insurance (state program) (in dollars)	\$7,245.00	\$8,240.00	\$9,474.00	\$9,502.69	\$10,844.38
* Average monthly administrative cost per group insurance enrollee (state program) (in dollars) (a)	\$28.77	\$26.31	\$27.42	\$83.14	\$84.59
* Average monthly administrative cost per deferred compensation participant (state program) (in dollars)	\$22.48	\$26.03	\$25.45	\$24.23	\$24.25

**Footnotes**

(a) The Group Insurance Program for fiscal year 2004 showed a significant increase to its administrative costs due to costs associated with Public Act 93-0032 and Efficiency Initiatives.

**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. 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. Collaborate with agencies to implement technology standards.
    - a. Identify functional areas where the adoption of program standards would be beneficial.
  3. Promote opportunities for state employees to become aware of how technology may improve their jobs.
    - a. Develop classes, seminars and presentations to promote technology awareness among employees in non-technical positions.
  4. Prepare technology assessments for each CMS program.
    - a. Aid and support CMS Bureaus in their program assessments.
  5. Prior to submission of the Annual Management Plan, review and improve processes by mandate and agency policy.
  6. Establish benchmarks, measures and service expectations.
    - a. Annually, 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. Annually, each service area within Communications and Computer Services attends conferences to better understand benchmark options; requests benchmarks from professional associations or secures benchmarks from professional association journal articles or web sites.
  7. Manage resources and services efficiently to minimize costs.
    - a. Ensure that the state only pays reasonable prices for goods and services that it needs and for which it is responsible.
    - b. Ensure that the rates state government pays and the prices CMS charges for services are appropriate.
  8. 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.
  9. Fortify training options in state government.
    - a. Provide quality technical training opportunities for state employees.

**Source of Funds:** General Revenue Fund, Statistical Services Revolving Fund, Communications Revolving Fund, Efficiency Initiatives Revolving Fund, Wireless Service Emergency Fund, Wireless Carrier Reimbursement Fund

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$219,245.7	\$217,275.5	\$433,755.1	\$267,588.6	\$302,779.7
* Total expenditures - state appropriated funds (in thousands)	\$219,245.7	\$217,275.5	\$433,755.1	\$267,588.6	\$302,779.7
* Average monthly full-time equivalents	390.0	317.0	316.0	357.0	432.0
<b><u>Output Indicators</u></b>					
* Number of network data circuits managed	5,972	5,001	4,700	4,876	4,700
* Telecommunications Voice Orders (TSRs) processed/month	8,322	8,003	8,500	8,810	8,800
* Billed CPU hours/month (processor hours)	3,602	3,997	4,100	4,958	5,000
* Megabytes of Direct Access Storage Device (DASD) billed/month	7,950,363	9,194,246	9,500,000	11,854,359	12,000,000
<b><u>Outcome Indicators</u></b>					
* Percent mainframe transactions completed within 1 second	96.8 %	98 %	95 %	98.15 %	95 %
* Percent mainframe system availability	99.09 %	99.5 %	99 %	99.09 %	99 %
* Mean Time to Restore (MTTR) service (data network)(hrs.and minutes)	2.6	3.0	3.0	3.0	3.0
* MTTR service (voice network)(hrs.and minutes)	4.4	N/A	4.0	4.4	4.0
* Territory centrex monthly rate per line (in dollars)	\$14.00	\$14.00	\$10.00	\$14.00	\$10.85
<b><u>External Benchmarks</u></b>					
* Ameritech territory centrex monthly rate per line (in dollars)	\$22.64	\$22.80	\$22.80	\$22.64	\$22.64
* Mainframe application availability - industry goal is 98.0% to 99.5% (per Gartner Group Research)	98 %	98 %	98 %	98 %	98 %

**Communications and Computer Services (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Mainframe transactions completed within 2 seconds (per Gartner Group Research)	96.3 %	96.3 %	96.3 %	96.3 %	96.3 %
* Mean time to restore service (data network) (SBC) (hrs:mins)	3.3	3.3	3.3	3.3	3.3
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per megabyte of mainframe storage (in dollars)	\$0.06	\$0.04	\$0.04	\$0.04	\$0.04

**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:**
1. Establish benchmarks, measures and service expectations.
    - a. By April 2002, for each "service area" each program has met internal and external stakeholders at least once about the target/expectations and reports on service/targets expectations within each category.
    - b. By July 2003, for each "service area" each program attend s 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 at one external conference on its best practices or movements toward best practices.
  2. Manage resources and services efficiently to minimize costs.
    - a. By June 2002, and annually thereafter, programs' Bureaus, Division and other managers meet to determine which upcoming FY 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 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 that CMS charges for services are appropriate.
  3. Develop marketing strategy for CMS I-CYCLE.
    - a. Periodically determine what stakeholder problems exist and develop solutions by:
      - a.) Bureaus meet monthly to evaluate stakeholder feedback;
      - b.) Director's office meets quarterly to evaluate and give directions; and
      - c.) Conduct and analyze stakeholder surveys.

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

**Statutory Authority:** 20 ilcs 405/405-300

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$23,909.9	\$24,215.7	\$42,512.0	\$36,172.8	\$41,329.5
* Total expenditures - state appropriated funds (in thousands)	\$23,909.9	\$24,215.7	\$42,512.0	\$36,172.8	\$41,329.5
* Average monthly full-time equivalents	169.0	135.0	146.0	140.0	133.0
<b><u>Output Indicators</u></b>					
* Number of surplus properties sold/transferred	0.0	1.0	0.0	1.0	2.0
* Number of facilities participating in I-Cycle Program	240.0	248.0	248.0	251.0	255.0
* Number of daily special events scheduled	634.0	704.0	739.0	718.0	718.0
* Number of equipment items transferred out of State Surplus Warehouse	4,278	2,460	3,316	3,638	3,500
* Number of vehicles transferred out of State Surplus Warehouse	123.0	95.0	50.0	179.0	175.0
* Number of tenant improvement requests completed	32.0	12.0	12.0	5.0	10.0
* Number of tenant improvement requests completed within 60 days	20.0	7.0	7.0	1.0	5.0
* Number of work orders completed within 20 working days for CMS operated facilities.	16,728	17,300	17,300	20,247	20,250
* Number of items sold via I-Bid	N/A	N/A	954.0	954.0	1,600
* Number of Registered bidders for I-Bid Program	N/A	N/A	4,580	4,580	6,000
<b><u>Outcome Indicators</u></b>					
* Percent of real estate customers responding "satisfactory" or better to the customer satisfaction survey	95.29 %	87.65 %	85 %	N/A	85 %
* Percent increase/decrease of special events between fiscal years.	-1.6 %	11.04 %	5 %	2.92 %	2 %
* Percent of surplus property warehouse facilities customers responding "satisfactory" or better to the customer satisfaction survey	99.5 %	98.25 %	85 %	N/A	80 %
* Percent of regional office buildings' (including JRTC & SOIB) office managers responding "satisfactory" or better to the customer satisfaction survey	75.25 %	84.63 %	80 %	N/A	80 %
* Average percent of work orders completed within 20 working days at CMS-operated facilities.	93.27 %	93.04 %	90 %	91 %	90 %

<b>Property Management (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* CMS downtown Chicago lease rate (\$/sq. ft.) (in dollars)	\$18.17	\$19.53	\$19.53	\$21.12	\$21.12
<b><u>External Benchmarks</u></b>					
* Compare the inc./dec. in events scheduled through the Chicago Convention and Tourism Bureau (CCTB). (Data are for calendar year).	-3.85 %	N/A	N/A	8.43 %	8.43 %
* Building Owners & Managers Association (BOMA) downtown Chicago lease rates (calendar year 1999-\$/sq. ft.) (in dollars)	\$27.86	\$27.52	\$27.52	\$26.07	\$26.07
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* JRTC building operating expenses (\$/sq. ft.) (in dollars) (a)	\$4.70	\$5.08	\$5.08	\$8.21	\$8.21
* SOIB building operating expenses (\$/sq. ft.) (in dollars) (a)	\$5.27	\$5.87	\$5.87	\$7.84	\$7.84
<b><u>External Benchmarks</u></b>					
* BOMA downtown Chicago building operating expenses (calendar year 1999 \$/sq. ft.) (in dollars)	\$5.31	\$7.02	\$7.02	\$9.12	\$9.12

**Footnotes**

(a) In fiscal year 2003, security costs were not included in the total operation expenses for each facility. Also, the cost was figured using the total gross building area at each facility. In 2004, \$1,975,316 in security costs for the JRTC and \$282,596 in expenses for the MABB were included; and, the operation cost per square foot was calculated using only the rentable area of each facility. This accounts for the significant increase in operation expenses between fiscal year 2003 and fiscal year 2004. If fiscal year 2004 costs were calculated using the same categories of expenses as fiscal year 2003, the JRTC operating expenses would be \$5.19 and the MABB operating expenses would be \$5.40 per square foot. The slight increase in operating expenses at the JRTC is due to small increases in utilities, and repair and maintenance of the facility. The decrease in operating expenses at the MABB is due to decreases in cleaning and administrative expenses.

**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 15 classes annually and continue or expand ASE certification for technicians.
    - b. Ensure managers and supervisors are provided on-going management training.
    - c. Ensure agency vehicle coordinators receive training on changes to fleet and policies/procedures as per recommendations of the Fleet Efficiency study.
  2. Establish benchmarks, measures and service expectations.
    - a. 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.
  3. Manage resources and services efficiently to minimize costs.
    - a. Ensure the rates Illinois State Government pays and the prices CMS charges for service are appropriate.
    - b. Bureau, Division and other managers to 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 the Strategic Plan and appropriation information; and how cash flow can be adequately maintained considering standard and alternative funding and service delivery options.
    - c. Realize savings of \$3.6 million as a result of Fleet Efficiency Study recommendations.
    - d. Maintain a vehicle return rate less than or equal to 0.4% annually.
    - e. Update preventive maintenance schedules for agency vehicles.
    - f. Maintain a mechanic productivity rate of at least 100% during fiscal year 2004.
    - g. Maintain a mechanic utilization rate above industry standard during fiscal year 2004.
    - h. Meet with the Illinois Department of Transportation (IDOT) representatives at least four times during fiscal year 2004 to discuss cash flow issues.
  4. Improve the communication level and quality of information on programs and services provided and accomplishments achieved by CMS.
    - a. Improve coordination of the vehicle procurement process each fiscal year.
    - b. Conduct at least two meetings with major state agency vehicle coordinators each fiscal year to provide continuous evaluation and feedback, and to improve overall communication.
    - c. Provide regular updates to website information.
  5. Provide for timely and continuous stakeholder feedback.
    - a. Re-activate Planning Panel Committee to identify internal stakeholder needs.
    - b. Focus group meetings with agency representatives to obtain feedback on changes impacting the state vehicle fleet.
  6. Provide for appropriate technological infrastructure, tools, services, and resources to meet user needs.
    - a. Develop timeline for FleetAnywhere Project.
    - b. Implement Fleet Focus FleetAnywhere during the first quarter of calendar year 2005.
  7. Effectively recruit and select employees to meet such targeted needs as retiring employees, high-growth occupations and diversified employment.
    - a. Determine whether the three options for the automotive mechanic test are appropriate.
  8. Manage employee benefits program that promotes and maintains individual well-being.
    - a. Ensure safe work environment for Division of Vehicles employees.

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$33,300.9	\$32,862.7	\$42,823.8	\$31,629.9	\$34,715.0
* Total expenditures - state appropriated funds (in thousands)	\$33,300.9	\$32,862.7	\$42,823.8	\$31,629.9	\$34,715.0
* Average monthly full-time equivalents	210.0	188.0	188.0	184.0	146.0
<b><u>Output Indicators</u></b>					
* Gallons of gasohol sold	1,713,176	1,447,233	1,200,000	1,300,506	1,200,000
* Number of daily motor pool rentals	8,171	6,306	6,500	5,727	3,000
* Total state garage billings (in thousands)	\$26,392.0	\$25,700.0	\$22,300.0	\$24,883.0	\$24,000.0
<b><u>Outcome Indicators</u></b>					
* Satisfaction Rating for Motor Pool Services (scale: 1=poor, 5=excellent)	4.1	4.0	3.7	N/A	N/A
* Daily rate for motor pool vehicle use (in dollars)	\$58.71	\$67.36	\$62.00	\$65.00	\$65.00
* Mechanic productivity rate (actual time to complete a job compared to industry standard. Industry flat rate standard is 100%.)	104.43 %	103.9 %	104 %	104.1 %	104 %
* Percent savings to state agencies - DOV mechanical labor rate per hour vs. industry average (for passenger vehicles).	8.65 %	10 %	10 %	11 %	10 %

<b>Vehicle Services (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Percent savings on short-term car rentals (1 day) - DOV vs. contract vendor rate.	-8.78 %	0 %	-19.4 %	-19.4 %	N/A
* Percent savings on short-term car rentals (1 day) - DOV vs. personal vehicle.	-10.14 %	0 %	-17 %	-17 %	-15.5 %
* 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)	77.63 %	79.3 %	75 %	79.3 %	75 %
<b><u>External Benchmarks</u></b>					
* Fleet vehicle purchase compliance - EPACT (example: model year 2000=fiscal year 2001)	50 %	75 %	75 %	75 %	75 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* DOV mechanical labor rate per hour (in dollars)	\$57.00	\$61.00	\$65.00	\$65.00	\$70.00
<b><u>External Benchmarks</u></b>					
* Industry average mechanical labor rate per hour (source: National Automobile Dealers Association)	\$62.40	\$68.00	\$68.00	N/A	N/A

**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 states 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. Continue to improve the Early Intervention Program and work with the Illinois Department of Transportation and the Illinois Department of Corrections to expand the program.
  2. Establish benchmarks, measures, and service expectations.
    - a. Work with the Office of the Attorney General to improve methods of processing indemnity payments and projecting liabilities during the 4th Quarter of fiscal year 2004.
    - b. Conduct training sessions for Auto Liability coordinators during the 4th Quarter of fiscal year 2004.
  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, Auto Liability, and Representation and Indemnification; and develop budget and supplemental appropriation requests.
    - c. Investigate, evaluate, and negotiate equitable settlements during fiscal year 2004 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 to assist with managing medical costs and to facilitate return to work.
    - 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 customary screens to contribute to an overall medical cost containment savings of 20%.
    - j. Expand the Workers' Compensation Hospital PPO Network during fiscal year 2004 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 2004.
    - l. Conduct an audit of the Workers' Compensation Programs administered by CMS and the Devolved Agencies to determine if the programs should be consolidated.
    - 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. Work with the Bureau of Communications and Computer Services (BCCS) personnel to design and install during fiscal year 2004 electronic running notes and diary features in the Workers' Compensation program to improve adjuster workflow efficiencies.
    - b. Implement the new Auto Liability Automation System during Fiscal Year 2004.

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected(a,b)</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$28,915.9	\$30,376.1	\$25,412.6	\$24,344.6	\$44,846.4
* Total expenditures - state appropriated funds (in thousands) (a)	\$28,915.9	\$30,376.1	\$25,412.6	\$24,344.6	\$44,846.4
* Average monthly full-time equivalents (b)	17.0	11.0	13.0	14.0	16.0
* Total Workers' Compensation Spending (in thousands) (b)	\$25,686.5	\$41,079.2	\$35,802.5	\$33,703.3	\$37,764.4
<b><u>Output Indicators</u></b>					
* Number of Workers' Compensation injuries.	2,407	2,325	2,441	2,365	2,300
* Average Days to Report Workers' Compensation Accident (c)	20.0	17.7	15.0	27.1	15.0
* Percent of workers' compensation cases found compensable within 45 days. (d)	81.5 %	52.77 %	62 %	40.02 %	62 %
* Number of independent medical evaluations performed.	172.0	97.0	170.0	145.0	170.0
* Percent utilization of PPO networks	60.79 %	52.8 %	64 %	72.25 %	64 %

<b>Risk Management (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Number of injured employees returned to work at modified duty	120.0	106.0	115.0	93.0	115.0
* Number of motor vehicle liability claims. (e)	2,122	2,019	2,244	1,682	1,682
* Non-litigated vehicle liability claims closed. (f)	2,049	1,885	2,270	1,577	1,500
<b><u>Outcome Indicators</u></b>					
* Annual change in Workers' Compensation spending (g)	5.86 %	10.6 %	-5.54 %	-17.95 %	12.05 %
* Savings resulted from Workers' Compensation Physicians PPO Network (in dollars)	\$1,125,150.00	\$1,346,433.00	\$1,200,000.00	\$1,605,497.00	\$1,260,000.00
* Percent of medical cost containment savings to total medical program cost	27.42 %	13.52 %	20 %	18.25 %	18.25 %
* Percent of workers' compensation claims paid within 90 days (h)	81.3 %	91.27 %	70 %	97.94 %	70 %
* Workers' compensation coordinator satisfaction with training and communication (on a scale of 1 to 5, 5 being very satisfied) (i)	4.8	4.2	4.3	N/A	4.5
* Percent of Workers' Compensation claimants with a satisfied/very satisfied rating of the early intervention program. (j)	88 %	93 %	92 %	N/A	92 %
* Percent of vehicle liability claimants contacted within 5 calendar days	80.8 %	77 %	85 %	91 %	85 %
* Average days to close a vehicle liability case (bodily injury and property damage) (k)	70.8	62.3	80.0	170.4	80.0
* Auto vehicle liaison satisfaction with training and communication (on a scale of 1 to 5, 5 being very satisfied).	4.8	4.6	4.5	4.7	4.5
* Number of state agencies/universities using the master policies	64.0	64.0	65.0	65.0	65.0
* Timely and accurate processing indemnity expenses and awards within a 20 business day period. (l)	85.98 %	72.3 %	90 %	91.5 %	90 %
<b><u>External Benchmarks</u></b>					
* Annual change in the Consumer Price Index.	1.8 %	2.58 %	2.13 %	2.2 %	2.3 %

**Footnotes**

- (a) The projected fiscal year 2005 Target includes expenditures for Worker's Compensation, Auto Liability, and Representation and Indemnification. The increased expenditures reflect the transfer of Group Insurance funds into a newly established Work Comp Revolving fund to cover medical expenses.
- (b) The Worker's Compensation Programs administered by DHS, IDOC, IDOT, ISP and CMS were consolidated 9/1/2004; however, staffing, and fund appropriations reflect pre-consolidation targets for fiscal year 2005.
- (c) The Early Intervention Program Vendor Partner will provide additional training to Work Comp Agency Coordinators and disseminate information to state employees to improve accident reporting. The Early Intervention Program will be expanded during fiscal year 2005 to IDOT and IDOC.
- (d) Decline in cases found compensable within 45 days reflects the reduction of staff in the Workers' Compensation Unit. The Unit lost 50% of its staff during the Early Retirement Incentive (ERI) Program.
- (e) The total number of vehicle accidents during fiscal year 2004 is related to the reduction of the State's Motor Vehicle Fleet and smaller work force in State government. The actual percentage of claims closed to the number of new claims was 94%.
- (f) Fewer Auto Liability cases (440) were reported during fiscal year 2004 resulting in fewer cases closed.
- (g) Fiscal year 2004 Workers' Compensation Revolving Fund receipts and surplus funds in the Group Insurance Medical Fund will be used to offset fiscal year 2005 liabilities.
- (h) Ample funding in Worker's Compensation was available to process medical payments.
- (i) The Annual Workers' Compensation Conference was not held because of inadequate staff resources. Training will be scheduled during fiscal year 2005 to implement electronic reporting for the Early Intervention Program.
- (j) The Early Intervention Program Survey was deferred until fiscal year 2005 because of the Workers' Compensation consolidation efforts. A survey will be scheduled during fiscal year 2005.
- (k) The decline in performance reflects the reduction of staff in the Auto Liability Unit. The Unit lost 50% of its staff during the Early Retirement Initiative.
- (l) Risk Management worked closely with the Attorney General's Office to improve processing. Also, ample funding was available to cover final settlements and legal expenses.

# GOVERNMENT SERVICES: STATE EMPLOYEES' RETIREMENT SYSTEM

<b>State Employees Retirement System</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Pension Bonds	\$0.0	0.0	\$1,385,895.0	0.0
Benefit Administration	\$17,311.9	74.0	\$6,086.4	81.0
<b>Totals</b>	<b>\$17,311.9</b>	<b>74.0</b>	<b>\$1,391,981.4</b>	<b>81.0</b>

## Mission and Organization

The State Employees' Retirement System is the administrator of a single employer, defined benefit public employee retirement system (PERS) established and administered by the State of Illinois to provide pension benefits for its employees.

Membership is automatic for most state employees who are not eligible for another state-sponsored retirement plan.

Generally, anyone entering state service, except those in positions subject to membership in other state-sponsored retirement systems, persons employed after June 30, 1979, as public service employment program participants under the Federal CETA program, and enrollees in the Illinois Young Adult Conservation Corps, become members of the System upon completion of six months of service.

Employees appointed by the Governor and requiring confirmation by the State of Illinois Senate may elect to become members of the System.

Participating members contribute specified percentages of their salaries for retirement annuities and survivors' annuities in accordance with Chapter 40, Section 5/14-133 of the Illinois Compiled Statutes (ILCS).

Contributions are excluded from gross income for Federal and State income tax purposes. The total contribution rate is 4% if the member is covered by Social Security and 8% if the member is not covered. Certain employment categories which are eligible for benefits under alternative formulas contribute at the rate of 8½ %

or 12½ % depending upon whether or not the employee is covered by Social Security. Participant contributions are fully refundable, without interest, upon withdrawal from state employment.

The State of Illinois is obligated to make payment for the required departmental employer contributions, all allowances, annuities, any benefits granted under Chapter 40, Article 5/14 of the ILCS and all administrative expenses of the System to the extent specified in the ILCS. State law provides that the employer contribution rate be determined based upon the results of each annual actuarial valuation.

On July 2, 2003, SERS received \$1.386 billion in bond proceeds from the State of Illinois. These funds represented a portion of the \$10 billion of general obligation bonds issued by the State of Illinois for the purpose of reducing the unfunded liabilities for State Employees' Retirement System, Teachers' Retirement System, State Universities Retirement System, General Assembly Retirement System, and Judges' Retirement System.

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 statute for fiscal year 1999 through 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. SERS's funded ratio will be 90 percent at the end of the 50-year period.

**Benefit Administration**

**Mission Statement:** To provide an orderly means whereby aged or disabled employees may be retired from active service, without prejudice or hardship and to enable the employees to accumulate reserves for themselves and their dependents for old age, disability, death, and termination of employment, thus effecting economy and efficiency in the administration of the state government.

- Program Goals: Objectives:**
1. To insure timely and accurate payments to eligible recipients:
    - A) Receive, approve, voucher and mail new benefit requests according to a predetermined timetable;
    - B) Maintain benefit rolls on a regular monthly schedule assuring continuing eligibility
      - a. Insure timely and accurate payments to eligible recipients.
  2. Maximize the accumulation of assets necessary to meet an increasing level of future liability resulting from an expanding benefit roll:
    - A) Increase assets of the plan based on a standard actuarial cost method.
    - B) Process cash receipts to achieve optimum
      - a. Obtain current status of the fund and future contribution requirements from the actuary each fiscal year.
      - b. Certify and communicate the current contribution request to GOMB, the Governor, and legislative leadership by a specific date prior to the appropriation year.
      - c. Monitor activities of the Comptroller's Office to assure deposit of payroll warrants.
      - d. Process deposits within the timetables established in state law.
      - e. Develop a transfer schedule semiannually based upon cash flow requirements and communicate the schedule to the ISBI.
  3. Maintain accurate and current accounting records to control SERS's assets and to report the fund's status:
    - A) Maintain subsidiary accounts to reflect accurate and timely recording and collection of contributions from employers and members.
    - B) Maintain
      - a. Perform reconciliations as required to balance payroll information received from the Comptroller's Office with internally generated information. Once the reconciliations have been completed, update the subsidiary records accordingly.
      - b. Prepare billing statements for balances due from employers on an as needed basis.
      - c. Post individual member account data to the Member Data Base following receipt of payroll tapes from the Comptroller's Office. Compute amount due and compare with amount paid. Notify member/agency of any shortages.
      - d. Post Interoffice Transactions to the Member Data Base to reflect any nonpayroll transactions in a timely manner and upon receipt of all data necessary to record the transaction.
      - e. Reconcile revenue and disbursement accounts with the Comptroller's Office on a monthly basis.
      - f. Publish the annual financial report of SERS by the end of December of that calendar year.
      - g. Prepare an annual benefit statement to the SERS membership by August 1 of each year.
      - h. Prepare monthly, quarterly, and annual financial reports for management, as required.
  4. Expedite processing of informational requests received by SERS and assure accuracy and consistency in the resulting action taken:
    - A) Respond to general requests within a specified timeframe.
    - B) Respond to specific requests within a specific timeframe
      - a. Provide written or verbal responses, as appropriate, to the requests from members involving service purchases, reciprocal service credit requests, pension estimates, statement of account, etc.
      - b. Transmit any notice of litigation to the Attorney General's Office within agency specified timeframes. Requests for subpoenas and QILDRO's (Qualified Illinois Domestic Relations Orders) should be responded to within the agency specified timeframes.
  5. To provide a basic understanding and appreciation of the current and potential benefits associated with membership in SERS:
    - A) Implement a communication program to report each member's and annuitant's current status and to provide information of current
      - a. Distribute annual benefit statements for each active and inactive member, annuitant, and survivor on an annual basis.
      - b. Publish semiannual newsletters for active members and quarterly newsletters for benefit recipients in accordance with a regular schedule to include, but not be limited to, annual legislative changes, annual financial summaries, legal notices, group insurance information, and general information.
      - c. Provide benefit information throughout the state to all agencies upon request. Conduct pre-retirement and post-retirement seminars throughout the year.
      - d. Publish and distribute biannually, a general information booklet to all active members reflecting the total plan summary as of the publication date. Booklets should be sent to all new state employees with 30 days after becoming a member of SERS.
      - e. Administer to the maintenance/updating of SERS manuals, flowcharts, rules, bulletins, forms, etc. in order to meet the needs of SERS employees.

**Source of Funds:** State Pensions Fund, State Employees Retirement System Fund, State Employees Retirement Excess Benefit Fund

**Statutory Authority:** 40 ILCS 5/14

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b>Input Indicators</b>					
* Total expenditures - all sources (in thousands)	\$639,689.0	\$868,078.0	\$0	\$998,337.0	\$1,049,000.0
* Total expenditures - state appropriated funds (in thousands)	\$10,418.7	\$17,311.9	\$0	\$6,086.4	\$65,932.9
* Average monthly full-time equivalents	83.0	74.0	0.0	81.0	83.0
* Member Contributions (in millions)	\$196.9	\$285.2	\$171.0	\$199.8	\$169.4
* Employer contributions (in millions)	\$386.1	\$396.1	\$412.6	\$1,864.7	\$432.3
* Investment Income (in millions)	-\$546.1	\$15.0	\$164.0	\$1,421.9	\$836.4
* Total Expenses (in millions)	\$639.7	\$868.1	\$1,013.7	\$998.3	\$1,028.5

**Benefit Administration (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Benefit Expenses (in millions)	\$617.9	\$831.5	\$993.4	\$978.2	\$1,007.6
<b><u>Output Indicators</u></b>					
* Number of Active Members	81,680	70,192	N/A	70,621	N/A
* Number of retiree benefit payments (monthly)	32,424	42,405	N/A	42,307	N/A
* Number of survivor payments (monthly)	9,981	10,041	N/A	10,036	N/A
* Number of disability payments (monthly)	2,152	1,929	N/A	1,955	N/A
<b><u>Outcome Indicators</u></b>					
* Days to process retirement claim	36.8	36.1	N/A	29.9	N/A
* Days to process refund request	12.1	12.2	N/A	12.5	N/A
* ISBI Investment return	-6.9 %	0.3 %	N/A	16.4 %	N/A
<b><u>External Benchmarks</u></b>					
* Investment return- U.S. Equities- 1 Year Benchmark Wilshire 5000 Index	-16.6 %	1.3 %	0.3 %	21.2 %	N/A
* Investment return- International Equities, 1 year MS EAFE Index	-9.2 %	-6.1 %	N/A	32.9 %	N/A
* Investment return- Fixed Income, 1 year Lehman U.S. Univ. Bond Index	7.7 %	11.5 %	N/A	1 %	N/A
* Investment return- Real Estate, 1 year NCREIF Real Estate Index	5.9 %	5.2 %	N/A	9.7 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Administrative Expense per Member (in dollars) (in dollars)	\$93.33	\$117.12	N/A	\$108.94	N/A
* Administrative Expense as a % of Total Expenses	1.19 %	0.95 %	N/A	0.77 %	N/A

# GOVERNMENT SERVICES: CAPITAL DEVELOPMENT BOARD

<b>Capital Development Board</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Awards and Grants and Permanent Improvements	\$1,003,087.0	0.0	\$757,511.0	0.0
Construction Administration	\$12,832.2	168.7	\$11,624.5	146.5
School Construction Grants	\$536.5	7.5	\$460.7	4.5
<b>Totals</b>	\$1,016,455.7	176.2	\$769,596.2	151.0

## 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 bi-partisan, seven-member board that deliberates matters of policy, approves selections of design professionals through the 1991 Qualifications-Based Selection Act, and sets the direction for the agency.

**Construction:** The CDB manages about 600 projects annually at a value of approximately \$1.7 billion. 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:** CDB is responsible for administering the School Construction Grant Program. Funding for this program expired at the end of the 2004 fiscal year. Future funding was deferred to the fall session of the General Assembly.

**Construction Administration**

**Mission Statement:** CDBs mission is to manage the design and construction of capital projects for the State in a timely, effective and economical manner, while spreading opportunities among qualified industry partners

- Program Goals:**
- Objectives:**
1. Develop Cost Saving Initiatives
    - a. Reduce spending on changes that are proposed after all parties have agreed to the budget and the solution
  2. Deliver Projects on Schedule
    - a. Implement steps to increase compliance with the design schedule
    - b. Implement steps to increase compliance with the construction schedule
  3. Provide Accountable Project Management
    - a. Ensure that poor industry performance leads to meaningful actions
  4. Provide Work Opportunities for Varied Industry Partners
    - a. Provide opportunities for minorities and females to obtain work
    - b. Initiate Project Labor Agreements
  5. Support the State's Economic Development Plan
    - a. Take steps to increase the amount of money spent on Illinois materials used on CDB projects
    - b. Monitor Opportunity Returns projects announced by the Governor

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$13,354.9	\$12,832.2	\$13,017.6	\$11,624.5	\$13,371.7
* Total expenditures - state appropriated funds (in thousands)	\$13,354.9	\$12,832.2	\$13,017.6	\$11,624.5	\$13,371.7
* Average monthly full-time equivalents	189.0	168.7	154.0	146.5	148.0
<b><u>Output Indicators</u></b>					
* Number of design contracts processed	255.0	142.0	100.0	142.0	100.0
* Number of active projects	1,003	794.0	650.0	599.0	500.0
* Value of projects in construction phase (in millions)	\$1,136.8	\$1,218.9	\$750.0	\$747.6	\$800.0
<b><u>Outcome Indicators</u></b>					
* Percent of selections that are MBE/FBE firms (a)	28.8 %	26.3 %	26 %	33 %	30 %
* Percent of change orders to contract value	8.5 %	6.96 %	7 %	5.54 %	7 %
* Average Variation from Planned Schedule for Design Phase	N/A	N/A	30 %	40.5 %	30 %
* Average Variation from Planned Schedule for Construction Phase	N/A	65.9 %	30 %	67.9 %	30 %
* Percent of Labor Hours that are Minority or Female	13.26 %	16.8 %	15 %	17.54 %	15 %
* Percent of Total Dollars Contracted to MBE/FBE Firms (a)	12.5 %	14.1 %	15 %	11.1 %	15 %

**Footnotes**

(a) MBE/FBE firms and Minority Business Enterprise and Female Business Enterprise firms.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$579.0	\$536.5	\$500.0	\$460.7	\$600.0
* Total expenditures - state appropriated funds (in thousands)	\$579.0	\$536.5	\$500.0	\$460.7	\$600.0
* Average monthly full-time equivalents	7.0	7.5	5.0	4.5	7.0
<b><u>Output Indicators</u></b>					
* Dollar amount of grants made (in thousands)	\$740,000.0	\$500,000.0	\$500,000.0	\$500,000.0	\$500,000.0
* Number of grants made	110.0	71.0	71.0	71.0	70.0
* Number of applicants in pool	204.0	160.0	160.0	160.0	217.0
* Number of grant surveys performed	131.0	5.0	5.0	5.0	120.0
<b><u>Outcome Indicators</u></b>					
* Customer satisfaction score for adequate information. (Scale of 1-10)	76 %	75 %	80 %	78 %	80 %
* Customer satisfaction score for interpreting state share.(Scale of 1-10)	88 %	91 %	90 %	88 %	90 %
* Customer satisfaction score for technical assistance.(Scale of 1-10)	86 %	87 %	87 %	91 %	87 %
* Customer satisfaction score for assisting in time for referendum.(Scale of 1-10)	89 %	89 %	90 %	87 %	90 %
* Customer satisfaction score for timely payment.(Scale of 1-10)	87 %	91 %	90 %	85 %	90 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Total grants/program cost (in dollars)	\$1,278.00	\$932.00	\$1,000.00	\$1,085.20	\$833.33

# GOVERNMENT SERVICES: SUPREME COURT

<b>Supreme Court</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Circuit Court	\$157,063.6	1,495.0	\$166,520.8	1,482.0
Probation Services	\$69,700.5	29.0	\$69,609.6	29.0
Appellate Court	\$29,070.5	351.0	\$29,666.7	354.0
Supreme Court	\$10,382.1	133.0	\$10,328.7	131.0
Administrative	\$8,989.6	90.0	\$9,349.6	87.0
Mandatory Arbitration	\$5,048.8	24.0	\$4,680.6	21.0
<b>Totals</b>	<b>\$280,255.1</b>	<b>2,122.0</b>	<b>\$290,156.0</b>	<b>2,104.0</b>

## 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 probation officers and related services.

### 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:** 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$5,095.2	\$5,048.8	\$9,921.6	\$4,680.6	\$13,201.9
* Total expenditures - state appropriated funds (in thousands)	\$5,095.2	\$5,048.8	\$9,921.6	\$4,680.6	\$13,201.9
* Average monthly full-time equivalents	20.0	24.0	26.0	21.0	26.0
<b><u>Output Indicators</u></b>					
* Civil cases placed on calendar	35,832	39,472	N/A	40,964	N/A
<b><u>Outcome Indicators</u></b>					
* Number of civil cases disposed prior to hearing	17,108	19,889	N/A	20,680	N/A
* Percent of cases disposed prior to hearing (a)	47.7 %	50.4 %	N/A	50.5 %	N/A
* Number of post-hearing dispositions (b)	8,898	8,674	N/A	4,536	N/A
* Number of post-rejection dispositions (c)	3,317	3,375	N/A	2,814	N/A
* Number of civil cases proceeded to trial (d)	843.0	903.0	N/A	657.0	N/A
* Percent of civil cases proceeded to trial	2.4 %	2.3 %	N/A	1.6 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per civil case filed (in dollars)	\$142.00	\$128.00	N/A	\$114.00	N/A

**Footnotes**

- (a) Civil cases in which the litigants reach a mutual agreement prior to an arbitration hearing.
- (b) 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.
- (c) Cases in which the litigants reach a mutual agreement prior to a trial.
- (d) Civil cases which have passed through the arbitration process without reaching an agreement.

**Probation Services**

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

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

**Objectives:**

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

**Statutory Authority:** 730 ILCS 110/15

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$78,962.9	\$70,144.2	\$70,324.8	\$69,966.9	\$61,580.0
* Total expenditures - state appropriated funds (in thousands)	\$78,610.7	\$69,700.5	\$69,768.7	\$69,609.6	\$61,398.7
* Average monthly full-time equivalents	28.0	29.0	30.0	29.0	31.0
<b><u>Output Indicators</u></b>					
* Number of training events held for adult probation officers (b)	9.0	11.0	N/A	9.0	N/A
* Number of training events held for juvenile probation officers (c)	11.0	26.0	N/A	35.0	N/A
* Number of training events held for detention probation officers (d)	2.0	4.0	N/A	3.0	N/A
* Number of probation officers who received basic training (e)	278.0	140.0	N/A	131.0	N/A
* Number of supervised probationers (f)	117,044	115,138	N/A	118,929	N/A
* Number of training events non-specific (adult, detention) (g)	N/A	19.0	N/A	39.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of probation terms successfully completed: Adult	71.9 %	72.3 %	N/A	73.8 %	N/A
* Percent of probation terms revoked: Adult	13.8 %	13.5 %	N/A	13 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average caseload per probation officer: Adult	95.0	94.0	N/A	98.0	N/A
* Average caseload per probation officer: Juvenile	27.0	26.2	N/A	25.9	N/A
* Average annual cost per offender: Standard (in dollars)	\$373.00	\$346.00	N/A	\$343.00	N/A
* Average annual cost per offender: DUI specialized (in dollars)	\$525.00	\$426.00	N/A	\$285.00	N/A
* Average annual cost per offender: Intensive supervision (in dollars)	\$2,858.00	\$2,591.00	N/A	\$2,847.00	N/A
* Average annual cost per offender: Juvenile Detention (in dollars)	\$2,087.00	\$1,875.00	N/A	\$1,981.00	N/A

**Footnotes**

- (a) Additional funding is provided by local governments for operating costs.
- (b) In fiscal year 2002, there were 9 events specifically for adult probation officers with a total of 299 participants. In fiscal year 2003, there were 11 events specifically for adult probation officers with a total of 495 participants. In fiscal year 2004, there were 9 events specifically for adult probation officers with a total of 1,144 participants.
- (c) In fiscal year 2002, there were 11 events specifically for juvenile probation officers with a total of 446 participants. In fiscal year 2003, there were 26 events specifically for juvenile probation officers with a total of 851 participants. In fiscal year 2004, there were 35 events specifically for juvenile probation officers with a total of 900 participants.
- (d) In fiscal year 2002, there were 2 events specifically for detention officers with a total of 30 participants. In fiscal year 2003, there were 4 events specifically for detention officers with a total of 88 participants. In fiscal year 2004, there were 3 events specifically for detention officers with a total of 64 participants.
- (e) In fiscal year 2002, there were 12 week long basic training events specifically for probation/detention officers. In fiscal year 2003, there were 6 week long basic training events specifically for probation/detention officers. In fiscal year 2004, there were 6 week long basic training events specifically for probation/detention officers with a total of 131 participants.
- (f) Data includes adult and juvenile probationers on standard probation and specialized probation caseload as of the end of fiscal year (June 30). It does not include juveniles in detention.
- (g) In fiscal year 2003, there were 19 non-specific events which could be attended by any probation or detention staff with a total of 672 participants. In fiscal year 2004, there were 39 non-specific events which could be attended by any probation or detention staff with a total of 1,073 participants.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$28,333.4	\$29,070.5	\$29,983.2	\$29,666.7	\$33,953.0
* Total expenditures - state appropriated funds (in thousands)	\$28,333.4	\$29,070.5	\$29,983.2	\$29,666.7	\$33,953.0
* Average monthly full-time equivalents	349.0	351.0	362.0	354.0	366.0
<b><u>Output Indicators</u></b>					
* Number of case opinions issued (a)	970.0	1,043	N/A	956.0	N/A
* Number of Rule 23 Orders issued (b)	4,887	5,044	N/A	4,539	N/A
* Total cases filed	8,511	8,345	N/A	8,123	N/A
* Number of civil cases filed	4,515	4,585	N/A	4,453	N/A
* Number of criminal cases filed	3,996	3,760	N/A	3,670	N/A
<b><u>Outcome Indicators</u></b>					
* Total cases disposed	9,148	9,190	N/A	8,766	N/A
* Percent of civil cases disposed	53.4 %	51.5 %	N/A	54 %	N/A
* Percent of criminal cases disposed	46.6 %	48.5 %	N/A	46 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average caseload per Judicial Officer	164.0	157.0	N/A	150.0	N/A
* Average cost per case filed (in dollars)	\$3,329.00	\$3,484.00	N/A	\$3,652.00	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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$10,483.6	\$10,382.1	\$11,393.5	\$10,328.7	\$13,091.0
* Total expenditures - state appropriated funds (in thousands)	\$10,483.6	\$10,382.1	\$11,393.5	\$10,328.7	\$13,091.0
* Average monthly full-time equivalents	135.0	133.0	147.0	131.0	148.0
<b><u>Output Indicators</u></b>					
* Number of attorneys overseen by the Supreme Court	75,047	76,374	N/A	78,034	N/A
* Number of attorneys awarded licenses	2,546	2,593	N/A	2,663	N/A
* Number of new corporations, associations, and limited partnerships	246.0	294.0	N/A	630.0	N/A
* Number of license renewals for corporations, associations, and limited partnerships	3,026	3,053	N/A	3,234	N/A
* Number of new Supreme Court Rules adopted	0.0	2.0	N/A	6.0	N/A
* Number of amended Supreme Court Rules	26.0	34.0	N/A	18.0	N/A
* Total cases filed	3,225	3,096	N/A	3,130	N/A
* Number of Miscellaneous Record cases filed (a)	633.0	618.0	N/A	709.0	N/A
* Number of Miscellaneous Docket cases filed (b)	224.0	170.0	N/A	237.0	N/A
* Number of civil cases filed	796.0	774.0	N/A	805.0	N/A
* Number of criminal cases filed	1,572	1,534	N/A	1,379	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of attorneys disciplined	0.15 %	0.18 %	N/A	0.21 %	N/A
* Total cases disposed	2,602	3,524	N/A	3,264	N/A
* Percent of Miscellaneous Record cases disposed	22.6 %	19.4 %	N/A	21.5 %	N/A
* Percent of Miscellaneous Docket cases disposed	9.9 %	4.7 %	N/A	7 %	N/A
* Percent of civil cases disposed	28.6 %	21.9 %	N/A	24.3 %	N/A
* Percent of criminal cases disposed	38.9 %	54 %	N/A	47.2 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average caseload per Judicial Officer	461.0	442.0	N/A	447.0	N/A
* Average cost per case filed (in dollars)	\$3,251.00	\$3,353.00	N/A	\$3,299.00	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:** 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.  
**Objectives:**

**Source of Funds:** General Revenue Fund, Mandatory Arbitration Fund

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$5,095.2	\$5,048.8	\$9,921.6	\$4,680.6	\$13,201.9
* Total expenditures - state appropriated funds (in thousands)	\$5,095.2	\$5,048.8	\$9,921.6	\$4,680.6	\$13,201.9
* Average monthly full-time equivalents	20.0	24.0	26.0	21.0	26.0
<b><u>Output Indicators</u></b>					
* Civil cases placed on calendar	35,832	39,472	N/A	40,964	N/A
<b><u>Outcome Indicators</u></b>					
* Number of civil cases disposed prior to hearing	17,108	19,889	N/A	20,680	N/A
* Percent of cases disposed prior to hearing (a)	47.7 %	50.4 %	N/A	50.5 %	N/A
* Number of post-hearing dispositions (b)	8,898	8,674	N/A	4,536	N/A
* Number of post-rejection dispositions (c)	3,317	3,375	N/A	2,814	N/A
* Number of civil cases proceeded to trial (d)	843.0	903.0	N/A	657.0	N/A
* Percent of civil cases proceeded to trial	2.4 %	2.3 %	N/A	1.6 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per civil case filed (in dollars)	\$142.00	\$128.00	N/A	\$114.00	N/A

**Footnotes**

- (a) Civil cases in which the litigants reach a mutual agreement prior to an arbitration hearing.
- (b) 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.
- (c) Cases in which the litigants reach a mutual agreement prior to a trial.
- (d) Civil cases which have passed through the arbitration process without reaching an agreement.

# GOVERNMENT SERVICES: OFFICE OF THE STATE COMPTROLLER

<b>Comptroller</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
State Officers' Salaries	\$26,354.0	0.0	\$26,422.7	0.0
Statewide Financial Management	\$16,449.2	206.0	\$15,390.3	211.0
Government Financial Reporting	\$5,771.9	63.0	\$4,969.0	58.0
Cemetery Care and Burial Trust	\$2,615.1	29.0	\$2,742.3	33.0
Administrative Fund	\$645.4	0.0	\$556.1	0.0
Merit Commission	\$86.3	1.0	\$87.4	1.0
State Lottery Expenses	\$50.3	0.0	\$50.3	0.0
Inspector General	\$0.0	0.0	\$34.2	1.0
<b>Totals</b>	<b>\$51,972.2</b>	<b>299.0</b>	<b>\$50,252.3</b>	<b>304.0</b>

## 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's fiscal affairs. The Illinois Office of the Comptroller (IOC) is 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 new Constitution directed the Comptroller to apply sound fiscal controls to all of the state's central fiscal accounts.

To accomplish the legal mandates set forth in the Constitution and supporting statutes, the IOC performs two key financial functions: Statewide Financial Management (SFM) and Governmental Financial Reporting (GFR). Additionally, 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 accomplish their missions through the efforts of a monthly average of 304 employees.

Cash flow issues heavily influenced Statewide Financial Management activities in fiscal year 2004. It is uncertain whether these dynamics will improve significantly in fiscal year 2005. Much will depend on spending demands and the amount and timing of revenue growth. If cash flow difficulties continue, payments for everyday operations will continue to be delayed during the last part of fiscal year 2005. The Comptroller believes that implementation of sound budgetary reforms, including controlling growth in

state spending, maintaining adequate cash reserve or "Rainy Day" funds, paying down debts and improving the budget process in fiscal year 2005 can help Illinois avoid similar budget problems as faced the past three fiscal years.

During fiscal year 2004, 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*. In addition, the Public Accountability Project received detailed performance measures on hundreds of programs administered by Illinois state agencies.

Public inquiries to all areas of the IOC continued at a high level during fiscal year 2004 due in part to cash flow issues and payees seeking information regarding the status of payments. Significantly there were almost 99,000 inquiries to the Record Center where staff members were able to provide a response, on average, in less than one day. Almost 30,000 inquiries, more comprehensive in nature, were received by the Expenditure Analysis and Review Section (EARS). The Comptroller's web site received an average of almost 71,000 hits each day, up 3.1% from the prior year.

As part of the statutory responsibility of the IOC, the Local Government Division has offered more than 100 educational and training programs to local government officials and accounting professionals throughout the

state. The Local Government Education and Training Conferences are designed to educate local government officials of their annual financial reporting requirements, inform them of their filing options, and provide them with legislative and governmental accounting standards updates. Aided by these training programs, hands-on AFR assistance, a toll-free local government assistance hotline, and streamlined AFRs and support documents, the rate of local governments complying with statutory financial reporting requirements equaled 94% in fiscal year 2004 and 95% in fiscal year 2003 compared to 66% in fiscal year 1997.

During fiscal year 2004, the CCBT department instituted new procedures to increase on-time financial reporting by the state's approximately 2,000 licensed funeral homes, cemeteries and pre-need contractors.

Increased communication, the use of technology, and a protocol that includes regular contact and follow-up resulted in an increase to 98.2% (from 97.7% in 2003) in the number of licenses in compliance with the IOC statutory filing requirements.

In order to assure that consumers are being protected, audits of this financial data are conducted on a recurring basis. The number of audits performed increased to 1,034 in fiscal year 2004 up from 842 in fiscal year 2003. In order to maintain this increase in performed audits the CCBT department will continue to enhance the current technology utilized by the field auditors. A number of upgrades will be performed to enable the auditors to work more efficiently with enhanced communications, software/hardware, security, and so forth.

**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 non General Revenue Fund 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, 2003.
  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 or above 97% the number of commercial vouchers submitted in a paperless format.
    - c. To maintain the number of agencies that participate in the Statewide Accounting System's SAMS on-line program at or above 29 by June 30, 2005.
    - d. To increase the number of payroll Electronic Fund Transfers (EFT) by June 30, 2005 by one percent.
  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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$17,625.1	\$16,449.2	\$16,016.9	\$15,390.3	\$16,663.8
* Total expenditures - state appropriated funds (in thousands)	\$17,625.1	\$16,449.2	\$16,016.9	\$15,390.3	\$16,663.8
* Average monthly full-time equivalents	225.0	206.0	205.0	211.0	211.0
<b><u>Output Indicators</u></b>					
* Total payments processed	14,078,664	15,979,883	16,400,000	15,157,741	15,600,000
* Total commercial vouchers processed	5,368,790	5,836,010	6,000,000	5,944,560	6,100,000
* Public Aid medical cards processed	9,829,322	10,799,174	11,100,000	11,342,505	11,700,000
* Total vendors on vendor file	835,697	837,744	838,000	810,713	815,000
* Vendors on vendor file that are certified	729,489	735,041	736,000	718,573	720,000
* Total number of intercepted payments	147,078	208,276	N/A	160,014	N/A
* Paperless vouchers processed	5,072,402	5,495,119	5,530,000	5,623,199	5,700,000
* Number of payroll-related EFT transactions	2,480,761	2,407,017	2,400,000	2,313,696	2,300,000
* Number of non-payroll-related EFT transactions	2,539,353	3,296,585	3,300,000	3,624,047	3,400,000
* Number of agencies that participate in the SAMS on-line processing program	27.0	28.0	29.0	27.0	27.0
* Number of agencies that participate in the SAMS File Transfer Protocol Program.	0.0	0.0	20.0	71.0	75.0
<b><u>Outcome Indicators</u></b>					
* 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	12.5 %	26 %	25 %	0 %	12.86 %
* Percentage of non-GRF commercial vouchers processed in four business days or less	98 %	98 %	98 %	97 %	97 %
* Percentage of certified vendors on vendor file	87 %	88 %	88 %	88.34 %	88 %
* Dollar amount of all intercepted payments (in thousands)	\$27,178.6	\$36,692.2	N/A	\$31,309.1	N/A
* Percentage change in dollar amount of intercepted payments	-33.9 %	35 %	N/A	-14 %	N/A
* Percentage change in number of intercepted payments	-21.7 %	41.6 %	N/A	-23 %	N/A
* Percentage of paperless commercial vouchers processed	94.5 %	95.5 %	96 %	96.1 %	96 %
* Percentage of payroll-related EFT transactions	69.7 %	70.3 %	70.5 %	70 %	71 %
* Percentage of non-payroll-related EFT transactions	24.1 %	26.3 %	27 %	30.5 %	31 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per payment transaction (in dollars)	\$1.25	\$1.03	\$0.98	\$1.02	\$1.07
* Number of payment transactions processed per staff	62,572	77,572	80,000	71,838	73,934

### 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, 2003 in accordance with Generally Accepted Accounting Procedures.
    - b. To complete all mandated reports in accordance with law and all other reports in a timely manner.
    - c. To make information available to users through direct mail, the Web, the Warehouse and through telephone and personal contact.
    - d. To administer the Public Accountability Project for 60 state agencies and report on the performance of these agencies' programs by December 31, 2003.
  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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$6,213.1	\$5,771.9	\$5,620.3	\$4,969.0	\$5,377.8
* Total expenditures - state appropriated funds (in thousands)	\$6,213.1	\$5,771.9	\$5,620.3	\$4,969.0	\$5,377.8
* Average monthly full-time equivalents	70.0	63.0	63.0	58.0	58.0
<b><u>Output Indicators</u></b>					
* Inquiries received by Expenditure Analysis and Review Section (EARS) (a)	33,874	33,409	33,000	29,516	30,000
* Inquiries received by Records Center	120,587	119,944	123,000	98,896	100,000
* Daily average hits on web site	60,533	68,629	70,000	70,729	73,000
* Inquiries to local government help desk	4,554	3,724	5,000	3,826	4,000
* Number of major published reports	12.0	12.0	12.0	12.0	12.0
* Total number of reports printed (b)	16,824	16,133	16,000	7,918	8,000
* Agencies participating in the PAP program (c)	57.0	69.0	70.0	69.0	65.0
* Number of programs included in PAP report (c)	207.0	241.0	250.0	209.0	200.0
<b><u>Outcome Indicators</u></b>					
* Illinois CAFR received Governmental Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	Yes	Yes
* 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	94.9 %	94.5 %	95 %	N/A	N/A
* Average response time for inquiries to Records Center (in days)	0.7	0.6	0.6	0.7	0.7
* Percentage of local governments complying with AFR requirements	97 %	95 %	96 %	94 %	95 %
* Percentage of all Comptroller reports completed on or before required date	100 %	100 %	100 %	100 %	100 %
<b><u>External Benchmarks</u></b>					
* Other states receiving GFOA award for PAFR (d)	11.0	8.0	8.0	9.0	N/A
* Other states receiving GFOA award for CAFR (d)	39.0	39.0	39.0	35.0	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Personal Service Cost per Records Center inquiry (in dollars)	\$3.82	\$3.77	\$3.77	\$4.62	\$4.57
* Personal Service cost per EARS inquiry (in dollars) (a)	\$4.40	\$3.16	\$3.20	\$4.90	\$4.82
* Inquiries per EARS staff (a)	11,291	13,364	13,200	9,839	10,000
* Inquiries per Records Center staff	8,039	7,996	8,200	7,064	7,143

#### **Footnotes**

- (a) Reported EARS requests are reduced beginning with 2004 Actual due to a change in how requests are tracked. Using the old tracking procedure, 2004 Actual would be 35,583 rather than 29,516.
- (b) Due to state budget constraints, the number of printed reports was reduced to save money.
- (c) Several state agency consolidations have reduced the number of agencies and programs being reported.
- (d) 2004 Actual is preliminary as the reviewing process will not be completed until the end of January 2005.



# GOVERNMENT SERVICES: COURT OF CLAIMS

<b>Court of Claims</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Crime Victims Compensation	\$24,582.0	3.0	\$24,449.1	4.0
General Claims	\$33,516.2	17.0	\$14,822.3	18.0
<b>Totals</b>	<b>\$58,098.2</b>	<b>20.0</b>	<b>\$39,271.4</b>	<b>22.0</b>

## 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 percent of the funds spent by the State.

**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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$26,593.3	\$24,582.0	\$24,775.7	\$24,449.1	\$24,500.0
* Total expenditures - state appropriated funds (in thousands)	\$26,593.3	\$24,582.0	\$24,775.7	\$24,449.1	\$24,500.0
* Average monthly full-time equivalents	3.0	3.0	3.0	4.0	4.0
<b><u>Output Indicators</u></b>					
* Number of open claims beginning fiscal year	2,324	3,714	4,064	4,563	4,400
* Number of new claims	6,062	6,366	6,000	5,775	5,900
* Number of claims closed	4,221	6,272	5,500	5,941	5,665
<b><u>Outcome Indicators</u></b>					
* Percentage of open cases closed	50 %	62 %	55 %	57 %	55 %

**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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$27,770.8	\$33,516.2	\$13,999.4	\$14,822.3	\$23,630.0
* Total expenditures - state appropriated funds (in thousands)	\$27,770.8	\$33,516.2	\$13,999.4	\$14,822.3	\$23,630.0
* Average monthly full-time equivalents	18.0	17.0	17.0	18.0	18.0
<b><u>Output Indicators</u></b>					
* Number of open claims start of fiscal year	3,478	2,223	2,419	2,582	2,814
* Number of new claims	5,361	5,099	5,000	4,737	5,000
* Number of claims closed	6,447	4,903	4,000	4,477	4,300
<b><u>Outcome Indicators</u></b>					
* Percentage of open cases closed.	73 %	N/A	N/A	61 %	55 %

**GOVERNMENT SERVICES:  
OFFICE OF THE STATE APPELLATE DEFENDER**

<b>State Appellate Defender, Office of the</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Indigent Appellate Defense Statewide	\$16,030.3	195.0	\$16,529.0	215.0
Death Penalty Trial Assistance	\$2,317.0	28.0	\$2,522.8	30.0
Capital Litigation Division	\$1,837.0	16.0	\$1,211.7	16.0
ICJIA Grant Programs	\$451.0	5.0	\$432.5	5.0
Expungement Program	\$0.0	0.0	\$117.5	2.0
<b>Totals</b>	<b>\$20,635.3</b>	<b>244.0</b>	<b>\$20,813.5</b>	<b>268.0</b>

**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, with district offices in each of the five appellate court districts — 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 maintain thorough knowledge of death penalty matters. This office is located in Springfield with three attorneys in Chicago.

The *Capital Litigation Division*, located in Chicago, represents death row inmates in post-conviction proceedings.

The *Death Penalty Trial Assistance Division* is staffed with attorneys, forensic social historians, and investi-

gators who assist court-appointed counsel and public defenders in death penalty cases at the trial level. Offices for this division are located in Chicago, Springfield, and Belleville.

With funding provided by the Illinois Criminal Justice Information Authority, the agency conducts training seminars for Illinois Public Defenders at various locations in Illinois. In addition, funding is also provided to pay for experts to assist public defenders in court-appointed cases. Finally, funding is provided to staff five attorneys who work on Systemic Sentencing Appeals cases.

Effective January 1, 2004, people with qualifying arrest and convictions may petition the court of their sentencing county for an expungement or a sealing of their record. This agency has the responsibility to disseminate pertinent information regarding this program, via brochures, the Agency website, toll-free telephone number. To accomplish this, the Agency hired and attorney and legal secretary who are primarily responsible for the program.

**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.

**Program Goals:** 1. To provide high quality legal services.

**Objectives:**

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 725 ILCS 105/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$14,047.3	\$16,030.3	\$17,500.1	\$16,529.0	\$18,360.1
* Total expenditures - state appropriated funds (in thousands)	\$14,047.3	\$16,030.3	\$17,500.1	\$16,529.0	\$18,360.1
* Average monthly full-time equivalents	175.0	195.0	225.0	215.0	220.0
<b><u>Output Indicators</u></b>					
* Indigent criminal appeals cases agency appointed to undertake (a)	2,568	2,951	N/A	3,278	N/A
* Illinois Appellate and Supreme Court Briefs & Petitions filed (b)	4,137	4,365	N/A	4,869	N/A
* Oral arguments presented (c)	191.0	180.0	N/A	215.0	N/A
<b><u>Outcome Indicators</u></b>					
* Opinions and Orders issued by the Court (d)	2,375	2,752	N/A	2,917	N/A
* Percentage of decisions in which agency clients were granted relief (d)	37 %	39 %	N/A	41 %	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 does not have 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 the appellant's brief, which is the initial pleading necessary to be the Appellate Court's decision making process. Also, included are 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 meritorious issues files a motion to withdraw explaining in detail why there are no issues; summary motions disposing of the case; and cases from which the agency has moved 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 which case will be orally argued. Currently a significant number 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 the decision is totally within the Court's control. In carrying out its statutory obligation to represent indigent clients, Agency 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.

# GOVERNMENT SERVICES: STATE BOARD OF ELECTIONS

<b>State Board of Elections</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Help Illinois Vote Fund Activities	\$0.0	0.0	\$11,354.0	0.0
Elections Division	\$4,083.6	26.0	\$4,008.2	21.0
Administration	\$1,090.6	11.0	\$1,047.3	10.0
Campaign Disclosure Division	\$859.7	17.0	\$762.5	14.0
Information Technology Division	\$626.6	6.0	\$580.6	5.0
General Counsel	\$497.0	4.0	\$382.3	4.0
The Board	\$27.8	0.0	\$32.6	0.0
<b>Totals</b>	<b>\$7,185.3</b>	<b>64.0</b>	<b>\$18,167.5</b>	<b>54.0</b>

Explanatory Notes  
Fiscal year 2004 'Help Illinois Vote Fund Operations' line item constitutes first year of fund grant/spending operations.

## 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 can-

vassing 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. With the recent passage of the federal Help America Vote Act of 2002, which mandates the replacement of punch card voting systems statewide and the implementation of an integrated statewide voter registration database, the Elections Division will take a primary role in developing processes and procedures to ensure proper implementation of the mandates of this Act. Implementation activities under this federal mandate began in fiscal year 2004.

**Campaign Financing Division:** The primary function of this division is the administration, implementation and enforcement of the Illinois Campaign Financing Act (10 ILCS 5/9-15), the Act to Provide for Licensing and Regulating Certain Games of Chance (230 ILCS 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 fund-raising 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*, *Division of General Counsel*, and the *Information Technology Division*.

**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 jurisdiction 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$4,149.7	\$4,083.6	\$4,335.3	\$4,008.2	\$6,711.6
* Total expenditures - state appropriated funds (in thousands)	\$4,149.7	\$4,083.6	\$4,335.3	\$4,008.2	\$6,711.6
* Average monthly full-time equivalents	26.0	26.0	26.0	21.0	26.0
<b><u>Output Indicators</u></b>					
* Number of Election Publications Requested in Reporting Period	27,229	43,056	20,000	30,330	25,000
* Number of Election Judge Schools Requested by Local Election Jurisdictions	58.0	155.0	60.0	103.0	160.0
* Number of county voting systems available for pre-test in reporting period	24.0	88.0	26.0	25.0	292.0
* Number of election jurisdictions submitting voter registration database files	324.0	477.0	324.0	324.0	504.0
* Number of nominating petitions filed in reporting period	969.0	73.0	1,000	1,435	100.0
* Number of petition objections filed in reporting period	170.0	0.0	135.0	119.0	15.0
* Number of petition copy requests received in reporting period	997.0	1.0	900.0	479.0	20.0
* Number of petition copy requests processed in reporting period	997.0	1.0	900.0	479.0	20.0
<b><u>Outcome Indicators</u></b>					
* Number of petition objections processed during reporting period	170.0	0.0	135.0	119.0	135.0
* Percentage of election publication requests processed and distributed in reporting period	100 %	100 %	100 %	100 %	100 %

**Elections Division (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Percentage of judges training school requests fulfilled during year	100 %	100 %	100 %	100 %	100 %
* Percentage of petition copy requests successfully completed within 48 hours	100 %	100 %	100 %	100 %	100 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percentage of applicable county voting systems pre-tested during reporting period	22 %	33 %	24 %	23 %	33 %
* Percentage of election jurisdiction voter files audited during reporting period	100 %	91 %	100 %	100 %	100 %

# GOVERNMENT SERVICES: STATE'S ATTORNEYS APPELLATE PROSECUTOR

<b>State's Attorneys Appellate Prosecutor</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
State's Attorneys Appellate Prosecutor Program	\$8,217.2	73.0	\$10,844.8	73.0
<b>Totals</b>	<b>\$8,217.2</b>	<b>73.0</b>	<b>\$10,844.8</b>	<b>73.0</b>

## 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.

The State's Attorneys retain exclusive control of appeals originating in their respective counties as well as the authority to control all documents in each individual case. The agency files no documents in the reviewing courts until they are approved by the State's Attorneys otherwise responsible for prosecuting the appeal.

The participation of the State's Attorney in the program is completely voluntary. 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 are appropriated from General Revenue Funds. Each county's portion is determined annually by the agency and is based on population. During fiscal year 2004, 100 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. Each district office maintains a brief bank as a ready reference source for Staff Attorneys as well as for State's Attorneys and their Assistants who seek legal advice. On January 1, 1980, the agency was given authority to provide investigative services in criminal appeals and tax objection cases for Staff Attorneys and State's Attorneys.

The agency offers such services at no charge to the counties with the exception of extraordinary expenses. The agency's initial appellate responsibility focused on crimi-

nal cases. However, the agency's authorization was expanded to represent the people of the State of Illinois on appeal in juvenile cases, paternity cases, and cases arising under the Mental Health Development and Disabilities code when requested to do so by the respective State's Attorney. The agency was also given authority upon request to assist State's Attorneys in the trial and appeal of tax objection cases.

In addition, the agency has been authorized to assist State's Attorneys on cases and appeals arising under the Narcotic Profit Forfeiture Act, assist State's Attorneys in the discharge of their duties under the Illinois Public Labor Relations Act, conduct training programs for prosecutors and other law enforcement personnel to reduce trauma for child witnesses in criminal proceedings, represent the people of the State of Illinois on appeal in all types of 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 Attorneys otherwise responsible for prosecuting the appeal, and assist State's Attorneys in the full discharge of their duties under the Illinois Controlled Substances Act and the Narcotics Profit Forfeiture Act.

Effective September 10, 1990, Public Act 86-1382 created the Drug Asset Forfeiture Procedure Act and amended the Cannabis Control Act and the Controlled Substances Act. These amendments authorized the agency to receive a 12.5% share in the monies and sale proceeds of property forfeited and seized under the provision of these Acts in counties under 3,000,000 population. They also authorized the agency to use these funds in the investigation, prosecution, and appeal of cases arising under laws governing cannabis and controlled substances. The agency was given the additional authority to assist State's Attorneys outside of Cook County in capital cases pursuant to the Capital Crimes Litigation Act (Public Act 91-589). This Act created the Capital Litigation Trust Fund which provides monies for expenses for the prosecution and defense of capital cases throughout Illinois. It funds an annual appropriation to the agency and also gives the agency authority to certify the capital expenses submitted by State's Attorneys.

**State's Attorneys Appellate Prosecutor Program**

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

**Program Goals:** 1. To provide quality legal assistance to member State's Attorneys in appeals, special prosecutions, tax objections, drug forfeiture cases, and criminal justice training.

**Source of Funds:** General Revenue Fund, Special Federal Grant Projects Fund, Capital Litigation Fund, State's Attorneys Appellate Prosecutor's County Fund, Continuing Legal Education Trust Fund, Narcotics Profit Forfeiture Fund **Statutory Authority:** 725 ILCS 210/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$8,040.1	\$8,483.0	\$12,744.1	\$10,844.8	\$15,546.3
* Total expenditures - state appropriated funds (in thousands)	\$8,040.1	\$8,217.2	\$12,744.1	\$10,844.8	\$15,546.3
* Average monthly full-time equivalents	72.0	73.0	73.0	73.0	73.0
* Funds expended for capital litigation cases (in thousands)	\$77.3	\$88.0	\$111.1	\$114.2	\$305.2
* Funds expended for capital litigation education (CLE) (in thousands)	\$548.8	\$488.8	\$600.8	\$340.7	\$627.0
* Funds expended for drug prosecutions (in thousands)	\$681.7	\$863.7	\$959.7	\$1,196.0	\$1,403.8
* Funds expended for special prosecutions (in thousands)	\$482.9	\$333.9	\$406.9	\$317.6	\$529.2
* Funds expended for special and violent crime cases (in thousands)	\$977.7	\$1,066.7	\$919.7	\$471.9	\$919.7
* Administrative costs (in thousands)	\$1,462.1	\$2,079.9	\$2,217.9	\$2,686.2	\$3,201.4
* Funds expended for the Appellate Brief Writing Program (in thousands)	\$3,440.5	\$3,828.0	\$6,528.0	\$3,178.3	\$5,860.0
* Cook County Grant (in thousands)	\$0	\$0	\$2,700.0	\$2,539.9	\$2,700.0
<b><u>Output Indicators</u></b>					
* Number of cases handled through Capital Litigation Act	5.0	7.0	9.0	12.0	10.0
* Number of individuals trained through CLE Program	896.0	909.0	935.0	1,209	1,300
* Number of drug related cases prosecuted	5,002	4,678	5,023	6,192	6,300
* Number of criminal prosecution cases	128.0	292.0	316.0	412.0	475.0
* Number of cases prosecuted through special appeals	180.0	370.0	406.0	415.0	420.0
* Number of briefs submitted through Appellate Brief Writing Program	1,743	1,581	1,609	1,512	1,600
<b><u>Outcome Indicators</u></b>					
* Percentage of drug related cases resulting in convictions.	92 %	91 %	95 %	94 %	96 %
* Percentage of criminal prosecution cases resulting in convictions	87 %	92 %	95 %	95 %	97 %
* Percentage of special & violent crime appeals upheld by court.	84 %	87 %	90 %	89 %	91 %

# GOVERNMENT SERVICES: PROPERTY TAX APPEAL BOARD

<b>Property Tax Appeal Board</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Correct Assessment Determination	\$2,616.1	39.0	\$1,727.5	22.0
<b>Totals</b>	<b>\$2,616.1</b>	<b>39.0</b>	<b>\$1,727.5</b>	<b>22.0</b>

## 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 officers.

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 hearings officers, appraisers, technicians and necessary clerical help to aid it in performing its duties.

**Correct Assessment Determination**

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

- 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,751.4	\$2,616.1	\$1,873.1	\$1,727.5	\$2,316.1
* Total expenditures - state appropriated funds (in thousands)	\$2,751.4	\$2,616.1	\$1,873.1	\$1,727.5	\$2,316.1
* Average monthly full-time equivalents	47.0	39.0	25.0	22.0	22.0
<b><u>Output Indicators</u></b>					
* Number of cases opened during the fiscal year	13,653	12,001	N/A	22,548	N/A
* Number of cases closed during the fiscal year	17,092	11,736	N/A	11,715	N/A
* Number of public Property Tax Appeal Board meetings held during the fiscal year	25.0	21.0	N/A	18.0	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	17.0	14.0	N/A	3.0	N/A
<b><u>Outcome Indicators</u></b>					
* Increase in number of cases over two years old from July 1 to June 30 in current fiscal year	1,955	284.0	N/A	119.0	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	0.95 %	0.3 %	N/A	0.25 %	N/A
* Percentage of Administrative Review Complaints closed during the fiscal year in which the Property Tax Appeal Board's decision was reversed	0 %	0 %	N/A 0	%	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per transaction (in dollars)	\$97.00	\$110.21	N/A	\$50.42	N/A

# GOVERNMENT SERVICES: ILLINOIS LABOR RELATIONS BOARD

<b>Illinois Labor Relations Board</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Administrative Hearings	\$1,354.5	23.0	\$1,007.5	18.0
Investigations	\$761.9	3.0	\$566.7	3.0
POLICE DECERTIFICATION	\$0.0	0.0	\$0.0	0.0
<b>Totals</b>	<b>\$2,116.4</b>	<b>26.0</b>	<b>\$1,574.2</b>	<b>21.0</b>

## Mission and Organization

The Illinois Public Labor Relations Act 5 ILCS 315 (2003), as amended (Act), enacted into law as Public Act 83-1012, effective July 1, 1984, governs labor relations between most public employers in Illinois and their employees (ILCS, ch 48, pars.1601-1627). The Act 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. Also, under amendments to the Illinois Police Training Act, the Illinois Labor Relations Board (ILRB) determines through an adjudicative process whether certain police officers have committed perjury in homicide proceedings such that they should be decertified.

The Labor Relations Act created both the State Labor Relations Board and the Local Labor Relations Board. The State Board had jurisdiction over all non-educational employers and public employees with a population not in excess of one million persons, including the Regional Transportation Authority. The State Board has jurisdiction over most Illinois municipalities, counties, the State of Illinois, certain townships and tax districts. 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 the County of Cook and the City of Chicago, as well as other Cook 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 majority interest petitions which seek certification with a showing of majority support.
4. Processing petitions to modify or clarify bargaining units and certifications of bargaining units;
5. 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

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

During fiscal year 2004, two legislative mandates were signed into law, thereby amending the Act and the Board's mission. On August 5, 2003, Governor Blagojevich signed Public Act 93-444 known as "card check," which allows unions to become certified without an election with merely a showing that they represent a majority of any bargaining unit. On January 20, 2004, Governor Blagojevich signed Public Act 93-0655, which constitutes the states most comprehensive death penalty reform package. Part of this law made amendments to Section 6.1 of the Illinois Police Training Act. Under these amendments the Illinois Labor Relations Board has been mandated to deter-

mine through an administrative adjudicative process whether certain police officers have committed perjury in homicide proceedings such that they should be decertified.

During fiscal year 2004 there was a significant drop in ILRB's spending. This drop was the direct result of the Governor's reform initiatives regarding procurement, technology and retirement. Additionally, the ILRB enacted new approaches that focused on change to meet the Governor's mandate to reform state government. These actions included: streamlining procedures; emphasizing mail ballot elections, thereby reducing travel to on site elections; implementing a three-day ceiling on hearings and reducing office space. Moreover, during this period the number of investigations resolved and withdrawn increased, thus causing a decrease in costly administrative hearings.

**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.
    - b. 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,367.8	\$1,354.5	\$1,065.4	\$1,007.5	\$1,039.6
* Total expenditures - state appropriated funds (in thousands)	\$1,367.8	\$1,354.5	\$1,065.4	\$1,007.5	\$1,039.6
* Average monthly full-time equivalents	24.0	23.0	15.0	18.0	18.0
<b><u>Output Indicators</u></b>					
* Number of hearings	75.0	89.0	100.0	75.0	85.0
* Number of board decisions and orders including General Counsel Orders	88.0	96.0	100.0	51.0	65.0
<b><u>Outcome Indicators</u></b>					
* Number of recommended decisions and orders	49.0	45.0	45.0	32.0	45.0
* Number of cases withdrawn at hearing	53.0	68.0	70.0	63.0	80.0
* Number of General Counsel orders (non-precedent)	33.0	13.0	15.0	13.0	15.0

**Investigations**

**Mission Statement:** To regulate public sector labor relations as defined by the Illinois Labor Relations Act, thereby preventing and diminishing labor strife.

- Program Goals: Objectives:**
1. Processing and issuing orders and certifications regarding representation petitions and majority interest petitions (RC/RD), including conducting both ordered and consent elections within the statutory time frame, as well as processing other petitions:
    - 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.
    - d. Where no issues are present, issue certifications in majority interest petitions within 24 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$781.7	\$761.9	\$599.2	\$566.7	\$584.8
* Total expenditures - state appropriated funds (in thousands)	\$781.7	\$761.9	\$599.2	\$566.7	\$584.8
* Average monthly full-time equivalents	5.0	3.0	3.0	3.0	3.0
<b><u>Output Indicators</u></b>					
* Number of new investigations plus carry over cases	880.0	842.0	942.0	936.0	1,000
* Number of Representation Petitions filed	100.0	145.0	245.0	197.0	225.0
* Number of other petitions (AC, UC and VR)	62.0	71.0	90.0	85.0	150.0
* Number of ULP charges (CA, CB)	324.0	387.0	400.0	404.0	400.0
<b><u>Outcome Indicators</u></b>					
* Elections conducted within 180 days statutory time frame	74.0	81.0	80.0	78.0	80.0
* Elections certified current and prior fiscal years	84.0	82.0	90.0	78.0	80.0
* Number of investigations resolved	612.0	485.0	585.0	588.0	600.0
* Number of investigations withdrawn	141.0	167.0	170.0	200.0	220.0
* Number of investigations to hearing	123.0	123.0	130.0	85.0	130.0
* Number of petitions certified	84.0	75.0	230.0	172.0	200.0
* Number of strike investigations	0.0	0.0	2.0	0.0	1.0
* Majority interest petitions certified			N/A	47.0	90.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Carry over investigations filed in prior fiscal year	394.0	310.0	250.0	248.0	240.0

# GOVERNMENT SERVICES: CIVIL SERVICE COMMISSION

<b>Civil Service Commission</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Hearings and Technical reviews	\$424.6	4.0	\$396.6	4.0
<b>Totals</b>	<b>\$424.6</b>	<b>4.0</b>	<b>\$396.6</b>	<b>4.0</b>

## Mission and Organization

**History of Agency:** The Illinois Personnel Code was established on July 18, 1995 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 appeal 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 for 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 employees can represent themselves 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 as set forth in the Illinois Personnel Code so that merit principles and scientific method are applied to state employment.

**Program Goals:** 1. To insure compliance with personnel merit system procedures in agencies covered by the Personnel Code.  
**Objectives:**

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 20 ILCS 415/10

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$407.0	\$424.6	\$443.2	\$396.6	\$396.6
* Total expenditures - state appropriated funds (in thousands)	\$407.0	\$424.6	\$443.2	\$396.6	\$396.6
* Average monthly full-time equivalents	4.0	4.0	4.0	4.0	4.0
<b><u>Output Indicators</u></b>					
* Appeals filed with Civil Service Commission	40.0	110.0	80.0	102.0	80.0
* Technical reviews filed with the Commission	123.0	260.0	193.0	316.0	193.0
<b><u>Outcome Indicators</u></b>					
* Percentage of appeals set for hearing within the statutorily mandated 30 day time period when required	N/A	N/A	100 %	100 %	100 %
* Percentage of Commission decisions rendered within the statutorily mandated 60 day time period from the date the Commission received the hearing transcript	N/A	N/A	100 %	100 %	100 %
* Percentage of technical reviews conducted by the Commission	N/A	N/A	100 %	100 %	100 %

# HUMAN SERVICES

<b>Human Services Expenditures</b> (Appropriated Spending in Thousands)			
Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
Department of Public Aid	\$8,256,644.4	\$10,397,438.4	25.9%
Department of Human Services	\$4,462,633.6	\$4,649,871.1	4.2%
Department of Children and Family Services	\$1,300,572.5	\$1,267,870.6	-2.5%
Department on Aging	\$303,221.3	\$313,447.0	3.4%
Department of Public Health	\$247,683.9	\$269,778.4	8.9%
Department of Veterans' Affairs	\$72,061.3	\$74,371.6	3.2%
Guardianship & Advocacy Commission	\$8,520.4	\$7,856.5	-7.8%
IL Planning Council on Develop. Disabilities	\$2,852.7	\$2,887.0	1.2%
IL Deaf & Hard of Hearing Commission	\$597.5	\$520.5	-12.9%
Comprehensive Health Insurance Board	\$0.0	\$0.0	0.0%
IL Health Care Cost Containment Council	\$0.0	\$0.0	0.0%
<b>TOTAL</b>	<b>\$14,654,787.6</b>	<b>\$16,984,041.1</b>	<b>15.9%</b>

*Numbers may not add due to rounding*

<b>Child Abuse and Neglect in Illinois</b>					
	2000	2001	2002	2003	2004
Calls to Abuse/Neglect Hotline	306,818	306,506	304,804	293,292	277,295
Percent of calls resulting in reports of abuse/neglect	20.2%	19.6%	19.4%	N/A	N/A
Children investigated	103,577	100,421	98,507	96,588	104,278
Percent of investigations initiated within 24 hours	99.7%	99.8%	98.9%	99.4%	99.5%
Percent of investigations completed within 60 days	94.0%	92.5%	90.9%	87.5%	83.4%

*Source: Department of Children and Family Services*

<b>Elder Abuse in Illinois</b>					
	2000	2001	2002	2003	2004
Total elder abuse cases received	7,372	7,359	7,500	7,718	8,390
Estimated number of substantiated	4,202	4,213	4,290	4,461	4,766
Percent of cases substantiated	57%	57%	57%	58%	57%

*Source: Department of Aging*

<b>Illinois Immunization Rates - Children under Age Two</b>						
	1999	2000	2001	2002	2003	2004
Immunization rate excluding Chicago	80%	81%	81%	78%	84%	88%
Immunization rate including Chicago	76%	78%	77%	76%	80%	85%

*Source: Department of Public Health*

# HUMAN SERVICES: DEPARTMENT OF PUBLIC AID

<b>Public Aid</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Medical Programs	\$8,046,510.0	1,408.0	\$10,195,084.3	1,289.0
Child Support Enforcement	\$210,135.5	1,143.0	\$202,354.2	1,072.0
<b>Totals</b>	<b>\$8,256,645.5</b>	<b>2,551.0</b>	<b>\$10,397,438.5</b>	<b>2,361.0</b>

## 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 2004 all funds appropriation was \$10.8 billion, which included a supplemental appropriation of \$977 million allowing the Department to take advantage of a temporary increased federal match rate which expired June 30, 2004. Ninety-seven percent of this total is MA and two percent is CSE. The total increase from fiscal year 2003 to fiscal year 2004 was \$2.2 billion. The Department garnered approximately \$6.4 billion in federal funds for fiscal year 2004 which includes expenditures from other agencies.

## Medical Assistance

In fiscal year 2004, the average monthly count of enrolled individuals for which the MA program provided medical coverage was 1.9 million, including pregnant women; infants; children and teenagers; seniors and 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. The monthly average number of Medicaid recipients age 65 and over was 143,729 in fiscal year 2004, excluding SeniorCare, compared to 141,589 in fiscal year 2003. The total number of persons with disabilities on Medicaid was 277,505 in fiscal year 2004. Long-term care caseloads have remained relatively stable over the last few years. The average monthly resident count age 65 and over in fiscal year 2004 was approximately 41,727 individuals.

Enrollment in the KidCare and FamilyCare health insurance programs continued to grow in fiscal year 2004. 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 one million children through all of its health benefits programs. In addition, the department again expanded coverage to parents of KidCare children in 2004 through a federal waiver program. As of June 30, 2004, 377,611 parents were covered through DPA's MA programs. Of those, 51,440 have gained coverage through the FamilyCare program.

Building upon the state's highly successful Circuit Breaker/Pharmaceutical Assistance program, Illinois 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 percent 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 percent of the Federal Poverty Level (FPL) or approximately

\$18,624 annual income for a single person and \$24,984 for a couple.

The Department is committed to providing access to quality health care in the most cost effective and efficient way possible. The mission of the 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 Department of Human Services. 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 Child Support Enforcement serves fewer than 700,000 cases comprised of both Temporary Assistance to Needy Families (TANF) clients and any other Illinois citizens requesting child support enforcement services. The Division helps to establish paterni-

ties for IV-D children born out of wedlock, locates non-custodial parents, establishes child support through judicial or administrative processes, and enforces child support orders through income withholding orders, unemployment benefit intercepts, federal and state tax intercepts, real and property liens, denial of passports, and other lump sum intercepts. It also assists other states to establish parentage and establish and enforce child support on behalf of their residents. Together, these TANF and non-TANF cases are known as Title IV-D cases. The Division also processes non IV-D cases through the State Disbursement Unit.

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

For fiscal year 2004, total collections of over \$950 million exceeded the fiscal year 2003 total collections by \$90 million. Total collections include non IV-D collections made to the State Disbursement Unit (SDU).

**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 actively enrolled dentists who accept Medical Assistance participants
    - b. Increase the number of physicians actively enrolled in the Medical Assistance and KidCare programs.
    - c. Increase the enrolled percentage of the eligible KidCare population.
  2. Increase revenue and improve cost effectiveness.
    - a. Avoid Medicaid liability for clients who have Third Party Liability (TPL) such as private health insurance.
    - b. Avoid Medicaid liability for clients no longer eligible.
    - c. Increase recoveries of overpayments within the Medical Assistance Program.
    - d. Implement various measures to prevent inappropriate Medicaid expenditures.
  3. Expand alternatives to institutional care.
    - a. Increase Supportive Living Medicaid capacity.
  4. Enable persons with disabilities to buy in to Medicaid so they can work or increase earned income.
    - a. Continue implementation of Health Benefits for Workers with Disabilities.

**Source of Funds:** General Revenue Fund, University of Illinois Hospital Services Fund, County Provider Trust Fund, Provider Inquiry Trust, Care Provider Fund for Persons with Developmental Disability, Long Term Care Provider Fund, Special Education Medicaid Matching Fund, Medicaid Provider Relief 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, Family Care Fund, Drug Rebate Fund, Downstate Emergency Response Fund, Tobacco Settlement Recovery Fund, Independent Academic Medical Center Fund, Medicaid Buy-In Program Revolving Fund, Medical Special Purpose Trust Fund

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$7,579,794.8	\$8,233,770.9	\$9,782,103.8	\$10,496,651.8	\$11,560,399.6
* Total expenditures - state appropriated funds (in thousands)	\$7,433,389.4	\$8,046,510.0	\$9,585,903.8	\$10,195,084.3	\$11,230,324.6
* Average monthly full-time equivalents	1,591.0	1,408.0	1,390.0	1,289.0	1,345.0
<b><u>Output Indicators</u></b>					
* Number of actively enrolled dentists	1,959	2,052	2,093	1,945	1,984
* Number of actively enrolled physicians billing over 100 claims per year	15,251	15,677	15,600	16,651	16,750
* Number of providers receiving payments	71,901	73,846	72,500	82,233	82,250
* Total number of children enrolled in Medical Programs	960,000	1,022,058	1,150,000	1,094,077	1,125,000
* Federally approved TPL cost avoidance numbers (in thousands)	\$123,500.0	\$110,891.0	\$95,000.0	\$122,196.0	\$100,000.0
* Number of applicants with denied, reduced or canceled benefits	3,085	3,351	3,000	2,491	2,640
* Annual number of medical services with prepayment review	1,991,255	2,636,327	3,000,000	3,300,081	3,400,000
* Number of fraud prevention investigations completed	4,000	4,400	4,400	4,400	4,400
* Number of provider audits performed	492.0	555.0	475.0	725.0	475.0
* Number of Supportive Living Facility Medicaid funded residents (a)	280.0	958.0	1,493	1,537	2,672
* Dollars spent for Supportive Living Facility services (in thousands) (a)	\$3,200.0	\$7,724.3	\$17,500.0	\$17,840.3	\$22,100.0
* Number of Health Benefits for Workers with Disabilities applications received (b)	378.0	1,863	3,200	1,209	1,800
* Number of people enrolled in Health Benefits for Workers with Disabilities by end of fiscal year (b)	82.0	454.0	750.0	603.0	1,000
<b><u>Outcome Indicators</u></b>					
* Percent increase in actively enrolled dentists	9 %	4.7 %	2 %	-5.2 %	2 %
* Percent increase in actively enrolled physicians billing over 100 claims per year	4.52 %	2.8 %	2 %	6.2 %	2 %
* Percent increase of children enrolled in Medical Programs	1.5 %	6.46 %	12.52 %	6.9 %	2.8 %
* Percent increase in (TPL) Medicaid costs avoided (c)	9.3 %	-10.2 %	5.6 %	10.2 %	5.23 %

<b>Medical Programs (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Medicaid cost savings due to denied, reduced or canceled benefits (in thousands)	\$4,885.2	\$2,744.3	\$2,900.0	\$1,800.0	\$2,000.0
* Savings from prepayment review of medical services (in thousands)	\$41,700.0	\$44,278.2	\$48,000.0	\$51,161.4	\$53,000.0
* Overpayments collected in the Medical Assistance Program (in thousands)	\$18,290.0	\$21,685.5	\$19,000.0	\$30,350.0	\$19,000.0
* Additional costs that would have been incurred if residents served in Supportive Living Facilities had been served in Nursing Facilities (in thousands) (a)	\$2,300.0	\$3,744.4	\$12,300.0	\$9,816.8	\$12,690.3
* Percent of people in Health Benefits for Workers with Disabilities who increase earnings as percent of total income	N/A	45 %	50 %	51 %	50 %
* Medicaid Federal Financial participation earned (in thousands) (d)	\$4,465,653.6	\$4,971,828.0	\$5,291,000.0	\$6,297,945.6	\$5,339,464.6
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percent of repeat calls to hotline for physician referrals (90% are physician referrals)	9 %	6 %	6 %	4.38 %	5 %
* Third Party Liability dollars cost avoided per FTE in TPL section (in thousands)	\$2,170.0	\$2,118.2	\$1,830.0	\$2,656.0	\$1,921.5
* Percent of applicants with denied, reduced, or canceled benefits compared to the number of fraud prevention investigations completed	77 %	76 %	68 %	57 %	60 %
* Difference between average Supportive Living Facility and average Nursing Facility rate per day (in dollars)	\$37.82	\$33.18	\$33.70	\$33.70	\$33.70
* Average days needed to process a complete Health Benefits for Workers with Disabilities application	14.0	13.1	30.0	13.5	15.0

**Footnotes**

- (a) Due to expected growth in the SLF program, estimated targets for fiscal year 2004 and fiscal year 2005 were adjusted . 12 SLF's were opened in fiscal year 2004 and an expected 17 more SLF's may open in fiscal year 2005.
- (b) The HBWD program experienced a reduction in applications due to increased understanding of eligibility criteria, which resulted in fewer applications from ineligible persons. The HBWD program has launched an aggressive marketing campaign, which is expected to increase the number of applications received in fiscal year 2005.
- (c) Due to the slower payment cycle, the TPL cost avoidance percentage decreased 10.2% from fiscal year 2002 to fiscal year 2003. However, the fiscal year 2003 TPL cost avoidance dollar target of \$90 million was exceeded by 23%. The payment cycle improved in fiscal year 2004 contributing to an increase in costs avoided.
- (d) Previous years amounts were updated to include funding from Title XXI SCHIP.

**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.
  3. Establish support orders.
    - a. Increase the percentage of cases with support orders established.
  4. Enforce the Non-custodial Parent's obligation of support.
    - a. Increase the amount of collections for established support orders.
    - b. Increase the percentage of cases paying toward arrearages.
  5. Distribute and disburse child support payments.
    - a. Maintain State Disbursement Unit 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$327,281.6	\$306,315.0	\$356,986.0	\$303,274.5	\$339,814.5
* Total expenditures - state appropriated funds (in thousands)	\$219,577.3	\$210,135.5	\$236,024.0	\$202,354.2	\$217,769.5
* Average monthly full-time equivalents	1,275.0	1,143.0	1,131.0	1,072.0	1,084.0
* State Disbursement Unit (SDU) expenditures (in thousands)	\$26,362.6	\$27,603.9	\$19,450.1	\$17,585.9	\$17,676.4
<b><u>Output Indicators</u></b>					
* Number of Non-Custodial Parent (NCP) locates established	408,117	304,959	300,000	295,845	285,000
* Number of cases without an NCP located (a)	69,132	41,573	60,000	24,536	25,000
* Number of IV-D children with a new paternity established	33,890	30,842	40,000	27,662	25,000
* Number of IV-D cases with new support orders established	46,867	48,089	53,000	50,219	58,000
* Number of child support cases with orders	366,353	331,003	340,000	328,211	340,000
* Number of child support cases with collections made (includes all Title IV-D, TANF & Non-TANF)	206,281	197,150	220,000	204,411	215,000
* Number of cases with arrearage payments collected (includes all Title IV-D, TANF & Non-TANF)	176,383	153,292	170,000	165,620	175,000
* Number of child support cases with arrearages	323,871	307,117	310,000	296,864	275,000
* Number of cases requiring court orders	599,803	457,309	400,000	342,714	280,000
* Number of SDU payments disbursed (includes all IV-D and non-IV-D)	5,563,266	5,892,912	6,300,000	6,409,065	6,750,000
* Total number of children born out of wedlock in the IV-D caseload	812,637	706,046	750,000	588,500	555,000
<b><u>Outcome Indicators</u></b>					
* Percent of children with a paternity established	61.2 %	62 %	67 %	66.4 %	71 %
* Percent of IV-D cases with support orders established	37.9 %	42 %	52.8 %	48.9 %	57.3 %
* Percent of IV-D cases, with orders, receiving payment	56.3 %	59.6 %	60 %	62.2 %	65 %
* Amount of total child support payments collected (includes all Title IV-D, TANF & non-TANF) (in thousands) (b)	\$806,615.9	\$859,247.8	\$926,503.7	\$950,080.2	\$1,000,000.0
* Percent of child support cases in arrearage receiving payments (c)	54.5 %	49.9 %	58 %	55.7 %	60.3 %
* Amount of total child support arrearages collected (includes all Title IV-D, TANF & non-TANF) (in thousands) (c)	\$224,600.0	\$138,724.0	\$150,000.0	\$202,762.5	\$210,000.0
* Amount of total child support collections disbursed by the SDU (in thousands)	\$682,793.9	\$759,721.2	\$840,000.0	\$855,625.1	\$930,000.0
* Percent of payments disbursed by SDU within 48 hour time frame	98 %	99 %	99 %	99.3 %	99.4 %
* Child Support Federal Financial Participation earned (in thousands)	\$119,344.2	\$124,389.6	\$127,457.0	\$116,467.1	\$116,500.0

**Child Support Enforcement (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>External Benchmarks</u></b>					
* U.S. percent of child support cases with paternity established	83.1 %	78 %	N/A	N/A	N/A
* U.S. percent of child support cases with orders receiving payment	68.4 %	69.6 %	N/A	N/A	N/A
* U.S. collections per dollar of administrative expenditure	\$4.13	\$4.33	N/A	N/A	N/A
* U.S. cases per full-time equivalent	258.8	259.9	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Total IV-D amount collected per paying case (in dollars)	\$2,383.46	\$2,292.62	\$2,400.00	\$2,778.72	\$3,000.00
* Collections per dollar of administrative expenditure (in dollars)	\$3.67	\$4.09	\$3.93	\$4.70	\$5.14
* Percent of current amount due that is actually collected	35.2 %	46.6 %	42.2 %	48.2 %	50 %
* Total IV-D arrearage amount collected per paying case (in dollars)	\$1,273.38	\$904.97	\$1,100.00	\$1,224.26	\$1,300.00
* Dollar of disbursement per dollar of SDU expenditure (in dollars)	\$25.90	\$27.52	\$43.19	\$48.65	\$50.00

**Footnotes**

- (a) The decrease in cases without an NCP located is due to database cleanup of cases.
- (b) Improvement in routing procedures with Circuit Clerks and the impact of the Business Process Reengineering (BPR) project improved collection tools for the Agency. Improvement in new hire matches between IDPA and IDES computer systems led to more and faster income withholding orders served.
- (c) Accounting adjustments in FY 03 decreased the amount of arrearage collections IDPA could count per federal rule. In FY 04 a positive accounting adjustment was made. Improvements for new hire matches and improved interception of Unemployment Insurance Benefits also increased arrearage collections.

# HUMAN SERVICES: DEPARTMENT OF HUMAN SERVICES

<b>Human Services</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Developmental Disabilities - Community & Facility Services	\$1,236,249.9	5,374.5	\$1,265,976.3	5,134.8
Human Capital Development	\$1,173,971.7	4,334.9	\$1,193,962.7	3,722.3
Mental Health - Community & Facility Services	\$605,474.5	3,166.5	\$636,602.9	2,977.0
Maternal & Child Health	\$411,361.5	172.2	\$415,306.3	169.9
Home Services	\$269,466.7	100.9	\$315,770.0	100.1
Addiction Treatment and Related Services	\$205,457.4	32.7	\$208,370.3	20.6
Early Intervention	\$85,252.6	13.1	\$109,460.5	9.1
Vocational Rehabilitation	\$108,199.0	600.2	\$108,835.6	623.1
Administration and Program Support	\$92,733.0	689.4	\$106,535.5	680.9
Disability Determination Services	\$58,635.8	508.3	\$61,432.9	512.0
Management Information System	\$53,163.7	237.0	\$57,414.0	259.0
Youth Services	\$49,999.3	15.5	\$50,866.1	15.4
Program Admin - Disabilities and Behavioral Health	\$35,451.3	191.6	\$40,789.7	244.8
Children's Residential and Educational Services	\$27,897.6	431.9	\$28,304.9	437.6
Substance Abuse Prevention	\$22,038.1	3.0	\$23,117.1	0.8
Sexually Violent Persons Program	\$16,719.8	178.0	\$15,998.1	167.5
Centers for Independent Living	\$6,576.8	0.0	\$6,556.3	0.0
Blind Rehabilitation Services	\$4,014.6	20.7	\$4,571.5	23.9
<b>Totals</b>	<b>\$4,462,663.3</b>	<b>16,070.4</b>	<b>\$4,649,870.7</b>	<b>15,098.8</b>

## Mission and Organization

The mission of the Illinois Department of Human Services (IDHS) is 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.

DHS improves the quality of life of thousands of Illinois families by providing an array of comprehensive, coordinated services through: community health and prevention programs, programs for persons with developmental disabilities, mental illness, or substance abuse problems, employment, training, and independent living programs for persons with disabilities, and financial support, employment and training programs, and child care, and other family services for low-income families.

DHS serves Illinois families through the following main programs:

**Alcoholism and Substance Abuse Services** - IDHS is charged with designing, coordinating and funding a

comprehensive and coordinated community-based and culturally and gender-appropriate array of services throughout the state for the prevention, intervention, treatment and rehabilitation of alcohol and other drug abuse and dependency. This system addresses the needs of at-risk or addicted individuals and their families.

**Community Health and Prevention Services** - Through community-based prevention efforts and selected services in the areas of health, family support, youth development, substance abuse prevention and violence prevention and intervention, the division promotes and improves the health status, self-sufficiency and integrity of families in Illinois.

**Developmental Disabilities Services** - Services and supports for individuals with developmental disabilities are provided to help individuals with developmental disabilities achieve as much independence as possible and to live in their home communities with family and friends. Emphasis is placed on enabling individuals to stay in their own homes, in family homes, or in small-group settings. DHS funds over 640 community-

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based agencies that serve individuals with developmental disabilities and administers 9 state-operated developmental centers and programs. Services funded by the State of Illinois are delivered in the least restrictive setting appropriate for the individual.

***Mental Health Services*** – Services are provided in certified mental health centers by appropriately credentialed mental health professionals, including licensed physicians, board-certified psychiatrists, licensed clinical psychologists, licensed clinical social workers, licensed counselors, and registered nurses. They are assisted by para-professionals who are directly supervised by mental health professionals. All services are intended to identify and treat individuals who are diagnosed with mental illnesses/emotional disorders and co-occurring mental illness and substance abuse disorders.

***Human Capital Development*** - In addition to cash assistance, Food Stamps, and medical programs, the Division of Human Capital Development (DHCD)

provides access to many other programs and services for the residents of Illinois, such as Child Care, Homeless Services, Employment & Training, Refugee Services, and the Donated Funds Initiative/SSBG programs. DHCD staff help find services from other DHS divisions, other state agencies, and from your local community.

***Rehabilitation Services*** - is the state's lead agency serving individuals with disabilities. The Division works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education, and independent living opportunities.

DHS delivers services directly through nearly 200 local offices and in partnership with a network of local providers that reach every part of Illinois.

DHS services touch the lives of one out of five Illinois citizens in the course of a year.

**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, 2004, 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 2,892 to 2,692.
  - b. By June 30, 2004, maintain the number of individuals in the Medicaid waiver at 10,000.
2. Improve on an ongoing basis the quality of services and supports provided.
  - a. By June 30, 2004, improve statewide staffing ratios at SODC's from 1.67 to 1.9, moving the staffing ratio to 89% of the June 2002 national average (2.52).
3. Provide service and supports in safe environments.
  - a. By June 30, 2004, 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 June 30, 2004, conduct on-site monitoring reviews for 100% of individuals who move into new CILA sites.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,235,959.8	\$1,236,249.9	\$1,299,488.0	\$1,265,976.3	\$1,287,662.8
* Total expenditures - state appropriated funds (in thousands)	\$1,235,959.8	\$1,236,249.9	\$1,299,488.0	\$1,265,976.3	\$1,287,662.8
* Average monthly full-time equivalents	5,865.8	5,374.5	5,520.0	5,134.8	5,397.0
<b><u>Output Indicators</u></b>					
* Number of clients provided molded seating systems (a)	60.0	52.0	75.0	67.0	75.0
* Number of individuals served in waiver settings (b)	8,577	9,868	10,000	10,077	12,000
* Number of individuals served in private Intermediate Care Facilities and Mental Retardation facilities (ICF/MR), including Skilled Nursing Facility/Pediatrics	6,851	6,828	6,739	6,848	6,848
* Number of individuals served in SODC's	3,078	2,935	2,884	2,935	2,692
<b><u>Outcome Indicators</u></b>					
* Percent of community-based residential service providers monitoring visits with acceptable outcomes (c)	100 %	100 %	100 %	100 %	100 %
* Percent reduction in end of year census in large state Mental Retardation/Developmental Disabilities (MR/DD) facilities	2.3 %	5 %	3 %	1.8 %	3 %
* Percent of individuals readmitted to a SODC within 12 months of discharge	23 %	41 %	20 %	23 %	20 %
* Number of community provider substantiated cases of abuse or neglect	199.0	132.0	100.0	130.0	124.0
<b><u>External Benchmarks</u></b>					
* Community provider agencies accredited by a national body	100 %	100 %	100 %	100 %	100 %
* SODC's accredited by a national body	100 %	100 %	100 %	100 %	100 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost effectiveness: community settings vs. ICF/MR	44.9 %	44.2 %	44 %	48.2 %	44 %
* Maintain average statewide overtime at 8% or lower for SODC's (d)	8.59 %	11.8 %	8 %	13.69 %	13.69 %
* Average length of stay in SODC's in years	17.1	16.2	15.0	15.0	15.0
<b><u>External Benchmarks</u></b>					
* Staff to resident ratio (#:1) (e)	1.9	1.8	2.2	1.8	1.9

**Explanatory Information**

The 2002 value for "Cost effectiveness: community settings vs. ICF/MR" was changed from (n/a) to 44.9%. The data was not available at the time of the 2002 report.

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "Percent reduction in end of year census in large state Mental Retardation/Developmental Disabilities (MR/DD) facilities" was changed from () because

**Footnotes**

- (a) Molded seating is any sort of aid or appliance which helps support the individual. The additional support decreases discomfort and often increases mobility. 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 which allows the State of Illinois to be reimbursed through the Medicaid program for covered service providers.
- (c) An acceptable outcome means no findings.
- (d) Due to statewide early retirement initiative, many SODC staff left state employment, causing overtime costs to rise.
- (e) Due to a statewide early retirement initiative, many SODC staff left state employment, causing staff-to resident ratios to decrease. The hiring process to replace retirees continues, but has been tightened due to fiscal constraints and subsequent budget shortfalls. The current national average of 2.52 is per a national survey conducted by the University of Minnesota.

**Human Capital Development**

**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, 2004, Illinois DHS will have canceled a monthly average of 4.3% of the Available-to-Work (ATW) caseload due to earnings.
    - b. By June 30, 2004, only 6.4% of the Temporary Assistance for Needy Families (TANF) ATW caseload with earnings will stop employment.
    - c. By June 30, 2004, 93.1% of the TANF ATW cases with children under age one will be working and/or in any activity.
  2. Meet the Federal work participation rate requirements.
    - a. By September 30, 2004, Illinois DHS will surpass the Federal Fiscal Year 2003 work participation rate of 50% for all families with one adult working or in work-related activities 30 hours per week.
  3. Process medical benefit applications timely to ensure people medically indigent receive medical benefits.
    - a. By June 30, 2004, 95% 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, 2004, 90% 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.
  4. 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, 2004, reduce the state food stamp error rate to the national error rate of approximately 8.26%.
  5. 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, 2004, increase the current number of children receiving child care subsidy to 194,000.
  6. Ensure that children are cared for in a safe and healthy environment that supports their overall development.
    - a. By June 30, 2004, promote quality care by providing wage bonuses to 4,700 child care workers who stay in their jobs and receive training or education beyond their required licensing standard.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 305ILCS 5/4-1,51; 20 ILCS 505/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$23,300.0	\$1,173,971.7	\$16,811.0	\$1,193,962.7	\$1,342,712.4
* Total expenditures - state appropriated funds (in thousands)	\$23,300.0	\$1,173,971.7	\$16,811.0	\$1,193,962.7	\$1,342,712.4
* Average monthly full-time equivalents	465.0	4,334.9	311.0	3,722.3	3,837.0
<b><u>Output Indicators</u></b>					
* Total number of Family Health Plan applications disposed timely	114,446	128,934	135,381	122,608	149,237
* Total number of Family Health Plan applications approved	91,841	90,927	95,019	91,618	102,700
* Total number of Medical Assistance No Grant (MANG) Aid to the Aged, Blind and Disabled (AABD) applications approved	60,297	65,655	71,695	68,482	66,534
* Total number of MANG AABD applications disposed timely	133,827	158,798	173,884	139,572	166,366
* Total number of TANF customers canceled due to earnings	17,217	10,395	7,800	7,049	8,161
* Average number of TANF ATW cases with children under age one, working and/or in any activity	6,045	5,126	4,700	4,893	6,209
* Average number of TANF families engaged each month (Fed. participation rate)	15,181	9,441	6,420	6,592	7,204
* Average monthly TANF ATW caseload	31,236	20,346	14,600	15,736	19,431
* Total average monthly TANF caseload	56,191	43,362	37,000	38,137	42,105
* The average number of cases/families served through the Child Care program per month	97,500	95,500	97,000	94,641	100,250
* Number of children served through the Child Care program - avg. month	195,000	191,000	194,000	189,282	200,500
* Total number of customers served through the Refugee Social Service program	7,003	10,040	6,500	9,225	7,000
* Total number of Refugees and Immigrants receiving citizenship assistance	7,136	9,076	8,000	10,586	10,000
* Total number of Refugees and Immigrants receiving Outreach and Interpretation services	N/A	34,016	30,000	33,330	30,000
* Total number of Nights in Shelters	1,910	1,723	1,400	1,489	1,500
* Total number of Children served through the Crisis Nursery program	2,693	1,099	977.0	922.0	775.0

Human Capital Development (Concluded)					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Total number of Seniors accessing services through the Donated Funds Initiative program	8,091	6,087	6,408	6,046	6,408
<b><u>Outcome Indicators</u></b>					
* Timely local office disposition of Family Health Plan applications	94.7 %	96.4 %	95 %	93.5 %	93 %
* Timely disposition of MANG AABD applications	88.8 %	91.4 %	90 %	78.3 %	90 %
* Federal Q.C. payment error rate (FFY) (a)	8.75 %	4.87 %	8.26 %	5.17 %	6.64 %
* Average monthly percentage of the TANF ATW csld. canceled due to earnings	4.6 %	4.3 %	4.5 %	3.7 %	3.5 %
* Average percentage of TANF ATW cases with children under age one, working and/or in any activity	77.6 %	79.9 %	84 %	85.2 %	85 %
* Average percentage of the TANF ATW csld. meeting the Federal Work Requirement for all families	59.78 %	61.9 %	50 %	56.4 %	50 %
* Percent of families eligible for child care services served	100 %	100 %	100 %	100 %	100 %
* Number of wage bonuses provided to child care workers	2,792	4,017	4,700	5,952	6,000
* Percent of Contracted Unsubsidized Job Placements in Food Stamp Employment & Training (FSE&T) contracts	113.8 %	47.2 %	60 %	130 %	60 %
* Percent of Contracted Unsubsidized Job Placements in TANF contracts	61.2 %	61.9 %	60 %	45.7 %	60 %
* Percent of Work First Placements	61.8 %	83.5 %	60 %	94.8 %	60 %
* Percent of caregivers reporting decreased risk of maltreatment	80 %	89 %	80 %	96 %	70 %
* Percent of caregivers reporting decreased level of stress	93 %	99 %	80 %	90 %	70 %
* Percent of Seniors with improved ability to access services	43 %	96 %	70 %	86 %	80 %
* Percent of Seniors with improved coping	71 %	85 %	70 %	90 %	70 %
<b><u>External Benchmarks</u></b>					
* Federal work participation rate for all families	50 %	50 %	50 %	50 %	0 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percent of AABD MANG & FS application disposed timely	92 %	89.7 %	88 %	86.6 %	90 %
* Federal Q.C. Food Stamp Payment Accuracy (FFY)	91.25 %	95.13 %	91.8 %	94.83 %	93.36 %
* Average cost per Child Care case/family - avg. month (in dollars)	\$475.00	\$512.00	\$512.00	\$518.00	\$512.00
* Average Child Care cost per child - per month (in dollars)	\$238.00	\$256.00	\$256.00	\$259.00	\$256.00
* Homeless Prevention – Avg. quarterly Cost per Household (in dollars)	\$417.00	\$482.00	\$500.00	\$505.50	\$550.00

**Explanation of Changes to Prior Year Data**

- (1) The 2002 and 2003 values "Total Expenditures" and "Average monthly full-time equivalents" was changed to reflect the consolidation of the Community Operations, Child Care, and Employment and Social Services programs.
- (2) The 2003 value for "Average percentage of TANF ATW cases with children under age one, working and/or in any activity" was changed from (\$238 to \$245); the actual cost was not available and the \$238 amount reported was based upon an estimate.
- (3) The 2003 value for "Average percentage of the TANF ATW csld. meeting the Federal Work Requirement for all families" was changed from (\$475 to \$490); the actual cost was not available and the \$475 amount reported was based upon an estimate.
- (4) The Average percentage of TANF ATW cases with children under age one, working and/or in any activity, was modified to represent the child under one caseload more accurately. Data for FY 2003 was changed from (93.1% to 79.9%) based on a revised formula for calculating the child under one caseload.

**Footnotes**

- (a) Federal Q.C. payment error rate (FFY) is what the federal government uses to measure a states performance in correctly issuing food stamp benefits the level of incorrect payment \$ divided by the total amount of food stamp \$ issued. Fiscal year 2002 data was changed from (8.93% to \$8.75%) upon receipt of finalized data. Fiscal year 2003 data was changed from (5.48% to 4.87%) due to receipt of finalized data. Previously reported data was an average based on data collected from October March of those years.

**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, 2004, at least 94% 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.
    - b. By June 30, 2004, 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 11%.
    - c. By June 30, 2004, maintain the quality of state hospital services by maintaining an average staff to patient ratio of at least 2.4:1.
  2. Improve the appropriateness and effectiveness of clinical interventions to match the changing needs of clients.
    - a. By June 30, 2004, ensure that 83% 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$615,031.4	\$605,584.9	\$658,446.3	\$636,602.9	\$662,429.9
* Total expenditures - state appropriated funds (in thousands)	\$614,984.4	\$605,474.5	\$658,332.8	\$636,602.9	\$662,429.9
* Average monthly full-time equivalents	4,027.2	3,166.5	3,240.3	2,977.0	3,101.3
<b><u>Output Indicators</u></b>					
* Number of individuals served in DHS/DMH Assertive Community Treatment (ACT) program	9,942	11,154	10,800	11,147	10,000
* Number of juveniles found eligible for mental health juvenile justice services	385.0	840.0	425.0	681.0	550.0
<b><u>Outcome Indicators</u></b>					
* Percent of re-admissions to state hospitals within 30 days of discharge	12 %	8.8 %	11 %	9.5 %	11 %
* Percent of presentations to state hospitals that receive a pre-admission screening for less restrictive alternatives prior to admission	97 %	94.7 %	93 %	95 %	93 %
* Percent of individuals on antipsychotics treated with new generation antipsychotic drugs	77 %	83.8 %	80 %	86 %	84 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Staff to patient ratio in state hospitals (#:1)	2.5	2.3	2.4	2.3	2.4

**Maternal & Child Health**

**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:**
1. Reduce infant mortality and morbidity.
    - a. By June 30, 2004, increase the percentage of women in WIC who start prenatal care in the first trimester.
  2. Reduce child mortality and morbidity.
    - a. By June 30th, 2004, increase the percentage of 0-2 year olds who are fully immunized to 90%.
    - b. By June 30, 2004, increase the percentage of post partum women who breast-feed.
  3. Reduce the teen birth rate
    - a. By June 30, 2004, decrease the percentage of 15 to 19 year olds who give birth.

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$46,006.6	\$411,361.5	\$46,046.9	\$415,306.3	\$454,531.4
* Total expenditures - state appropriated funds (in thousands)	\$46,006.6	\$411,361.5	\$46,046.9	\$415,306.3	\$454,531.4
* Average monthly full-time equivalents	0.0	172.2	0.0	169.9	181.0
<b><u>Output Indicators</u></b>					
* Number of pregnant women and infants enrolled in Family Case Management (FCM) (a)	267,402	277,322	250,000	280,969	275,000
* Number of 0-2 year olds who received immunizations	191,196	228,355	225,000	238,158	220,000
* Number of FCM participant births (b)	54,816	63,680	60,000	60,653	60,000
* Number of WIC participant births (b)	60,984	64,409	67,000	65,920	67,000
* Number of WIC food coupons issued	12,100,000	12,767,273	12,700,000	12,200,000	12,480,000
* Number of family planning recipients (c)	149,711	150,048	151,500	N/A	151,500
* Number of adolescents who receive Family Planning services (c)	42,941	42,609	45,450	N/A	45,450
* Number of low income women served (c)	132,262	133,037	133,320	N/A	133,320
<b><u>Outcome Indicators</u></b>					
* Proportion of clients receiving prenatal care in the first trimester - WIC and FCM	73.3 %	75.3 %	75 %	75.5 %	75 %
* Proportion of post-partum clients breast-feeding	48.1 %	54.1 %	54 %	60 %	60 %
* Proportion of FCM and/or WIC one year old recipients that are fully immunized	75.7 %	82.6 %	90 %	82.8 %	90 %
* Infant mortality rate per 1,000 births (d)	8.3	7.5	7.5	7.2	7.2
* Very low birth weight rate per 1,000 births (e)	1.4	1.2	1.2	1.3	1.2
* Births to 15-19 year olds per 1,000 women ages 15-19 years	48.0	45.8	45.0	42.2	42.0
* Percent of live births to 15-19 year olds	11.2 %	10.7 %	10.5 %	10.1 %	10 %
<b><u>External Benchmarks</u></b>					
* National 1st trimester goal	90 %	90 %	90 %	90 %	90 %
* National infant mortality rate per 1,000 births	6.9	6.8	6.8	7.0	7.0
* National birth rate of teen-aged women (15-19 years)	48.5	45.3	45.0	43.0	43.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Dollars saved in medical care by providing prenatal care (FCM & WIC) (in millions) (f)	\$195.7	\$150.7	\$140.0	\$261.4	\$203.5

**Explanation of Changes to Prior Year Data**

(1) Average monthly full-time equivalents and expenditure data prior to FY2003 is not available, this program was not included in previous reports.

**Footnotes**

- (a) Family Case Management (FCM) is a state program that offers services for medical issues as well as non-medical issues such as child-care, housing, education for training, transportation, substance abuse and domestic violence.
- (b) Beginning in fiscal year 2004, and updating data back to fiscal year 2002, births are derived from the number of infants recorded in Cornerstone to mothers in the program during the actual fiscal year. Previous birth counts and estimates were derived from the matched Birth-Program file that looked at births from two years prior to the fiscal year, and used calendar year counts. This new method is equally accuracy, but the data is timelier and reported by fiscal year, not calendar year.
- (c) Family Planning data is collected by Calendar Year (CY) therefore, CY2004 is not yet available.
- (d) Infant mortality rate for participants of both FCM & WIC was 6.6/1000 in 2000, while the state infant mortality rate for all births was 8.3/1000 in 2000.
- (e) The Very Low Birth Weight (VLBW) Percentage for participants of both FCM & WIC was 1.3% in 2002, while the state VLBW rate for all births was 1.7% in 2002.
- (f) Cost savings are based upon the additional Medicaid dollars that would have been needed to pay for delivery and the first year of life costs if neither FCM nor WIC served these clients in their programs.

**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. Provide World Class Customer services and supports to individuals with disabilities assisting them in achieving their independent living goals.
    - a. By June 30, 2004, increase the number of persons receiving needed in-home services by 2% over the number for fiscal year 2003.
    - b. By June 30, 2004, increase the number of persons moved out of nursing homes by 10% over the number for fiscal year 2003.
    - c. By June 30, 2004, increase the number of new service plans developed by 2% over the number for fiscal year 2003.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 20 ILCS 2405/3

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$228,944.0	\$269,466.7	\$327,269.8	\$315,770.0	\$356,016.5
* Total expenditures - state appropriated funds (in thousands)	\$228,944.0	\$269,466.7	\$327,269.8	\$315,770.0	\$356,016.5
* Average monthly full-time equivalents	103.8	100.9	103.0	100.1	100.0
<b><u>Output Indicators</u></b>					
* Persons with disabilities receiving in-home services to prevent institutionalization	30,016	31,970	32,610	34,156	34,850
* New service plans developed	5,855	5,766	5,880	5,554	5,720
<b><u>Outcome Indicators</u></b>					
* Persons moved out of nursing homes	204.0	115.0	130.0	89.0	125.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average monthly cost of in-home services per client (in dollars)	\$954.00	\$952.00	\$965.00	\$944.00	\$955.00

**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, 2004, provide treatment services for a minimum of 60,000 individuals.
    - b. By June 30, 2004, provide child care services for 250 children whose mothers are in treatment.
    - c. By June 30, 2004, provide treatment services to 600 individuals in community corrections settings.
    - d. By June 30, 2004, provide intervention and treatment services to 9,000 youths between the ages of 12 and 17.
    - e. By June 30, 2004 and ongoing develop a strategy to effect the rapid increase in production, use and addiction to methamphetamine in Illinois.
  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, leadership and resources.
    - a. By June 30, 2004, provide knowledge/research-based prevention services in 60% of current community substance abuse prevention programs.
    - b. By June 15, 2004, 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.
  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 15, 2004, 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.
  4. Maximize Current Resources - Evaluate the current services system to maximize positive outcomes for individuals, families and communities.
    - a. By June 30, 2004, pilot test and initiate implementation of a Web-based patient and service reporting system.

**Source of Funds:** General Revenue Fund, Alcoholism and Substance Abuse Block Grant 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$210,086.4	\$205,457.4	\$236,552.4	\$208,370.3	\$237,783.9
* Total expenditures - state appropriated funds (in thousands)	\$210,086.4	\$205,457.4	\$236,552.4	\$208,370.3	\$237,783.9
* Average monthly full-time equivalents	0.0	32.7	0.0	20.6	9.5
<b><u>Output Indicators</u></b>					
* Number of discharges classified as "positive" (transfers, completions etc.)	45,706	40,891	41,000	36,200	36,200
* Number of unduplicated patients served (patient service data)	73,218	88,666	78,000	78,000	78,000
* Estimated number of individuals in prevalence population (a)	1,111,611	1,111,611	1,559,553	1,560,844	1,560,844
* Annual desired treatment capacity	103,264	103,254	233,933	233,933	233,933
<b><u>Outcome Indicators</u></b>					
* Percentage of discharges classified as "positive" (transfers, completions etc)	64 %	52 %	52 %	53.4 %	53.4 %
* Unduplicated clients served as a percent of the desired capacity (patient service data)	70.9 %	85.9 %	33.3 %	33.3 %	33.3 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* There is a \$7.00 savings to the State of Illinois for every \$1.00 spent on treatment (in billions) (b)	\$1.5	\$1.6	\$1.6	\$1.4	\$1.6
* There is a savings of between \$250,000 and \$500,000 for every drug-free baby born (in millions) (c)	\$28.0	\$33.7	\$33.7	\$22.5	\$22.5

**Explanatory Information**

Services are contracted through private contractors, the majority of which are not-for-profit and community based. Prior to Fiscal Year 2004 the administrative headcount for this program was included in "Program Admin. Disability & Behavioral Health" data.

**Footnotes**

- (a) The 2003 Illinois Household Study estimates indicate the treatment need for 2003 for the Illinois population aged 16 and above at over 16% (over 1.5 million). This includes 10.6% problematic abuse and 6.4% dependency. The drug accounting for the majority of this need is alcohol. These estimates will be finalized in November of 2004 the populations figures updated and the final report published.
- (b) These costs include alcohol and drug related crimes, health care, government services, criminal justice costs, absenteeism, lost productivity and premature deaths. Current estimates with inflation project these costs to now exceed \$300 billion. Estimates from the University of California indicate a \$7.00 reduction in these losses for every \$1.00 expended on treatment services.
- (c) 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". Savings for Illinois are generated by multiplying \$250,000 by the number of drug free infants born to mothers while in treatment.

**Early Intervention**

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

- Program Goals:** 1. Reach as many infants and toddlers with disabilities and developmental delays as possible at the youngest age possible.
- Objectives:**
- a. During fiscal year 2004 at least 30% of infants and toddlers entering the system will do so by their first birthday.
  - b. By June 30, 2004, the proportion of infants and toddlers in the state served in the program will be at least 2.5%.

**Source of Funds:** Early Intervention Services Revolving Fund

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$80,904.1	\$85,252.6	\$135,000.0	\$109,460.5	\$134,977.8
* Total expenditures - state appropriated funds (in thousands)	\$80,904.1	\$85,252.6	\$135,000.0	\$109,460.5	\$134,977.8
* Average monthly full-time equivalents	9.8	13.1	13.0	9.1	13.0
<b><u>Output Indicators</u></b>					
* Family fees (in thousands) (b)	\$2,595.7	\$1,127.6	\$2,750.0	\$2,990.4	\$3,535.3
* Number of service coordinators in provider agencies (c)	237.3	259.1	285.0	303.4	361.2
* Amount of federal reimbursement for IDEA Part C (in thousands) (d)	\$15,264.9	\$650.0	\$19,300.0	\$1,520.9	\$24,000.0
* Amount of federal Medicaid reimbursement (in thousands)	\$17,759.0	\$14,994.6	\$20,800.0	\$19,910.5	\$26,115.2
* Number of new initial (Individualized Family Service Plans) IFSP's developed (e)	8,834	11,610	13,000	14,121	17,175
* Number of children who have IFSP's (f)	11,061	12,521	13,685	15,070	17,000
<b><u>Outcome Indicators</u></b>					
* Percentage of clients receiving IFSP's prior to first birthday	28.9 %	28.9 %	30 %	27.4 %	30 %
* Percentage of children who are under age 3 who are served (g)	2.03 %	2.28 %	2.48 %	2.73 %	3.14 %
* Percentage of children under age 1 who are served (h)	0.7 %	0.85 %	1 %	1.04 %	1.22 %
* Percentage of children who are leaving at age 3 who are special education eligible or getting other referral	86.1 %	57.5 %	90 %	86.8 %	90 %
* Percentage of children under age 3 who are served	12.49 %	11.48 %	13 %	12.75 %	13 %
<b><u>External Benchmarks</u></b>					
* Percentage of children under age 1 who are served (i)	0.95 %	N/A	1 %	N/A	1 %
* National percentages of children under the age of 3 who receive Early Intervention services and who begin services under the age of one year (i)	2.16 %	N/A	2 %	N/A	2 %

**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 this 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, however caseloads fell after a series of legislative changes. Since fiscal year 2003 the number of funded coordinators has been based on caseload size quarterly adjusted.
- (d) During the 12-month fiscal year 2004 period, DCHP perfected the claiming process to maximize federal revenues based on EI spending without duplication of claims. Based upon early fiscal year 2005 claiming, DCHP will likely retain millions of dollars (TANF transfers and Medicaid) because time was taken in the development of the claiming process.
- (e) The number of initial IFSP's fell in fiscal year 2002 due to changes connected to the Early Intervention Systems Act but has progressively rebounded since.
- (f) 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, sharply since fiscal year 2002.
- (g) The national target/benchmark for percentages of children under 3 who are served is 2%, Illinois has set a higher target than the national goal.
- (h) The state target for percentage of children under 1 served matches the national target/benchmark of 1%. The target for fiscal year 2005 has been set higher to reflect projected caseload growth.
- (i) The data for this measure is provided by the Office of Special Education Programs (OSEP), OSEP is not able to report final caseload numbers based on December 1 data. Data for fiscal year 2003 is expected to be available in fiscal year 2005.

**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. Provide World Class Customer services and supports to individuals with disabilities, assisting them in achieving their employment goals.
    - a. By June 30, 2004, increase the number of persons in supported employment placements by 5% over the number for fiscal year 2003.
    - b. By June 30, 2004, increase the rehabilitation rate (success rate) to 70%.
    - c. By June 30, 2004, increase the number of new applications taken by 5% over the number for fiscal year 2003.
    - d. By June 30, 2004, decrease the average cost per rehabilitation by at least 5% of the value for fiscal year 2003.

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

**Statutory Authority:** 20 ILCS 2405

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$106,056.4	\$108,199.0	\$132,806.2	\$108,835.6	\$135,720.5
* Total expenditures - state appropriated funds (in thousands)	\$105,605.4	\$108,199.0	\$132,296.2	\$108,835.6	\$135,720.5
* Average monthly full-time equivalents	677.6	600.2	586.0	623.1	586.0
<b><u>Output Indicators</u></b>					
* New applications taken	20,637	22,547	23,675	22,021	23,500
* New service plans developed	12,779	14,654	15,386	13,181	14,100
<b><u>Outcome Indicators</u></b>					
* Persons in supported employment	3,482	3,327	3,495	3,156	3,315
* Persons competitively employed	8,369	8,822	9,265	8,053	8,455
* Rehabilitation rate (success rate)	65.5 %	69.5 %	71 %	61.2 %	65 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average lifetime cost per rehabilitation (in dollars)	\$3,165.00	\$2,990.00	\$2,840.00	\$2,513.00	\$2,500.00

**Youth Services**

**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. Effect a positive change in the lives of youth that will prevent them from becoming involved in the child welfare and/or juvenile justice system; to assist them in achieving family preservation, reunification or independence.
    - a. Provide individual assessment and case planning services for youth determined to be at risk for involvement in the child welfare and/or juvenile justice system, who have been referred to local agencies from law enforcement, courts, schools, church and/or other community entities.
    - b. Provide emergency housing, individual and family counseling, life skills training and other needed health and social services and supports to youth, based upon needs identified through individual assessment.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 20 ILCS 505/17

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$0	\$49,999.3	\$0	\$50,866.1	\$59,161.3
* Total expenditures - state appropriated funds (in thousands)	\$0	\$49,999.3	\$0	\$50,866.1	\$59,161.3
* Average monthly full-time equivalents	0.0	15.5	3.0	15.4	20.0
<b><u>Output Indicators</u></b>					
* Number of Comprehensive Community-Based Youth Services recipients	18,000	18,000	18,000	18,000	18,000
* Number of Unified Delinquency Intervention Service recipients	980.0	980.0	980.0	980.0	980.0
<b><u>Outcome Indicators</u></b>					
* Proportion of CCBYS and UDIS recipients that are assessed to be at high risk of delinquency	N/A	N/A	34 %	34 %	40 %
* Proportion of CCBYS and UDIS recipients whose cases are closed due to family reunification (or successful completion)	N/A	N/A	36 %	36 %	40 %

**Explanatory Information**

Accurate Output Indicators are not available for fiscal years prior to 2004, due to no data system in place. The number of recipients shown is based upon program estimates. Implementation of a data system is underway at current time. Outcome Indicators are based upon preliminary data.

**Explanation of Changes to Prior Year Data**

- (1) "Total expenditures" and "Headcount" values for fiscal year 2003 were changed from zero(0) because this program was previously reported as part of Community Health and Prevention, values for fiscal year 2002 are not available.

**Substance Abuse Prevention**

**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:** 1. Effect a positive change in the lives of youth that will delay the age of first use or
- Objectives:**
- a. Decrease in the proportion of youth ages 10-17 who report ATOD use within the past month.
  - b. Increase (delay) in the age of first use of ATPD among youth ages 10-17.
  - c. Decrease in proportion of youth ages 10-17 who report ATOD use within the past year.

**Source of Funds:** Youth Alcoholism and Substance Abuse Prevention Fund **Statutory Authority:** 20 ILCS 301

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$0	\$22,038.1	\$0	\$23,117.1	\$25,327.3
* Total expenditures - state appropriated funds (in thousands)	\$0	\$22,038.1	\$0	\$23,117.1	\$25,327.3
* Average monthly full-time equivalents	0.0	3.0	3.0	0.8	0.0
<b><u>Output Indicators</u></b>					
* Number of hours of Substance Abuse Prevention (SAP) activities.	348,535	337,993	330,000	329,590	330,000
* Number of Teen REACH participants (a)	N/A	31,300	31,300	31,500	22,800
<b><u>Outcome Indicators</u></b>					
* Proportion of 10th grade children reporting use of any illicit substance in the past month. (b)	17.2 %	N/A	16 %	0 %	0 %
* Mean age at first use (12th grade children only) of marijuana. (c)	14.6	N/A	14.7	N/A	N/A
* Proportion of 10th grade children reporting use of alcohol in the past month.	36.1 %	N/A	36 %	N/A	N/A
* Mean age at first use (12th grade children only) of alcohol.	14.1 %	N/A	14.3	N/A	N/A
<b><u>External Benchmarks</u></b>					
* National proportion of 10th grade children reporting use of any illicit substance in the past month (b,d)	20.8 %	19.5 %	N/A	N/A	N/A
* National proportion of 10th grade children reporting use of alcohol in the past month (d)	35.4 %	35.4 %	N/A	N/A	N/A

**Explanatory Information**

The Outcome Indicators rely on the biennial Illinois Youth Study on Substance Use for data. The last study was completed and released in December 2002. The 2004 survey has been completed but the results have not yet been tabulated or released at this time. Data from 2000 survey: 10th grade any illicit: 20.0%; 10th grade alcohol: 41.8%; mean age (12th grade) marijuana: 14.5; mean age (12th grade) alcohol: 13.9.

**Explanation of Changes to Prior Year Data**

- (1) Average monthly full-time equivalents and expenditure data prior to FY2003 is not available, this program was not included in previous reports.

**Footnotes**

- (a) Teen REACH data for 2002 is not reported due to a lack of a reliable data system at that time.
- (b) Illicit substances include Marijuana, Cocaine/Crack, Hallucinogens and other drugs.
- (c) There is no "age at first use" data corresponding with "any illicit substance", however, marijuana use is a proxy.
- (d) Data from "Monitoring the Future 2002", and "Monitoring the Future 2003" studies, respectively.
- (e) There is no comparable "Age at first use" national data, since the "Monitoring the Future" studies report age by grade in school and do not give means.

**Sexually Violent Persons Program**

**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, 2004, manage the Treatment & Detention Program to achieve an average annual cost per detainee/sexually violent person of \$86,000 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, 2004, 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, 2004, 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$14,315.0	\$16,719.8	\$18,079.1	\$15,998.1	\$18,988.9
* Total expenditures - state appropriated funds (in thousands)	\$14,315.0	\$16,719.8	\$18,079.1	\$15,998.1	\$18,988.9
* Average monthly full-time equivalents	156.4	178.0	200.0	167.5	200.0
<b><u>Output Indicators</u></b>					
* Number of detainees and sexually violent persons in the TDF	179.0	200.0	200.0	202.0	200.0
<b><u>Outcome Indicators</u></b>					
* Return Rate of individuals who are conditionally released to from the TDF	0.0	1.0	0.0	0.0	0.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Annual cost per detainee/sexually violent person in the TDF (in dollars)	\$83,760.00	\$85,500.00	\$86,000.00	\$85,000.00	\$86,000.00

# HUMAN SERVICES: DEPARTMENT OF CHILDREN AND FAMILY SERVICES

<b>Children and Family Services</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Family Reunification and Substitute Care	\$768,053.1	1,074.0	\$730,320.5	1,075.0
Adoption and Guardianship	\$284,075.7	158.0	\$294,926.9	157.0
Protective Services	\$117,502.1	1,112.0	\$117,666.6	1,292.0
Family Maintenance	\$81,617.7	691.0	\$78,776.0	519.0
Support Services	\$49,323.9	357.0	\$46,180.6	363.0
<b>Totals</b>	<b>\$1,300,572.5</b>	<b>3,392.0</b>	<b>\$1,267,870.6</b>	<b>3,406.0</b>

## 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.
- 5) Work in partnership with communities to fulfill this mission.

To achieve this mission the Department utilizes its 3,406 employees and a broad network of private service providers throughout the state. Private agencies are the primary service provider for more than three-fourths of the children in foster care and all children in residential placements.

The Department's major program areas are as follows:

**Protective Services** – Operates the Child Abuse Hotline, conducts child abuse/neglect investigations,

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 to which 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$847,611.7	\$768,053.3	\$778,251.1	\$730,366.7	\$706,609.7
* Total expenditures - state appropriated funds (in thousands)	\$847,532.9	\$768,053.1	\$778,251.1	\$730,320.5	\$706,609.7
* Average monthly full-time equivalents	1,314.0	1,074.0	1,210.0	1,075.0	1,075.0
<b><u>Output Indicators</u></b>					
* Children in independent living	896.0	964.0	950.0	906.0	900.0
* Children in regular foster care	7,665	7,097	7,060	6,609	6,658
* Children in relative care	8,537	6,987	6,305	6,596	6,269
* Children in residential placements	1,998	1,663	1,480	1,500	1,125
* Children in specialized foster care	4,137	3,916	3,334	3,487	3,113
* Children with "return home" goal	8,095	6,558	7,000	6,206	6,400
* Children placed outside home (end of year) - paid placements	23,233	20,627	19,129	19,098	18,065
<b><u>Outcome Indicators</u></b>					
* Child cases closed	8,596	10,933	7,500	6,807	7,150
* Percentage of children returned home	11.7 %	12.1 %	12 %	11.6 %	12 %
* Percentage of children served within the year moved to permanency	31 %	30.3 %	30.8 %	27.4 %	31.3 %
* Percentage of sibling groups placed all or partially together	77 %	77.7 %	80 %	84 %	77.7 %
* Number of children returned home	2,740	2,456	2,200	2,093	2,017
* Median length of time open for children in substitute care	3.2	2.9	3.0	2.7	2.8

**Adoption and Guardianship**

**Mission Statement:** Provide new permanent homes for children in Departments 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$267,328.7	\$284,075.7	\$312,429.5	\$294,926.9	\$312,126.4
* Total expenditures - state appropriated funds (in thousands)	\$267,328.7	\$284,075.7	\$312,429.5	\$294,926.9	\$312,126.4
* Average monthly full-time equivalents	187.0	158.0	172.0	157.0	157.0
<b><u>Output Indicators</u></b>					
* Number of children receiving adoption payments (end of year)	32,492	33,947	35,200	34,619	36,043
* Number of children receiving guardianship payments (end of year)	6,324	6,618	6,885	6,503	7,111
<b><u>Outcome Indicators</u></b>					
* Number of children adopted	3,427	2,795	2,610	2,163	2,338
* Number of children to guardianship	1,076	917.0	855.0	674.0	870.0

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$114,579.1	\$117,502.1	\$126,773.3	\$117,666.6	\$118,529.1
* Total expenditures - state appropriated funds (in thousands)	\$114,579.1	\$117,502.1	\$126,773.3	\$117,666.6	\$118,529.1
* Average monthly full-time equivalents	1,232.0	1,112.0	1,148.0	1,292.0	1,292.0
<b><u>Output Indicators</u></b>					
* Family reports investigated	59,243	59,422	60,000	62,749	57,640
* Hotline calls	304,804	293,292	300,000	277,295	278,560
* Children investigated	98,507	96,588	97,000	104,278	94,530
<b><u>Outcome Indicators</u></b>					
* Number of indicated family reports	15,967	16,365	16,000	16,116	16,070
* Percentage of investigations indicated	27 %	28.1 %	28 %	25.8 %	27.9 %
* Percentage of investigations initiated within 24 hours	98.9 %	99.4 %	100 %	99.5 %	100 %
* Percentage of investigations completed within 60 days	90.9 %	87.5 %	90 %	83.4 %	90 %

**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, DCFS Special Purposes Trust Fund

**Statutory Authority:** Children & Family Services Act

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$80,291.4	\$81,678.5	\$89,656.4	\$78,776.0	\$76,863.1
* Total expenditures - state appropriated funds (in thousands)	\$80,253.7	\$81,617.7	\$89,656.4	\$78,776.0	\$76,863.1
* Average monthly full-time equivalents	780.0	691.0	729.0	519.0	519.0
<b><u>Output Indicators</u></b>					
* Intact families served (end of year)	8,072	7,648	8,500	7,619	7,420
* Family cases closed	11,612	10,592	11,000	10,250	10,270
<b><u>Outcome Indicators</u></b>					
* Intact family cases opened over 12 months	1,352	1,118	1,100	1,874	1,800

# HUMAN SERVICES: DEPARTMENT ON AGING

<b>Aging</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Community Care Program	\$214,336.0	19.0	\$228,602.4	20.0
Community Support Services	\$71,843.7	17.0	\$68,233.3	18.0
Elder Abuse and Neglect Program	\$6,259.5	6.0	\$6,690.1	5.0
Central Management	\$7,287.1	56.0	\$6,507.3	59.0
Employment Services	\$3,342.0	1.0	\$3,290.2	1.0
Training and Staff Development	\$153.0	5.0	\$123.7	5.0
<b>Totals</b>	<b>\$303,221.3</b>	<b>104.0</b>	<b>\$313,447.0</b>	<b>108.0</b>

**Explanatory Notes** \*Expenditures represented for the Community Care Program include additional funds provided in the Alternative Care Program.

## 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 provides 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$211,644.2	\$214,336.0	\$234,739.5	\$228,602.4	\$233,330.3
* Total expenditures - state appropriated funds (in thousands)	\$211,644.2	\$214,336.0	\$234,739.5	\$228,602.4	\$233,330.3
* Average monthly full-time equivalents	29.0	19.0	19.0	20.0	22.0
<b><u>Output Indicators</u></b>					
* CCP average monthly caseload	39,354	38,950	40,400	39,321	40,578
* Total assessments conducted	163,161	167,738	159,600	175,144	181,933
* Number of deinstitutionalizations conducted	453.0	386.0	452.0	397.0	393.0
* CCP units provided	18,833,078	18,480,726	19,965,000	19,091,723	20,234,842
* Adult Day Service hours	2,306,454	2,311,547	2,371,604	2,332,877	2,453,578
<b><u>Outcome Indicators</u></b>					
* Face-to-face screens	97.9 %	97.96 %	95 %	97.96 %	97.98 %
* Non-face-to-face screens	2.1 %	2.04 %	5 %	2.04 %	2.02 %
* CCP caseload cost vs. nursing home facility geriatric caseload costs	22.2 %	22.7 %	33 %	20.9 %	20.1 %
* Percent increase in Adult Day Service hours	2.5 %	0.2 %	N/A	0.9 %	5.2 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average monthly cost of Medicaid nursing home (in dollars)	\$2,010.00	\$2,010.00	\$2,010.00	\$2,300.00	\$2,369.00
* CCP average monthly cost of care (in dollars)	\$445.33	\$455.67	\$462.00	\$481.66	\$475.93
* Potential monthly savings Federal/State (in thousands)	\$61,576.0	\$60,541.3	\$62,539.0	\$71,498.8	\$76,816.8

**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/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$68,066.8	\$71,843.7	\$76,018.3	\$68,233.3	\$77,119.3
* Total expenditures - state appropriated funds (in thousands)	\$67,906.0	\$71,843.7	\$76,018.3	\$68,233.3	\$77,119.3
* Average monthly full-time equivalents	20.0	17.0	17.0	18.0	19.0
<b><u>Output Indicators</u></b>					
* Number of persons served	531,836	554,048	532,000	554,100	550,000
* Number of home-delivered meals provided	6,924,667	6,920,578	6,879,260	6,784,260	6,794,362
* Number of persons served in home-delivered meals	44,873	44,298	44,648	44,550	45,213
* Number of case-management hours provided	307,744	310,525	295,258	275,040	275,106
* Number of persons served in case-management services	89,848	84,318	81,071	66,502	64,061
<b><u>Outcome Indicators</u></b>					
* At a minimum, 90% of all home-delivered meal participants will have difficulties performing 2 or more IADLs or ADLs	75 %	81 %	90 %	83 %	90 %
* At a minimum, 90% of all case management clients will have difficulties performing 2 or more IADLs or ADLs	85 %	92 %	90 %	90 %	90 %
* At a minimum, 30% of the total number of older adults served in Community Support Services will be in greatest economic need	29 %	23 %	30 %	25 %	30 %
* At a minimum, 25% of the total number of older adults served in Community Support Services will be minorities	27 %	27 %	25 %	27 %	25 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per home-delivered meal (in dollars)	\$3.57	\$3.79	\$4.11	\$4.02	\$3.95
* Average cost per unit (hour) of case management service (in dollars)	\$17.45	\$17.33	\$23.78	\$21.85	\$22.56
<b><u>External Benchmarks</u></b>					
* National average cost per home-delivered meal (in dollars)	\$4.41	\$4.41	\$3.71	\$4.41	\$4.41
* National average cost per unit (hour) of case management service (in dollars)	\$24.81	\$24.81	\$24.81	\$24.81	\$24.81

**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 are alleged to be abused, neglected or financially exploited in long term care facilities or in the community.

- 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$6,220.9	\$6,259.5	\$7,215.8	\$6,690.1	\$8,977.0
* Total expenditures - state appropriated funds (in thousands)	\$6,220.9	\$6,259.5	\$7,215.8	\$6,690.1	\$8,898.2
* Average monthly full-time equivalents	6.0	6.0	6.0	5.0	6.0
<b><u>Output Indicators</u></b>					
* Total elder abuse reports received	7,500	7,718	8,176	8,390	8,977
* Estimated number of substantiated reports	4,290	4,461	4,726	4,766	5,099
* Average monthly caseload (statewide)	2,386	2,456	2,603	2,410	2,579
<b><u>Outcome Indicators</u></b>					
* Initial face-to-face visits with elder abuse victims will be conducted within required timeframes	98 %	98 %	100 %	100 %	100 %
* Investigations of elder abuse must be completed within 30 days of when the report is received	99 %	99 %	100 %	100 %	100 %
* At a minimum, 70% of closed cases will have no/low risk by the end of the fiscal year	67 %	68 %	70 %	70 %	70 %
* Subsequent reports will be less than 25% of all elder abuse reports by the end of the fiscal year	30 %	30 %	25 %	25 %	25 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Estimated average monthly caseload per caseworker	35.0	35.0	25.0	28.0	30.0
* Average monthly cost per report (in dollars)	\$69.20	\$67.59	\$73.55	\$71.67	\$82.60

# HUMAN SERVICES: DEPARTMENT OF PUBLIC HEALTH

<b>Public Health</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Health Protection	\$127,412.9	417.9	\$119,905.8	385.2
Preparedness and Response	\$0.0	14.2	\$37,349.5	43.5
Health Care Regulation	\$34,361.1	350.4	\$33,897.7	310.9
Health Promotion	\$30,797.5	72.8	\$24,529.2	72.4
Administration	\$21,055.4	198.5	\$17,065.7	170.2
Policy, Planning & Statistics	\$17,626.4	71.5	\$17,012.1	67.2
Women's Health	\$11,370.2	15.5	\$15,542.2	20.8
Information Technology	\$5,060.4	46.4	\$4,476.2	46.2
<b>Totals</b>	<b>\$247,683.9</b>	<b>1,187.2</b>	<b>\$269,778.4</b>	<b>1,116.4</b>

## 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:

1. **Policy, Planning, and Statistics** 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.

2. **Health Promotion** provides preventive health services with respect to chronic 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.

3. **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.

4. **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, inspections of dwellings of children identified with elevated blood lead levels, regulations of private water supplies, and provision of public health laboratory testing services.

5. **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, 2005, increase statewide immunization rates for children less than two years of age to 85%.
  - b. By June 30, 2005, 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 2005, 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, 2005.
3. To provide accurate, reliable and timely state laboratory services and to ensure the quality of environmental and bioterrorism laboratories.
  - a. By June 30, 2005, maintain turn around time within 2 working days for positive newborn screening results.
  - b. By June 30, 2005, deliver bioterrorism select agent training to 50% of hospital laboratories.
  - c. By June 30, 2005, inspect 50% of the water and dairy testing laboratories.
4. To protect the public from dangers related to food, drug and dairy products.
  - a. By June 30, 2005, 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, Emergency Public Health Fund, Public Health Water Permit Fund, Used Tire Management Fund, Public Health Laboratory Services Revolving Fund, Lead Poisoning, Screening, Prevention and Abatement Fund, Tanning Facility Permit Fund, Plumbing Licensure and Program Fund, Pesticide Control Fund, Tobacco Settlement Recovery Fund, Public Health State Projects Fund, Metabolic Screening and Treatment Fund

**Statutory Authority:** 20 ILCS 2310/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$117,970.0	\$127,412.9	\$131,958.4	\$119,905.8	\$139,018.1
* Total expenditures - state appropriated funds (in thousands)	\$114,237.3	\$127,412.9	\$131,958.4	\$119,905.8	\$139,018.1
* Average monthly full-time equivalents	450.0	417.9	427.0	385.2	434.0
<b><u>Output Indicators</u></b>					
* Number of prescriptions filled through AIDS Drug Assistance Program (ADAP)	99,242	107,560	120,000	111,248	125,000
* Number of lead poisoning cases investigated	203.0	212.0	200.0	147.0	200.0
* Total newborn screening tests performed	1,328,649	1,507,748	1,500,000	1,447,430	1,500,000
* Number of all other tests performed	1,060,908	1,256,165	1,200,000	1,212,070	1,200,000
<b><u>Outcome Indicators</u></b>					
* Immunization Rate for children under two years of age, excluding Chicago (a,b)	78.2 %	83.5 %	83 %	87.5 %	85 %
* Immunization Rate for all Illinois children under two years of age, including Chicago (b)	76 %	80.4 %	81 %	84.9 %	84.9 %
* Percent of lead poisoning cases brought to resolution within 210 days	95 %	99 %	98 %	94 %	95 %
* Percent of non-community public water supplies with no coliform positive samples (c,d)	99.3 %	99 %	90 %	96 %	90 %
* Number of lead poisoning cases remediated or referred for enforcement within 210 days	185.0	196.0	196.0	199.0	196.0
* Total newborn screening test results reported	1,075,688	1,297,157	1,300,000	1,210,450	1,200,000
* Turn-around time for positive newborn screening results (working days) (e)	1.9	2.0	4.0	1.8	2.0

**Footnotes**

- (a) Excludes the City of Chicago, which administers its own immunization program.
- (b) 4:3:1 series (4 DTAP - Diphtheria, Tetanus, and Acellular Pertussis; 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) 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 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 trauma services.
    - a. Inspect 25% of Trauma Centers each fiscal year.
    - b. Process license applications for emergency medical technician applicants within 10 days after taking the required test by June 30, 2005.
    - c. By June 30, 2005, 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 89% by June 30, 2005.
    - b. Work with hospital trauma centers to maintain 100% percent compliance with state regulations by June 30, 2005.

**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

**Statutory Authority:** 20 ILCS 2310

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$36,251.3	\$34,361.1	\$40,977.6	\$33,897.7	\$41,923.1
* Total expenditures - state appropriated funds (in thousands)	\$36,251.3	\$34,361.1	\$40,977.6	\$33,897.7	\$41,923.1
* Average monthly full-time equivalents	400.0	350.4	324.0	310.9	327.0
<b><u>Output Indicators</u></b>					
* Grants to trauma center hospitals (in thousands)	\$4,345.6	\$4,700.0	\$5,000.0	\$4,600.5	\$5,400.0
* Number of trauma cases	36,964	33,642	34,000	38,992	39,000
* Number of new Emergency Medical Technicians (EMT) licensed	3,808	3,609	3,600	N/A	N/A
* Number of licensed LTC beds	121,880	120,531	120,000	126,363	130,000
* Number of complaints received against LTC facilities	5,099	4,900	4,950	4,931	5,000
* Number of LTC facility annual inspections	1,211	1,112	1,125	1,092	1,100
* Number of LTC facility 1st and 2nd follow-ups to inspections	1,186	1,138	1,200	1,000	1,100
* Number of LTC state licensed facilities (as of July 1)	1,164	1,175	1,150	1,176	1,200
* Number of hospitals designated as trauma centers	67.0	67.0	67.0	67.0	67.0
* Number of EMS resource hospitals	62.0	62.0	62.0	62.0	62.0
<b><u>Outcome Indicators</u></b>					
* Percent of hospital trauma centers in compliance with state regulations	99 %	97 %	100 %	100 %	100 %
* Percent of LTC facilities in compliance at annual inspection	38 %	37 %	40 %	30 %	35 %
* Percent of LTC facilities in compliance at first revisit of annuals	83 %	85 %	87 %	88 %	89 %
* Number of LTC facilities with licensure Type "A" violation	65.0	74.0	70.0	23.0	20.0
* Percent of LTC facilities with a licensure Type "A" violation	1.3 %	6.3 %	6.1 %	1.7 %	1.5 %

**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, 2005, ensure that 99% of all newborns receive appropriate metabolic newborn screening and follow-up as necessary.
    - b. By June 30, 2005, 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 January 1, 2006, decrease the prevalence of teens using tobacco in Illinois by 2.5%.
    - b. By January 1, 2006, decrease the prevalence of adults using tobacco by 2.5%.
  3. Decrease premature death and disability resulting from unintentional injury and violence.
    - a. By January 1, 2005, 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, 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$64,529.0	\$30,797.5	\$38,430.0	\$24,529.2	\$45,358.4
* Total expenditures - state appropriated funds (in thousands)	\$64,529.0	\$30,797.5	\$38,430.0	\$24,529.2	\$45,358.4
* Average monthly full-time equivalents	74.0	72.8	72.0	72.4	65.0
* Number of Children Born (Calendar Year)	180,555	N/A	182,141	N/A	184,800
<b><u>Output Indicators</u></b>					
* Number of newborns screened for genetic/metabolic disorders	173,612	184,865	185,000	183,050	183,000
* Number of children screened for blood lead poisoning	274,841	263,089	265,000	267,997	273,300
* Number of vision and hearing screenings performed	2,537,597	2,555,000	2,555,000	2,534,319	2,500,000
* Number of children targeted for lead screening	1,182,865	1,201,000	1,210,000	1,243,632	1,243,632
* Number of children eligible for vision and hearing screening	1,300,000	1,300,000	1,300,000	1,485,000	1,300,000
<b><u>Outcome Indicators</u></b>					
* Percentage of newborns screened	96 %	99 %	99 %	N/A	99 %
* Number of infants confirmed with genetic/metabolic conditions	204.0	377.0	400.0	311.0	315.0
* Number of children referred for lead follow-up exceeding 10mgc/dl	20,792	16,653	16,000	13,130	11,817
* Percentage of children tested with blood lead levels exceeding 10mcg/dl	7 %	6 %	5 %	4.9 %	4.5 %

**Explanation of Changes to Prior Year Data**

- (1) The 2002 value for "Number of Children Born (Calendar Year)" was changed from "N/A" to 180,555 because actual data for 2002 are now available.
- (2) The 2002 value for "Percentage of newborns screened" was changed from esimated 98% to 96% because actual data on the number of children born for 2002 are now available.

**Policy, Planning & Statistics**

**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 30, 2004, assist 12 rural hospitals to become certified as critical access hospitals, ensuring their ability to meet local health care needs.
    - b. By June 30, 2004, 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, 2004.
  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/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$18,293.1	\$17,626.4	\$25,818.2	\$17,012.1	\$28,660.0
* Total expenditures - state appropriated funds (in thousands)	\$18,293.1	\$17,626.4	\$25,818.2	\$17,012.1	\$28,660.0
* Average monthly full-time equivalents	81.0	71.5	73.0	67.2	73.0
<b><u>Output Indicators</u></b>					
* Number of hospitals receiving grants to assess potential impact of critical access hospital certification	6.0	15.0	8.0	13.0	10.0
* Number of new medical scholarship awards	25.0	13.0	25.0	23.0	10.0
* Number of continuing medical scholarship awards	55.0	49.0	55.0	52.0	53.0
* Number of hospitals eligible for critical access hospital certification	32.0	35.0	25.0	13.0	13.0
<b><u>Outcome Indicators</u></b>					
* Number of Medicare certified rural health clinics	188.0	190.0	195.0	190.0	190.0
* Number of hospitals certified as critical access hospitals	3.0	9.0	12.0	8.0	14.0
* Number of medical scholarship recipients currently in practice in rural and underserved areas	202.0	114.0	115.0	119.0	124.0
* Percentage of eligible hospitals obtaining critical access hospital certification	100 %	100 %	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 19,000 women age 40 and over with incomes under 200% of the federal poverty level by June 30, 2005.
  2. To increase the knowledge of providers and the public about gender specific health issues and resources.
    - a. Respond to 2,220 calls to the Women's Health Helpline and establish a Women's Health Referral Network by June 30, 2005.
    - b. Compile and evaluate Women's Health Initiative grantee performance indicators during each quarter of FY2005 to demonstrate that over 12,000 women will be reached and at least 50% will report a behavior change or increased knowledge resulting from health education sessions.

**Source of Funds:** General Revenue Fund, Penny Sevens Breast and Cervical Cancer Research Fund, Public Health Services Fund, Public Health State Projects Fund      **Statutory Authority:** 20 ILCS 2305/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$9,606.2	\$11,370.2	\$18,079.9	\$15,542.2	\$19,959.8
* Total expenditures - state appropriated funds (in thousands)	\$9,606.2	\$11,370.2	\$18,079.9	\$15,542.2	\$19,959.8
* Average monthly full-time equivalents	15.0	15.5	14.0	20.8	22.0
<b><u>Output Indicators</u></b>					
* Number of requests to Women's Health Helpline	1,263	2,461	1,449	2,936	2,220
* Women's Health Initiative and Osteoporosis Grant Awards (in thousands)	\$2,123.8	\$1,808.1	\$1,617.5	\$1,617.5	\$1,500.5
* Number of Women's Health Initiative and Osteoporosis Grant Awards	66.0	73.0	74.0	74.0	72.0
* Number of women receiving screening services	15,841	15,876	15,000	20,508	19,000
<b><u>Outcome Indicators</u></b>					
* Percent of women with abnormal screening results who received diagnostic follow-up	64.6 %	86.5 %	100 %	N/A	100 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average turn-around time for requests received through the Women's Health Helpline (business days)	5.2	3.2	5.0	2.9	3.5

# HUMAN SERVICES: DEPARTMENT OF VETERANS' AFFAIRS

<b>Veterans' Affairs</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Illinois Veterans' Home Quincy	\$33,700.1	576.0	\$34,628.9	556.5
Illinois Veterans' Home Manteno	\$19,930.0	314.0	\$21,334.9	304.8
Illinois Veterans' Home LaSalle	\$8,197.7	133.5	\$8,264.0	130.9
Illinois Veterans' Home Anna	\$3,472.8	2.0	\$4,035.8	16.4
Field Services Division	\$3,780.8	66.0	\$3,257.2	51.1
Awards/Grants/Records Section	\$2,397.7	6.0	\$2,226.1	6.1
State Approving Agency	\$582.3	6.0	\$624.6	7.2
<b>Totals</b>	<b>\$72,061.4</b>	<b>1,103.5</b>	<b>\$74,371.5</b>	<b>1,073.0</b>

## Mission and Organization

The State of Illinois has a long history of service to veterans beginning in 1886 with the establishment of the Illinois Soldier's and Sailor's 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 eligible veterans, their dependents and survivors in obtaining federal, state, or local benefits.

The department maintains administrative offices in Springfield and Chicago and works with several federal and state agencies to coordinate the services and activities of state and federal agencies servicing veterans. It has de-centralized service offices accessible to veterans 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 claims, which include request for compensation, edu-

cation, pension, 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 skilled nursing and domiciliary care to eligible veterans. The department currently has a total of 1,205 beds for providing long-term care to veterans; 1,061 nursing care beds and 144 domiciliary care beds. There are currently approximately 800 persons on the waiting list. The Quincy Veterans' Home was opened in 1886, the Manteno Veterans' Home in April 1987, 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 to residents, social and cultural activities of personal interest designed to foster dignity and self-respect.

The State Approving Agency program evaluates and approves veterans' education and training programs available to colleges, universities and vocational training centers in Illinois. Information in this report is based on federal fiscal year data (October 1 - September 30).

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$32,621.9	\$33,754.6	\$35,963.8	\$34,628.9	\$37,134.5
* Total expenditures - state appropriated funds (in thousands)	\$32,604.1	\$33,700.1	\$35,963.8	\$34,628.9	\$37,134.5
* Average monthly full-time equivalents	585.0	576.0	573.0	556.5	572.7
<b><u>Output Indicators</u></b>					
* Average Daily Census (ADC)- skilled	509.0	497.0	551.0	473.0	480.0
* Average Daily Census (ADC) - domiciliary	70.0	63.0	132.0	62.0	70.0
* Number of nursing hours per resident	2.4	2.4	2.5	2.5	2.5
<b><u>Outcome Indicators</u></b>					
* Number of decubiti (monthly average)	6.1	21.5	0.0	23.6	0.0
* Number of falls resulting in injury	130.0	73.0	0.0	82.0	0.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost of nursing care per resident per day (in dollars)	\$144.10	\$165.96	\$178.41	\$165.96	\$178.41
* Cost of domiciliary care per resident per day (in dollars)	\$89.93	\$106.63	\$114.52	\$106.63	\$114.52

**Illinois Veterans' Home Manteno**

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

**Program Goals:** 1. To provide skilled care to Illinois veterans who reside at the Illinois Veterans' Home Manteno.

- Objectives:**
- 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$20,033.6	\$19,994.9	\$22,146.5	\$21,334.9	\$23,995.8
* Total expenditures - state appropriated funds (in thousands)	\$20,003.6	\$19,930.0	\$22,146.5	\$21,334.9	\$23,995.8
* Average monthly full-time equivalents	332.0	314.0	332.0	304.8	331.9
<b><u>Output Indicators</u></b>					
* Average Daily Census (ADC) - skilled	292.0	284.0	340.0	296.0	340.0
* Average Daily Census (ADC) - domiciliary	7.0	2.0	0.0	0.0	0.0
* Number of nursing hours per resident	2.6	2.5	2.5	2.4	2.5
<b><u>Outcome Indicators</u></b>					
* Number of decubiti (monthly average)	17.2	18.0	0.0	15.2	0.0
* Number of falls resulting in injury	233.0	192.0	0.0	228.0	0.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost of nursing care per resident per day (in dollars)	\$168.44	\$174.94	\$174.94	\$181.57	\$165.97
* Cost of domiciliary care per resident per day (in dollars)	\$106.13	\$96.22	\$0.00	\$0.00	\$0.00

**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 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.
  - 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$7,747.0	\$8,226.8	\$8,670.9	\$8,264.4	\$9,440.5
* Total expenditures - state appropriated funds (in thousands)	\$7,717.0	\$8,197.7	\$8,670.9	\$8,264.0	\$9,440.5
* Average monthly full-time equivalents	135.0	133.5	129.0	130.9	129.1
<b><u>Output Indicators</u></b>					
* Average Daily Census (ADC) - skilled	104.0	111.0	120.0	108.5	120.0
* Number of nursing hours per resident	2.7	2.6	2.5	2.6	2.5
<b><u>Outcome Indicators</u></b>					
* Number of decubiti (monthly average)	8.0	6.2	0.0	6.9	0.0
* Number of falls resulting in injury	70.0	76.0	0.0	29.0	0.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost of nursing care per resident per day (in dollars)	\$171.38	\$192.90	\$204.31	\$192.13	\$200.36

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,105.5	\$3,501.5	\$3,813.8	\$4,036.0	\$5,121.9
* Total expenditures - state appropriated funds (in thousands)	\$3,075.5	\$3,472.8	\$3,813.8	\$4,035.8	\$5,121.9
* Average monthly full-time equivalents	3.0	2.0	2.0	16.4	70.7
<b><u>Output Indicators</u></b>					
* Average Daily Census (ADC)-skilled	49.0	49.5	49.5	49.5	50.0
* Average Daily Census (ADC)-domiciliary	11.0	9.0	11.5	11.5	12.0
* Number of nursing hours per resident	2.6	2.6	2.5	2.9	2.5
<b><u>Outcome Indicators</u></b>					
* Number of decubiti (monthly average)	4.0	1.0	0.0	2.7	0.0
* Number of falls resulting in injury	126.0	78.0	0.0	104.0	0.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost of domiciliary care per resident per day (in dollars)	\$65.35	\$60.30	\$65.35	\$60.30	\$65.35
* Cost of nursing care per resident per day (in dollars)	\$171.38	\$150.70	\$171.38	\$150.70	\$171.38

**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.
  2. To increase benefit awareness.
    - a. Increase benefits paid to veterans by 10%.
    - b. Decrease benefit approval turnaround time 10% by networking federal and state agencies.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 330 ILCS 5 - 110

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,720.4	\$3,780.8	\$3,521.2	\$3,257.2	\$3,382.1
* Total expenditures - state appropriated funds (in thousands)	\$3,720.4	\$3,780.8	\$3,521.2	\$3,257.2	\$3,382.1
* Average monthly full-time equivalents	69.0	66.0	54.0	51.1	54.3
<b><u>Output Indicators</u></b>					
* Permanent full time offices	43.0	43.0	43.0	43.0	43.0
* Part-time itinerant offices	54.0	64.0	64.0	49.0	59.0
<b><u>Outcome Indicators</u></b>					
* Number of veterans, their dependents & survivors served	167,040	189,200	170,000	171,629	175,000
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Estimated return on federal monies (in thousands)	\$615.0	\$537.5	\$615.0	\$599.2	\$650.0
* State monies received by actual clients (in thousands)	\$1,542.7	\$1,660.9	\$1,900.4	\$1,637.4	\$2,107.6

**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 Illinois 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.
  2. Publication of the State Veterans' Honor Roll by December 2007.
    - 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 2007.
    - b. Network Central Veterans' Database with federal and state agencies for verification of veteran status/claims.
    - c. Input 1.5 million (100%) records into Central Veterans' Database by the end of fiscal year 2007.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 330 ILCS 5 - 110

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,085.5	\$2,397.7	\$2,419.0	\$2,226.1	\$3,108.0
* Total expenditures - state appropriated funds (in thousands)	\$2,085.5	\$2,397.7	\$2,419.0	\$2,226.1	\$3,108.0
* Average monthly full-time equivalents	6.0	6.0	6.0	6.1	6.1
<b><u>Output Indicators</u></b>					
* Total number of claims processed	7,026	6,854	8,878	5,517	7,250
<b><u>Outcome Indicators</u></b>					
* Number of students improving the quality of life through college education	920.0	917.0	950.0	1,246	1,300
* Number of children improving educational opportunities through post-secondary schools	537.0	474.0	650.0	522.0	600.0
* Number of Disabled Veterans improving the quality of life through Adaptive Housing	8.0	8.0	8.0	9.0	10.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Per unit cost of services provided (in dollars)	\$231.00	\$242.00	\$214.00	\$256.00	\$263.00

**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)

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$597.0	\$582.3	\$801.3	\$624.6	\$1,159.9
* Total expenditures - state appropriated funds (in thousands)	\$597.0	\$582.3	\$801.3	\$624.6	\$1,159.9
* Average monthly full-time equivalents	7.0	6.0	8.0	7.2	8.2
<b><u>Output Indicators</u></b>					
* Number of program approvals	19,974	18,660	20,526	17,273	19,000
* Number of visits scheduled for supervisory, inspection, other	636.0	640.0	704.0	645.0	675.0
* Number of technical assistance contacts with institutions, training programs	2,151	1,387	1,526	1,256	1,350
* Number of outreach & liaison activities that promote usage of the G.I. Bill	1,006	2,122	2,334	4,934	5,000
<b><u>Outcome Indicators</u></b>					
* Number of active, approved programs & training establishments	616.0	508.0	559.0	521.0	550.0
* Number of visits accomplished	627.0	668.0	735.0	645.0	700.0
* Number of technical assistance contacts	2,151	1,387	1,526	1,256	1,400
* Number of outreach & liaison contacts	1,006	2,122	2,334	4,934	5,000
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per approval action (in dollars)	\$26.19	\$23.91	\$26.20	\$26.24	\$27.50
* Cost per visitation (in dollars)	\$36.15	\$49.27	\$54.20	\$58.30	\$60.75

# HUMAN SERVICES: GUARDIANSHIP AND ADVOCACY COMMISSION

<b>Guardianship and Advocacy Commission</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Office of State Guardian	\$6,731.0	93.0	\$6,128.1	89.0
Legal Advocacy Service	\$1,277.2	15.0	\$1,178.4	14.0
Human Rights Authority	\$512.3	8.0	\$550.0	8.0
<b>Totals</b>	<b>\$8,520.5</b>	<b>116.0</b>	<b>\$7,856.5</b>	<b>111.0</b>

## 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 expertise, consistent with the Commission's mission to serve persons 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.

In regard to the public accountability indicators, the HRA measures focus on the program's success in negotiating with service providers for improved rights protections benefiting persons with disabilities. The recommendations made by the HRA and then implement-

ed by service providers lead to systemic changes in policies and practices that ultimately impact current and future recipients of service. The program's output measures provide information on case activities.

For the LAS program, measures stress the program's ability to impact mental health case law when cases of sufficient merit are carried through to decision in a higher court. The program's external benchmarking with the private sector exemplifies the efficiency of the program as compared to private sector legal costs. LAS output measures total the number of cases handled, clients served and intakes managed.

The OSG measures highlight the program's mission of serving as the "guardian of last resort" for adults with disabilities. The percentage of cases successfully deflected from the program indicates that more appropriate, alternative sources of guardianship, such as family or friends, were found. Surveys were used to measure satisfaction with the Commission's intake function. In most cases, the intake service represents the public's first contact with the Commission. The OSG caseload is benchmarked against national standards for public guardianship programs across the country. OSG output measures describe the many activities completed on behalf of OSG wards.

**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 and 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 5,000 persons with disabilities who 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 20,000 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 5,000 care plan reviews which address placement, medical, therapeutic and vocational concerns.
    - d. During each fiscal year, OSG will perform approximately 13,000 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. At least 80% of survey respondents will express satisfaction.
  2. The OSG will provide cost-effective and comprehensive services.
    - a. OSG will conserve state resources by successfully exploring guardianship alternatives for at least 88% of all intakes and referrals prior to OSG appointment.
    - b. During each fiscal year, OSG will ensure that more than 5,000 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 for a total of more than \$100,000 in fees collections for the fiscal year.
    - e. OSG will continue to gather and submit claim data to the Illinois Department of Public Aid for Medicaid reimbursable activities. More than \$1,200,000 in claims will be submitted each fiscal year. At least 30% of OSG staff time will be spent on Medicaid reimbursable case management 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 2004, 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 2004 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 six months of employment, all new OSG staff will receive certification training through the National Guardianship Foundation.
    - c. At least 93% 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:** 20 ILCS 3955/1 et seq.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$6,742.8	\$6,731.0	\$6,793.6	\$6,128.1	\$6,422.8
* Total expenditures - state appropriated funds (in thousands)	\$6,742.8	\$6,731.0	\$6,793.6	\$6,128.1	\$6,422.8
* Average monthly full-time equivalents	108.0	93.0	96.0	89.0	95.0
* Number of intake coordinators	4.0	4.0	4.0	4.0	4.0
* Number of OSG attorneys	10.0	8.0	8.0	8.0	8.0
* Number of estate representatives	11.0	9.0	9.0	8.0	8.0
* Number of OSG representatives	44.5	39.0	39.0	43.0	43.0
<b><u>Output Indicators</u></b>					
* Number of visits completed to wards on a quarterly basis	23,879	21,497	21,000	20,790	21,000
* Number of medical consents given in response to requests from service providers	13,857	12,751	12,000	11,566	11,000

<b>Office of State Guardian (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Number of total Commission intakes	5,777	5,651	5,500	5,727	5,700
* Number of inquiries specifically about guardianship	2,923	3,060	3,000	3,153	3,000
* Number of pending guardianship cases	1,455	1,463	1,400	1,464	1,400
* Total number of wards served	5,666	5,489	5,300	5,393	5,300
* Total number of clients served	10,044	10,012	9,700	10,010	9,700
* Number of care plans reviewed in response to service provider requests	8,305	7,669	6,000	6,780	6,500
* Number of new temporary appointment petitions filed by outside attorneys appointing OSG	203.0	186.0	175.0	187.0	175.0
* Number of new plenary appointments - petitions filed by outside attorneys appointing OSG	399.0	349.0	325.0	354.0	350.0
* Number of cases closed	692.0	516.0	500.0	481.0	450.0
* Number of after hours on-call consents, inquiries and referrals	5,856	5,564	5,300	6,296	5,500
* Number of supplemental contacts with OSG wards	2,361	1,694	1,500	1,704	1,500
* Number of placement changes in response to ward needs	1,372	1,020	1,000	1,065	1,000
* Number of contacts with wards' family members	520.0	615.0	600.0	627.0	600.0
* Number of fiduciary transactions performed on behalf of wards' estates	17,165	15,358	15,000	13,429	13,000
* Dollar amount of ward transactions (receipts and disbursements) (in thousands)	\$6,787.8	\$7,137.1	\$6,500.0	\$5,771.5	\$5,700.0
* Amount of fee collections (in thousands)	\$128.3	\$116.9	\$120.0	\$128.0	\$130.0
* Percentage of wards who are Medicaid recipients	97 %	95 %	95 %	97 %	95 %
* Amount billed to the Health Care Financing Administration (in thousands)	\$1,313.6	\$1,544.7	\$1,200.0	\$1,598.0	\$1,605.0
<b><u>Outcome Indicators</u></b>					
* Percentage of cases in which OSG was appointed legal guardian	14 %	11.25 %	12 %	11 %	12 %
* Percentage of cases in which alternatives to OSG guardianship were located	86 %	88.75 %	88 %	89 %	88 %
* Percentage of survey respondents who report satisfaction with the Commission's intake process	82 %	93 %	70 %	94 %	80 %
* Percentage of OSG staff actively participating as members, board members, trainers and conference attendees with the National and Illinois Guardianship Associations.	25 %	20 %	20 %	53 %	40 %
* Average caseload per caseworker	125.0	133.0	133.0	127.0	127.0
* Percentage of staff who are certified as registered guardians through the National Guardianship Foundation.	95 %	93 %	93 %	93 %	95 %
<b><u>External Benchmarks</u></b>					
* Average OSG caseload size not to exceed 1.5 times the ave. casld. size of other Public Guardianship Programs. The national ave. guardianship casld. size is 59. The current OSG casld. size is 125. The goal of 1.5 times the national ave. is 89.	125.0	133.0	80.0	127.0	127.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per client served (in dollars)	\$671.00	\$672.00	\$700.00	\$612.00	\$662.00
* Percentage of OSG guardianship representative and managerial staff time spent on Medicaid reimbursable activities.	41 %	35 %	35 %	36.05 %	35 %



**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 2004, the Human Rights Authority (HRA) will handle at least 475 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 2004, 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, 2004, 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 2004.
    - b. During fiscal year 2004, service providers will comply with at least 80% of the recommendations issued.
  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.
  4. The HRA will deliver quality services by utilizing staff and members who are knowledgeable about disability rights and issues.
    - a. During fiscal year 2004, at least two training sessions will be offered to HRA staff.
    - b. During fiscal year 2004, annual training will be offered to HRA members.
  5. The HRA will conduct continuous reviews of its effectiveness and efficiency.
    - a. Human Rights Authority members will contribute at least 4,000 hours to the HRA during fiscal year 2004.
    - b. During fiscal year 2004, the HRA will maintain a cost per client benefited below \$100.
    - c. During fiscal year 2004, the HRA will maintain a cost per case handled below \$1,500.
    - d. The HRA will utilize technology to promote more efficient program operations.
  6. 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 350 inquiries about the HRA and disability rights issues through the IGAC intake system.

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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$565.5	\$512.3	\$516.0	\$550.0	\$576.4
* Total expenditures - state appropriated funds (in thousands)	\$565.5	\$512.3	\$516.0	\$550.0	\$576.4
* Average monthly full-time equivalents	9.0	8.0	8.0	8.0	8.0
* Number of volunteer hours HRA members contribute to the HRA	6,260	4,401	4,000	5,976	4,000
<b><u>Output Indicators</u></b>					
* Number of information and referral inquiries the HRA handled	362.0	404.0	350.0	391.0	350.0
* Number of HRA cases handled	619.0	666.0	475.0	748.0	500.0
* Number of recommendations for improvement issued to service providers for substantiated findings	202.0	191.0	200.0	281.0	200.0
* Number of recommendations accepted and implemented by service providers	198.0	161.0	160.0	265.0	170.0
<b><u>Outcome Indicators</u></b>					
* Percentage of HRA recommendations accepted and implemented by service providers investigated	98 %	84 %	80 %	94 %	85 %
* Number of persons with disabilities benefiting from HRA recommendations.	14,797	11,259	9,500	12,858	11,000
* Percentage of cases referred for enforcement action	0.3 %	0 %	4 %	0.2 %	4 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per recipient benefited (in dollars)	\$38.00	\$46.00	\$54.00	\$43.00	\$52.00
* Cost per case handled (in dollars)	\$914.00	\$769.00	\$1,086.00	\$735.00	\$1,153.00

# HUMAN SERVICES: DEAF AND HARD OF HEARING COMMISSION

<b>Deaf and Hard of Hearing Commission</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Advocacy for Deaf and Hard of Hearing Population	\$597.4	7.0	\$520.5	7.0
<b>Totals</b>	<b>\$597.4</b>	<b>7.0</b>	<b>\$520.5</b>	<b>7.0</b>

## Mission and Organization

The Illinois Deaf and Hard of Hearing Commission has a stated commitment to quality, efficiency, and accountability. The Commission ensures that realistic and measurable performance indicators are established, maintained, and target levels are met to provide quality service to the citizens of the State of Illinois. This plan was developed as a thoughtful and innovative means of quantifying the fiscal, administrative, and programmatic operations of the Commission. The plan outlines the goals established by the Commission in its five-year strategic plan designed to improve the quality of life for all Illinois citizens who experience 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 workshops on communication strategies; distributing 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 13,000 pieces of informational 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 10%; maintaining the Commission website, and; disseminating information through use of newsletters distributed to over 10,000 subscribers throughout the year.
    - 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 a statewide agency deaf awareness fair; monitoring three selected state agencies to assure adequate and appropriate services and programs, and; maintaining Commission representation on fourteen statewide committees and/or advisory boards.
  3. Maximize the efficiency and effectiveness of agency operations.
    - a. Increase agency's productivity, efficiency, and effectiveness by becoming the clearinghouse for the State of Illinois for information, consultation, training, and referrals relating to hearing loss.
    - b. Increase the use of office automation by: developing and maintaining the Commission website; implementing computerized voicemail and TTY systems; and developing the Commission email alert system to communicate issues of importance relating to hearing loss to our constituency.
    - 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$624.0	\$597.4	\$589.2	\$520.5	\$651.2
* Total expenditures - state appropriated funds (in thousands)	\$624.0	\$597.4	\$589.2	\$520.5	\$651.2
* Average monthly full-time equivalents	7.0	7.0	7.0	7.0	7.0
<b><u>Output Indicators</u></b>					
* Public inquiries addressed	9,755	11,327	12,000	12,357	12,000
* Materials distributed	31,289	131,986	130,000	16,935	13,000
* Promotional items distributed	27,639	38,381	25,000	22,003	20,000
* Library materials loaned	733.0	457.0	500.0	298.0	300.0
* Newsletter subscribers	8,342	12,306	15,000	9,338	10,000
* Workshops presented	60.0	55.0	50.0	49.0	50.0
<b><u>Outcome Indicators</u></b>					
* Complaints satisfactorily resolved	54.0	25.0	25.0	24.0	25.0

# HUMAN SERVICES: COMPREHENSIVE HEALTH INSURANCE BOARD

<b>Comprehensive Health Insurance Board</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Comprehensive Health Insurance Plan	\$0.0	28.0	\$0.0	27.0
Traditional CHIP Pool	\$0.0	0.0	\$0.0	0.0
HIPAA-CHIP Pool	\$0.0	0.0	\$0.0	0.0
<b>Totals</b>	\$0.0	28.0	\$0.0	27.0
<b><u>Explanatory Notes</u></b> This agency does not have appropriated spending.				

## 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 (Plan 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 \$517 million in benefits on behalf of its participants, and has provided coverage to over 21,000 Illinois residents from every county in the State.

On July 1, 1997, CHIP also began offering coverage 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 over \$256 million in benefits on behalf of its participants, and has covered over 19,000 federally eligible Illinois residents from every county in the State of Illinois.

On June 23, 2003, Governor Blagojevich signed House Bill 3298 into law as Public Act 93-33. The legislation amended the ICHIP Act to create a special category of participants who qualify for coverage because they are Trade Act (TAA) certified or receive pension benefits from the Pension Benefit Guaranty Corporation (PBGC). Eligible individuals are able to obtain health insurance through ICHIP and claim a federal tax credit equal to 65% of the premium. This pool paid out over \$1 million in benefits on behalf of its participants in fiscal year 2004.

**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 Illinois 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Premium income (in thousands)	\$25,155.2	\$29,414.0	\$33,809.0	\$33,266.6	\$37,105.0
* Net investment income (in thousands)	\$3,958.9	\$1,662.1	\$1,016.0	\$455.7	\$515.0
* General revenue funds (in thousands)	\$32,000.0	\$0	\$0	\$0	\$0
* Total revenues (in thousands)	\$61,114.1	\$31,076.1	\$34,825.0	\$33,722.3	\$37,620.0
<b><u>Output Indicators</u></b>					
* Applications received	2,301	2,328	2,350	2,048	1,900
* Net incurred claims (in thousands)	\$39,138.7	\$44,205.1	\$53,721.0	\$50,493.4	\$56,135.0
* Administrative expenses (in thousands)	\$2,476.7	\$2,443.3	\$2,499.0	\$2,206.5	\$2,321.0
* Total expenditures (in thousands)	\$41,615.4	\$46,648.4	\$56,220.0	\$52,699.9	\$58,456.0
* Claim turnaround	98.42 %	98.93 %	90 %	99.33 %	90 %
* Financial accuracy of claim payments	99.5 %	99.13 %	98 %	99.94 %	98 %
* Procedural accuracy of claim payments	97.93 %	98.93 %	98 %	97.97 %	98 %
* Telephone inquiry accessibility and response	90.73 %	91.53 %	85 %	93.45 %	85 %
<b><u>Outcome Indicators</u></b>					
* Participants added	1,138	1,367	1,308	1,228	1,272
* Average enrollment	5,618	5,816	5,954	5,890	5,954
* Average net claim cost per participant (in dollars)	\$6,967.00	\$7,601.00	\$9,023.00	\$8,573.00	\$9,428.00
* Average premium paid per participant (in dollars)	\$4,478.00	\$5,057.00	\$5,678.00	\$5,648.00	\$6,232.00
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Provider discounts (in thousands)	\$14,841.50	\$17,848.9	\$20,892.0	\$18,242.8	\$18,216.0
* Administrative expenses as a percentage of total expenses	5.95 %	5.24 %	4.45 %	4.19 %	3.97 %
<b><u>Explanatory Information</u></b>					

The Traditional CHIP Pool did not receive an appropriation for 2003, 2004 or 2005.

**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 HIPAA 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Premium income (in thousands)	\$30,907.3	\$44,055.0	\$63,270.0	\$59,712.0	\$69,399.0
* Net investment income (in thousands)	\$677.6	\$433.0	\$680.0	\$341.1	\$488.0
* Assessments (in thousands)	\$18,500.0	\$19,600.0	\$30,129.0	\$30,129.0	\$17,481.5
* Federal Grants (in thousands)	\$0	\$0	\$0	\$1,250.0	\$7,169.8
* Total revenues (in thousands)	\$50,084.9	\$64,088.0	\$94,079.0	\$91,432.1	\$94,538.3
<b><u>Output Indicators</u></b>					
* Applications received	4,894	4,944	7,900	5,162	5,750
* Net incurred claims (in thousands)	\$44,486.7	\$62,854.3	\$89,814.0	\$79,645.5	\$97,192.0
* Administrative expenses (in thousands)	\$3,102.9	\$3,682.3	\$4,265.0	\$3,929.8	\$4,402.0
* Total expenditures (in thousands)	\$47,589.6	\$66,536.6	\$94,079.0	\$83,575.3	\$101,594.0
* Claim turnaround	98.42 %	98.93 %	90 %	99.33 %	90 %
* Financial accuracy of claim payments	99.5 %	99.13 %	98 %	99.94 %	98 %
* Procedural accuracy of claim payments	97.93 %	98.93 %	98 %	97.97 %	98 %
* Telephone inquiry accessibility and response	90.73 %	91.53 %	85 %	93.45 %	85 %
<b><u>Outcome Indicators</u></b>					
* Participants added	3,698	3,725	5,920	4,130	4,541
* Average enrollment	6,471	8,290	10,559	10,032	11,140
* Average net claim cost per participant (in dollars)	\$6,875.00	\$7,582.00	\$8,506.00	\$7,939.00	\$8,724.00
* Average premium paid per participant (in dollars)	\$4,776.00	\$5,314.00	\$5,992.00	\$5,952.00	\$6,230.00
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Provider discounts (in thousands)	\$18,736.30	\$25,887.6	\$36,685.0	\$33,500.2	\$40,279.0
* Administrative expenses as a percentage of total expenses	6.52 %	5.53 %	4.53 %	4.7 %	4.33 %

**Explanatory Information**

Premium income and net incurred claims expense increased significantly for the HIPAA-CHIP pool in fiscal year 2004 due to an increase in average enrollment of over 1,700 participants (a 21% increase) and higher health care costs.

# EDUCATION

## PART 1: ELEMENTARY AND SECONDARY EDUCATION

<b>Elementary and Secondary Education Expenditures</b> (Appropriated Spending in Thousands)			
Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
State Board of Education	\$6,700,706.1	\$7,128,771.5	6.4%

<b>Student Performance</b> <b>Illinois Standards Achievement Test (ISAT)</b> Percent of Total													
<b>Reading</b>	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	
	Level 1 Academic Warning	7	7	8	7	1	2	1	2	1	1	2	
	Level 2 Below Standards	31	31	30	28	40	39	39	37	34	31	36	31
	Level 3 Meets Standards	43	44	40	42	34	37	37	36	56	58	54	57
	Level 4 Exceeds Standards	19	19	22	23	25	22	23	25	10	10	10	10
<b>Mathematics</b>	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	
	Level 1 Academic Warning	8	7	7	7	4	5	3	3	7	7	6	6
	Level 2 Below Standards	18	19	17	14	34	32	28	25	42	40	41	40
	Level 3 Meets Standards	46	44	45	46	55	55	59	60	37	37	38	38
	Level 4 Exceeds Standards	28	30	31	33	6	8	10	12	13	15	15	17
<b>Writing</b>	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	
	Level 1 Academic Warning	9	9	7	5	4	6	6	4	6	5	6	5
	Level 2 Below Standards	33	34	33	31	27	35	29	26	32	32	35	32
	Level 3 Meets Standards	55	54	57	61	58	54	61	66	55	57	55	59
	Level 4 Exceeds Standards	3	3	3	3	12	5	3	4	7	5	4	5
<b>Science</b>	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	
	Level 1 Academic Warning	8	8	7	6	11	10	10	10	11	10	10	10
	Level 2 Below Standards	26	25	26	26	17	17	17	15	17	17	17	15
	Level 3 Meets Standards	54	53	52	55	52	56	56	58	52	56	56	58
	Level 4 Exceeds Standards	11	14	14	13	20	17	17	17	20	17	17	17
<b>Social Science</b>	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	2000-01	2001-02	2002-03	2003-04	
	Level 1 Academic Warning	11	10	8	10	2	2	1	2	2	2	1	2
	Level 2 Below Standards	28	31	29	29	38	40	38	39	38	40	38	39
	Level 3 Meets Standards	55	54	56	54	47	48	46	44	47	48	46	44
	Level 4 Exceeds Standards	6	6	6	7	13	11	15	15	13	11	15	15

Source: State Board of Education

# EDUCATION: PART 1 ELEMENTARY AND SECONDARY EDUCATION

## STATE BOARD OF EDUCATION

<b>State Board of Education</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
State Superintendent/Board Services/Teaching & Learning	\$5,608,900.1	146.0	\$5,848,339.0	176.0
Planning & Performance	\$515,258.1	95.0	\$701,686.5	79.0
Operations	\$563,851.2	167.0	\$568,950.3	151.0
Information Technology	\$7,970.8	58.0	\$6,475.1	57.0
General Counsel	\$1,796.2	16.0	\$1,587.2	18.0
Public Information	\$1,275.8	22.0	\$974.2	13.0
Human Resources	\$1,653.9	18.0	\$759.2	14.0
<b>Totals</b>	<b>\$6,700,706.1</b>	<b>522.0</b>	<b>\$7,128,771.5</b>	<b>508.0</b>

### Mission and Organization

The Illinois State Board of Education has a 9-member Board with responsibility to provide policy direction, implement state and federal education mandates, flow state and federal funding to districts, and coordinate statewide service delivery. In addition, ISBE provides required state and federal data, fiscal reporting requirements, and mandated state and federal reports.

Primary responsibility for meeting the expectations the public holds for education is assigned to the state's 889 public school districts. The Illinois School Code outlines the roles and responsibilities of local school boards and their administrators.

To supplement the work of the districts, Illinois has 45 Regional Offices of Education, supervised by elected Regional Superintendents. In addition, suburban Cook County has three Intermediate Service Centers. These entities coordinate and deliver various programs on the districts' behalf, including professional development for educators and the operation of Regional Safe Schools.

The State Board of Education has the following goals:

- To support local districts in helping all students meet the Illinois Learning Standards and in closing the achievement gap.
- To generate policies, programs, products, and services that support local district efforts to ensure student success.
- To provide advocacy and leadership for adequate and equitable funding of Illinois public schools.

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

### Fiscal Year 2004 Public Accountability Report

While it is challenging to boil the complex enterprise of public education into numbers for a report, it is useful to extract those components that are measurable over time. This year's report mirrors the format of the fiscal year 2003 report, with specific input, output and outcome measures reported. In reviewing the data, it is clear that Illinois is making some strides in important areas, not the least of which is closing the "achievement gaps" among poor and minority students. It is also clear that education funding disparity plays a big part in determining the quality of education children receive, which is highly dependent on where they live.

### Conclusion

Illinois public education, pre-K through 12, continues to make important strides. The numbers of students served through early childhood and bilingual education continues to rise steadily, and these programs show good results. Achievement gaps among student groups are narrowing. Illinois students score better than students in other states on important national measures such as the ACT, the SAT and the Advanced Placement tests. State testing shows math scores rising at all grade levels.

Yet schools and districts continue to struggle with challenges of poverty, mobility, and chronic underfunding

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of education programs. Many of the output measures in this report, when we examine the underlying data, can point to a direct correlation between resources and results.

Making education the stepping stone to the future for all students, regardless of race, poverty or where they live, continues to be the overarching vision of the

State Board of Education. The State Board will continue to carry out the state and federal mandates with which it is charged, but also will continue to advocate on behalf of children, families and educators, for the best possible support for the education system. For additional information on the State Board of Education, please refer to the agency's website at **<http://www.isbe.net>**.

**State Superintendent/Board Services/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:**

**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 Fund, 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b>Input Indicators</b>					
* Total expenditures - all sources (in thousands)	\$6,489,084.1	\$5,608,900.1	\$6,123,305.9	\$5,848,339.0	\$6,473,266.6
* Total expenditures - state appropriated funds (in thousands)	\$6,489,084.1	\$5,608,900.1	\$6,123,305.9	\$5,848,339.0	\$6,473,266.6
* Average monthly full-time equivalents	275.0	146.0	146.0	176.0	176.0
* Education revenues--federal (in millions)	\$1,641.4	\$1,952.1	N/A	\$2,073.8	N/A
* Education revenues--local (in millions)	\$9,724.2	\$10,132.1	N/A	\$11,044.5	N/A
* Education revenues--state (in millions)	\$7,242.9	\$6,883.3	N/A	\$7,206.1	N/A
* Number of public schools	4,238	4,271	N/A	4,273	N/A
* Total number of operating districts	892.0	892.0	N/A	889.0	N/A
* Public school administrators	7,574	7,577	N/A	7,452	N/A
* Number of full time certified teachers	127,408	130,767	N/A	122,510	N/A
* Number of full time certified staff	21,791	22,110	N/A	22,798	N/A
<b>Output Indicators</b>					
* Attendance rate	94 %	94 %	88 %	94.2 %	94.2 %
* Chronic truancy rate	2 %	2 %	N/A 2	.1 %	N/A
* Dropout Rate (a)	5.1 %	6 %	N/A 4	.6 %	N/A
* Graduation rate	85.2 %	86 %	65 %	86.5 %	86 %
* Average class size--Grade 3	22.1	22.0	N/A	22.6	N/A
* Average class size--Grade 6	23.6	23.6	N/A	23.7	N/A
* Average class size--Grade 8	22.3	22.1	N/A	23.1	N/A
* Average class size--Grades 9-12	18.8	18.4	N/A	19.9	N/A
* Average class size--kindergarten	20.5	20.1	N/A	21.0	N/A
* Average class size--Grade 1	21.1	21.0	N/A	21.6	N/A
* Teacher retention	89.1 %	89.1 %	90 %	89.1 %	90 %
* GED certificates	14,692	15,877	N/A	15,500	N/A
* Public school enrollment	2,071,391	2,084,490	N/A	2,060,008	N/A
* Limited English Proficiency enrollment	6.7 %	6.3 %	N/A	6.7	N/A
* Percent low income enrollment	37.5 %	37.9 %	N/A	39 %	N/A
* NCLB formula grant applications approved	3,242	3,520	N/A	3,451	N/A
* Teacher certificates issued	40,363	40,058	N/A	40,855	N/A
* Schools granted recognition status (public/private)	4,637	4,714	4,589	4,947	N/A
* Teacher education institutions reviewed	13.0	9.0	N/A	8.0	N/A
* Performance reports completed	53.0	11.0	N/A	15.0	N/A
* Mobility rate	16.5 %	16.4 %	N/A	16.8 %	N/A
* Black, non-Hispanic enrollment	439,478	439,814	N/A	428,586	N/A
* White, non-Hispanic enrollment	1,221,176	1,214,631	N/A	1,187,793	N/A
* Hispanic enrollment	335,535	352,705	N/A	364,972	N/A
* Low income enrollment	785,666	790,561	N/A	804,298	N/A
* Not low income enrollment	1,285,725	1,289,154	N/A	1,255,750	N/A
<b>Outcome Indicators</b>					
* Percent of students meeting or exceeding state goals for reading on ISAT, 3rd grade	62 %	62 %	40 %	65.1 %	40 %

**State Superintendent/Board Services/Teaching & Learning (Continued)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Percent of students meeting or exceeding state goals for reading on ISAT, 5th grade	59 %	60.4 %	40 %	60.9 %	40 %
* Percent of students meeting or exceeding state goals for reading on ISAT, 8th grade	68 %	63.7 %	40 %	67.1 %	40 %
* Percent of students meeting or exceeding state goals for math on ISAT, 3rd grade	74 %	75.7 %	40 %	79.1 %	40 %
* Percent of students meeting or exceeding state goals for math on ISAT, 5th grade	63 %	68.3 %	40 %	71.8 %	40 %
* Percent of students meeting or exceeding state goals for math on ISAT, 8th grade	53 %	53.1 %	40 %	54.4 %	40 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for 5th grade reading on ISAT	33 %	35.9 %	40 %	36.6 %	40 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for 5th grade math on ISAT	32 %	40.1 %	40 %	44.1 %	40 %
* Percent of Hispanic students meeting or exceeding state standards for 5th grade reading on ISAT	41 %	42.2 %	40 %	49.9 %	40 %
* Percent of Hispanic students meeting or exceeding state standards for 5th grade math on ISAT	46 %	55.3 %	40 %	67 %	40 %
* Percent of White, non-Hispanic, students meeting or exceeding state standards for 5th grade reading on ISAT	73 %	73.5 %	40 %	71.7 %	40 %
* Percent of White, non-Hispanic, students meeting or exceeding state standards for 5th grade math on ISAT	77 %	81.3 %	40 %	82.5 %	40 %
* Percent of low income students meeting or exceeding state standards for 5th grade reading on ISAT	37 %	39.8 %	40 %	42.4 %	40 %
* Percent of low income students meeting or exceeding state standards for 5th grade math on ISAT	41 %	49 %	40 %	54.3 %	40 %
* Percent of not low income students meeting or exceeding state standards for 5th grade reading on ISAT	71 %	72.8 %	40 %	73.7 %	40 %
* Percent of not low income students meeting or exceeding state standards for 5th grade math on ISAT	75 %	86.8 %	40 %	83.8 %	40 %
* Percent of all students meeting or exceeding state standards for reading on PSAE	57 %	56.4 %	40 %	56.8 %	40 %
* Percent of all students meeting or exceeding state standards for math on PSAE	54 %	53.3 %	40 %	53.1 %	40 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for reading on PSAE	32 %	31.2 %	40 %	31.7 %	40 %
* Percent of Black, non-Hispanic, students meeting or exceeding state standards for math on PSAE	19 %	20.5 %	40 %	20.4 %	40 %
* Percent of Hispanic students meeting or exceeding state standards for reading on PSAE	36 %	34.3 %	40 %	34.5 %	40 %
* Percent of Hispanic students meeting or exceeding state standards for math on PSAE	29 %	29.4 %	40 %	30.7 %	40 %
* Percent of White, non-Hispanic, students meeting or exceeding state standards for reading on PSAE	66 %	64.6 %	40 %	65.3 %	40 %
* Percent of White, non-Hispanic, students meeting or exceeding state standards for math on PSAE	63 %	62.7 %	40 %	62.5 %	40 %
* Percent low income students meeting or exceeding state standards for reading on PSAE	33 %	31.6 %	40 %	32.6 %	40 %
* Percent of low income students meeting or exceeding state standards for math on PSAE	24 %	24.9 %	40 %	25.5 %	40 %
* Percent not low income students meeting or exceeding state standards for reading on PSAE	64 %	62.6 %	40 %	64 %	40 %
* Percent of not low income students meeting or exceeding state standards for math on PSAE	60 %	60.4 %	40 %	61.2 %	40 %

**State Superintendent/Board Services/Teaching & Learning (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Illinois ACT Average Score	20.1	20.2	N/A	20.3	N/A
* Public schools fully recognized	100 %	98 %	98 %	98 %	98 %
* Teacher education institutions fully accredited	100 %	100 %	100 %	100 %	100 %
* Teacher preparation programs fully approved	100 %	100 %	100 %	100 %	100 %
* Districts implementing Illinois Learning Standards	43 %	56 %	100 %	N/A	100 %
* Cycle time for certifications (in weeks)	3.0	8.0	N/A	32.0	2.0
<b><u>External Benchmarks</u></b>					
* National ACT average score	20.8	20.8	N/A	20.9	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional expenditure per pupil (in dollars)	\$4,668.00	\$4,842.00	N/A	\$5,022.22	N/A
* Operating expenditure per pupil (in dollars)	\$7,926.00	\$8,181.00	N/A	\$8,482.26	N/A
* Teacher pupil ratio for elementary level	19.1	18.4	N/A	19.4	N/A
* Teacher pupil ratio for secondary level	18.3	18.2	N/A	18.8	N/A

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "GED certificates" was revised due to change in collection/reporting process.
- (2) The 2003 value for "National ACT average score" was changed from 20.0 because more up-to-date data is available.
- (3) The 2003 value for "Illinois ACT Average Score" was changed from a percent to an actual number.

**Footnotes**

- (a) ISBE did not collect data on the number of Districts implementing Illinois Learning Standards in fiscal year 2004.
- (b) Teacher retention percentage is estimated based on preliminary data.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$4,056.0	\$515,258.1	\$838,817.1	\$701,686.5	\$951,784.2
* Total expenditures - state appropriated funds (in thousands)	\$4,056.0	\$515,258.1	\$838,817.1	\$701,686.5	\$951,784.2
* Average monthly full-time equivalents	41.0	95.0	95.0	79.0	79.0
<b><u>Output Indicators</u></b>					
* Program evaluations conducted	11.0	11.0	11.0	11.0	11.0
* Research and policy reports completed	20.0	20.0	20.0	20.0	20.0
* Responses to state/federal legislative requests	6,946	7,641	6,900	N/A	N/A
* Regional improvement plans reviewed (ROE service grants)	38.0	35.0	45.0	45.0	45.0
* Data requests filled.	1,000	1,500	N/A	1,800	N/A
* Performance reports completed	21.0	21.0	N/A	15.0	20.0
* Internal audit reports completed	19.0	15.0	N/A	12.0	N/A
* Legislative scholarships processed & logged	828.0	494.0	N/A	N/A	N/A
<b><u>Outcome Indicators</u></b>					
* Regional improvement plans approved	100 %	100 %	100 %	100 %	100 %
* Federal earmark and competitive grants received (in thousands)	\$93,934.4	\$13,097.2	N/A	\$4,979.4	N/A
* Mandated reports submitted to General Assembly	19.0	19.0	19.0	14.0	14.0
* Cycle time, in days, for responses to legislative requests	3.0	3.0	5.0	5.0	5.0

**Footnotes**

- (a) The reporting for the number of Legislative scholarships processed and logged has been moved to the Public Information program in this report.
- (b) Data for state/federal legislative requests was not collected in FY04.

**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:** 1. Will provide advocacy and leadership for adequate and equitable funding of Illinois public schools.

**Objectives:**

- 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$115,943.4	\$563,851.2	\$680,619.4	\$568,950.3	\$616,782.5
* Total expenditures - state appropriated funds (in thousands)	\$115,943.4	\$563,851.2	\$680,619.4	\$568,950.3	\$616,782.5
* Average monthly full-time equivalents	200.0	167.0	167.0	151.0	151.0
<b><u>Outcome Indicators</u></b>					
* Entities receiving funds electronically	75.8 %	94.2 %	100 %	100 %	100 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Grant transactions per FTE	21,510	19,270	18,100	15,200	14,000
* Child Nutrition reviews with significant findings	19.3 %	37.8 %	17 %	38.1 %	38 %
* Agency property unlocated	1.02 %	0.67 %	1 %	0.22 %	1 %
* Copies/impression per FTE	7,848,692	8,713,100	8,750,000	7,150,000	7,500,000
* Contracts/Commod/Purchases transactions per FTE	1,288	3,160	3,275	2,990	3,000

**Explanation of Changes to Prior Year Data**

(1) The 2003 value for "Child Nutrition reviews with significant findings" was changed from 18% because of updated information.

**General Counsel**

**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:** 1. Will generate policies, programs, products, and services that support local district efforts to ensure student success.

**Objectives:**

- a. Provide legal advice and services to the Agency, State Superintendent and State Board of Education.

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

**Statutory Authority:** 105ILCS 5

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,968.7	\$1,796.2	\$1,872.4	\$1,587.3	\$1,542.0
* Total expenditures - state appropriated funds (in thousands)	\$2,698.7	\$1,796.2	\$1,872.4	\$1,587.2	\$1,542.0
* Average monthly full-time equivalents	28.0	16.0	16.0	18.0	18.0
<b><u>Output Indicators</u></b>					
* Legal opinions issued	110.0	330.0	N/A	493.0	N/A
* Waiver requests processed	492.0	563.0	N/A	419.0	N/A
* Administrative rules developed or amended	34.0	21.0	N/A	19.0	N/A
* Freedom of Information Act requests processed	95.0	101.0	N/A	104.0	N/A
<b><u>Outcome Indicators</u></b>					
* Rules approved and implemented	85.3 %	19.0	N/A	13.0	N/A
* Districts implementing approved or modified waivers	84.2 %	88.1 %	N/A	93.4 %	N/A
* Cycle time in days for responses to requests for legal opinions	30.0	30.0	N/A	30.0	N/A

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

**Objectives:**

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

**Statutory Authority:** 105ILCS 5

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,929.1	\$1,275.8	\$956.6	\$974.2	\$852.3
* Total expenditures - state appropriated funds (in thousands)	\$1,929.1	\$1,275.8	\$956.6	\$974.2	\$852.3
* Average monthly full-time equivalents	22.0	22.0	22.0	13.0	13.0
* Phone calls fielded by Information Center	41,806	61,872	N/A	50,746	N/A
* Publications mailed by Information Center	74,160	61,081	N/A	37,940	N/A
* FOIA requests processed	95.0	119.0	N/A	236.0	N/A
* Multi-media productions (cd/video/satellite/webcast)	112.0	221.0	N/A	231.0	N/A
<b><u>Output Indicators</u></b>					
* Legislative Scholarships processed and logged	N/A	N/A	N/A	708.0	N/A
<b><u>Outcome Indicators</u></b>					
* Agency website "hits"	79,976,233	124,719,831	N/A	100,915,499	N/A
* Average cycle time (in days) for Freedom of Information Act requests	9.0	8.0	N/A	5.0	N/A

**Footnotes**

(a) Legislative Scholarship were shown under the Planning & Performance program in prior reports. ISBE has acquired the University of Illinois legislative scholarships for FY2005, in addition to the other legislative scholarships.

# EDUCATION

## PART 2: HIGHER EDUCATION

Higher Education Expenditures (Appropriated Spending in Thousands)			
Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
University of Illinois	\$790,169.6	\$731,930.7	-7.4%
Illionis Student Assistance Commission	\$573,316.0	\$551,635.6	-3.8%
Illinois Community College Board	\$417,723.4	\$388,411.7	-7.0%
Southern Illinois University	\$230,562.8	\$213,644.7	-7.3%
Northern Illinois University	\$111,945.8	\$99,853.9	-10.8%
Illinois State University	\$85,322.6	\$78,904.5	-7.5%
Board of Higher Education	\$115,525.2	\$71,742.0	-37.9%
Western Illinois University	\$59,532.9	\$55,018.2	-7.6%
Eastern Illinois University	\$52,207.1	\$47,357.9	-9.3%
Chicago State University	\$40,393.0	\$39,624.0	-1.9%
Northeastern Illinois University	\$42,610.3	\$38,362.3	-10.0%
Governors State University	\$25,628.6	\$23,709.6	-7.5%
Illinois Math & Science Academy	\$14,341.7	\$15,056.3	5.0%
State University Civil Service Merit Board	\$1,110.8	\$1,115.0	0.4%
<b>TOTAL</b>	<b>\$2,560,389.8</b>	<b>\$2,356,366.4</b>	<b>-8.0%</b>

*Numbers may not add due to rounding*

Degrees Conferred							
Degree Type	1980	1990	1999	2000	2001	2002	2003
Associate	19,599	23,660	26,008	25,917	26,008	25,907	27,827
Bachelors	44,020	49,863	53,542	55,232	55,954	57,939	60,006
Master's	16,406	19,655	26,233	26,937	27,604	29,021	30,944
Doctorate	1,887	2,421	2,674	2,484	2,686	2,551	2,611
Professional	4,430	4,403	4,551	4,510	4,526	4,526	4,384
Total Degrees	86,342	100,002	113,008	115,080	116,788	115,080	125,772

*Source: Illinois Board of Higher Education*

Financial Aid Grants in Illinois, All Students 2002-2003 (\$ in thousands)				
Type	Federal	State	Institutional	Other
Public Universities	\$ 133,196.6	\$ 176,176.6	\$ 40,693.0	\$ 25,396.1
Community Colleges	169,856.0	62,394.2	5,226.9	12,583.6
Independent	170,518.4	176,795.0	591,056.9	52,396.9

*Source: Illinois Board of Higher Education Survey.*

# EDUCATION: PART 2 HIGHER EDUCATION

## BOARD OF HIGHER EDUCATION SUMMARY

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### 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 in Illinois. The IBHE plays a central role in higher education planning and policy, and in that role is intimately involved with the ongoing analysis of the aims, needs and requirements of the system. The Board is responsible for the development of an annual state budget for the system, for review and approval for degree-granting programs offered by public and independent institutions, and for review and approval of operating authority for independent post-secondary institutions. In addition, the Board administers focused grant programs for health education, engineering equipment, cooperative work-study, teacher quality, institutional cooperation, and institutional quality. The Illinois system of higher education is complex and diverse with each system, institution and agency making unique contributions to the system as a whole. Visit the IBHE website at [www.ibhe.state.il.us](http://www.ibhe.state.il.us) for more information on key policy issues affecting higher education today.

The higher education system in Illinois consists of 188 degree-granting institutions, of which 12 are public universities, 48 are community colleges, 99 are private, non-profit institutions, and 29 are 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 through instruction, research and service conducted in an exemplary laboratory environment.

*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 continues to rank among the finest in the nation. *Measuring Up 2004*, the third in a series of national report cards for higher education as developed and compiled by the National Center for Public Policy and Higher Education, ranked Illinois eighth among the fifty states, with three states (Massachusetts, Minnesota, and New Jersey) sharing top honors this year. The first two editions of that report, *Measuring Up 2000* and *Measuring Up 2002*, had rated Illinois first and third, respectively, in the nation. The report card ranks systems in terms of five key criteria: preparation, participation, affordability, completion, benefits, and student learning, and it continues to serve as an important tool in evaluating the strengths and weaknesses in Illinois higher education. While the national report card and state-level accountability reports 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 an exemplary system in its service to the citizens of Illinois.

## 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 2004 Public Accountability Report includes detail on each of the twelve public universities, the Illinois Community College System, the Illinois Mathematics and Science Academy, and the Illinois Student Assistance Commission. In developing the 2004 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 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

This report includes detail on each of the twelve public universities in Illinois, with data provided from the "total university" perspective. In past years, the report has included a focus on three specific functions supported by the public universities, including Instructional Programs, Organized Research, and Public Service. The revised format, first implemented last year, preserves the focus on the more traditional program components previously detailed, and adds information on other efforts including Academic Support, Student Services, Operation and Maintenance of Physical Plant, and Auxiliary Services. The IBHE, in cooperation with the higher education institutions and agencies, will continue to develop and refine the goal-setting process for use in future reports.

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 consisting of instructional activities that are not creditable toward a degree. Instructional Programs are by far the largest of the functional classifications in higher education

and are considered to be one of three primary functions on the university system along with Organized Research and Public Service.

Organized Research programs at Illinois public universities include activities intended to produce one or more research outcomes including the creation of knowledge, the reorganization of knowledge and the application of knowledge. These activities may be 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. According to the most recent Carnegie Classification, a classification system that includes all accredited colleges and universities in the United States, the twelve public universities in Illinois fall into three separate categories: Doctoral/Research Universities – Extensive including the University of Illinois campuses at Chicago and Urbana-Champaign, Northern Illinois University, and Southern Illinois University Carbondale; Doctoral/Research Universities – Intensive (Illinois State University); and Master's Colleges and Universities I including Chicago State, Eastern Illinois, Governors State, Northeastern Illinois, and Western Illinois universities and the Edwardsville and Springfield campuses of Southern Illinois University and the University of Illinois respectively. These classifications help to illustrate the varying size, complexity, and mission of higher education institutions in Illinois. Those institutions classified as Doctoral/Research – Extensive (particularly the Chicago and Urbana-Champaign campuses of the University of Illinois) should be considered to be major research universities.

Public Service programs at Illinois public universities include program elements established to allow public access to the unique resources and capabilities of our institutions and are designed for specific purposes in responding to a community need or problem. Public Service programs include a variety of non-degree instructional programs in the Community Education classification, as well as a variety of consulting activities as performed by faculty or other representatives of the university community. To be considered a Public Service activity, the effort must be sanctioned by the university through official assignment and classification by a department head, dean, vice president or president. Faculty consultation in a community agency that is not a part of an official university assignment would not be reported in this or any other functional program.

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*Note:* More detailed information on the mission, organization and performance measures for the Illinois Student Assistance Commission, the Illinois Community College Board and the Illinois Mathematics and Science Academy follows the public university entries.

### **Conclusion**

These reports were prepared by the Illinois Board of Higher Education, the Illinois Mathematics and Science Academy, and the Illinois Student Assistance Commission, with assistance provided by each of the public universities and the Illinois Community College Board. The most recent available data was used in compiling the reports, with data sources including IBHE Data Books, cost studies, and survey responses, as well as university budgets and results reports.

The reader is cautioned that while the measures provided by this report are important performance indica-

tors, 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 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. This argument holds for many of the indicators highlighted in this report.

**University of Illinois at Urbana-Champaign**

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$1,141,396.9	\$1,242,780.4	\$0	\$1,282,208.8	\$1,344,122.9
* Total expenditures - state appropriated funds (in thousands)	\$442,747.6	\$433,811.5	\$0	\$409,149.3	\$369,740.2
* Total staff - all fund sources (b)	17,550	18,382	N/A	N/A	N/A
* Total staff - state appropriated fund sources (b)	8,879	9,028	N/A	N/A	N/A
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	28,746	28,947	N/A	29,226	30,035
* Total headcount enrollment	39,291	39,999	N/A	40,458	41,578
* Percent: part-time student enrollment (c)	9.1 %	9.1 %	N/A	8.8 %	8.8 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	393.0	389.0	N/A	379.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	317.0	339.0	N/A	339.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	4,881	5,077	N/A	4,817	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	1,129	1,168	N/A	1,237	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	129.0	116.0	N/A	120.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	106.0	75.0	N/A	75.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	1,734	1,863	N/A	1,876	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	1,402	1,578	N/A	1,574	N/A
* Baccalaureate degree completions (number) by gender: Male	3,343	3,496	N/A	3,500	N/A
* Baccalaureate degree completions (number) by gender: Female	3,377	3,477	N/A	3,272	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	1,797	1,959	N/A	1,903	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	1,574	1,673	N/A	1,742	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	85.3 %	85.3 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	6.3 %	6.3 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	5.1 %	5.1 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	75.7 %	75.7 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	40.2 %	40.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	92.6 %	92.7 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	87.1 %	87.1 %	N/A	N/A	N/A
* Institutional pass rate: Illinois Bar Examination - Law	88.5 %	88.2 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	79.6 %	80.6 %	N/A	N/A	N/A
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	87.2 %	N/A	N/A	N/A

**University of Illinois at Urbana-Champaign (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Annual number of students completing requirements for initial teacher certification	436.0	436.0	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* National pass rate: State bar examinations - Law	65.3 %	63 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per credit hour: all instructional levels	\$327.11	\$328.45	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	23.8 %	21.5 %	N/A	21.9 %	21.9 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	39.4 %	41.2 %	N/A	38.4 %	38.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	17.3 %	17.8 %	N/A	16.8 %	16.8 %
* Percent of total expenditures (all sources) devoted to All Other programs (e)	19.5 %	19.5 %	N/A	22.9 %	22.9 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$5,526.00	\$6,319.00	N/A	\$7,010.00	\$7,944.00
* Percent of undergraduate students receiving some form of financial aid	65 %	65.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	48 %	48.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	48.8 %	49.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	25.7 %	29.7 %	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to All Other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	19 %	21.1 %	N/A	22.3 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as expenditures from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction 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 1997 five years out (FY 2002) and the class of 1994 nine years out (FY 2003).
- (e) All Other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

**University of Illinois at Chicago**

**Mission Statement:** The University of Illinois at Chicago offers instruction at the baccalaureate, masters, 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$1,215,074.1	\$1,335,547.9	\$0	\$1,371,314.8	\$1,423,700.8
* Total expenditures - state appropriated funds (in thousands)	\$363,161.7	\$333,238.8	\$0	\$300,823.5	\$309,228.8
* Total staff - all fund sources (b)	15,668	16,332	N/A	N/A	N/A
* Total staff - state appropriated fund sources (b)	7,654	7,470	N/A	N/A	N/A
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	15,887	16,543	N/A	16,012	15,495
* Total headcount enrollment	24,955	26,138	N/A	25,764	24,932
* Percent: part-time student enrollment (c)	19 %	19.2 %	N/A	19.5 %	19.5 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	253.0	241.0	N/A	273.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	495.0	490.0	N/A	458.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	1,560	1,598	N/A	1,575	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	874.0	932.0	N/A	956.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	179.0	188.0	N/A	179.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	150.0	147.0	N/A	174.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	1,070	1,092	N/A	1,139	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	987.0	1,102	N/A	1,158	N/A
* Baccalaureate degree completions (number) by gender: Male	1,391	1,416	N/A	1,403	N/A
* Baccalaureate degree completions (number) by gender: Female	1,791	1,845	N/A	1,859	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	1,042	1,121	N/A	1,190	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	1,344	1,408	N/A	1,460	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	86.4 %	86.4 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	7.4 %	7.4 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	3.8 %	3.8 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	76.9 %	76.9 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	36.4 %	36.4 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	90.7 %	91.3 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	87.6 %	87.6 %	N/A	N/A	N/A
* Institutional pass rate: United States Medical Licensing Exam, Step 2	99.6 %	98 %	N/A	N/A	N/A
* Institutional pass rate: National Dental Board Examination (NDBE - Dentistry), Part 2	98.2 %	96.4 %	N/A	N/A	N/A
* Institutional pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	86 %	88 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	44 %	45.5 %	N/A	N/A	N/A
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	90.2 %	N/A	N/A	N/A

**University of Illinois at Chicago (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Annual number of students completing requirements for initial teacher certification	299.0	301.0	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* National pass rate: United States Medical Licensing Exam, Step 2	96 %	96 %	N/A	N/A	N/A
* National pass rate: National Dental Board Exam (NDBE - Dentistry), Part 2	94 %	94.4 %	N/A	N/A	N/A
* National pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	86 %	87 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per credit hour: all instructional levels	\$315.96	\$295.75	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	24.3 %	25.1 %	N/A	24 %	24 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	24.8 %	25.7 %	N/A	24.4 %	24.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	34.3 %	34.3 %	N/A	34.2 %	34.2 %
* Percent of total expenditures (all sources) devoted to All Other programs (e)	16.6 %	14.9 %	N/A	17.4 %	17.4 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$5,273.00	\$6,081.00	N/A	\$6,958.00	\$7,818.00
* Percent of undergraduate students receiving some form of financial aid	62.2 %	66.9 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	45.1 %	48.5 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	30.9 %	32.4 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	14.7 %	15.8 %	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to All Other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	18.2 %	20.3 %	N/A	22.1 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as expenditures from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The Survey is conducted on a rolling cycle that surveys graduates one, five, and nine years after graduation. Data provided reflects the class of 1997 five years out (FY 2002) and the class of 1994 nine years out (FY 2003).
- (e) All Other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

**University of Illinois at Springfield**

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$48,849.2	\$52,164.3	\$ .0	\$49,759.3	\$52,739.8
* Total expenditures - state appropriated funds (in thousands)	\$23,839.2	\$23,119.3	\$ .0	\$21,957.9	\$21,226.7
* Total staff - all fund sources (b)	808.0	802.0	N/A	N/A	N/A
* Total staff - state appropriated fund sources (b)	578.0	567.0	N/A	N/A	N/A
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	2,300	2,445	N/A	2,569	2,507
* Total headcount enrollment	4,288	4,451	N/A	4,574	4,396
* Percent: part-time student enrollment	62.1 %	57.7 %	N/A	57.6 %	57.6 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	47.0	36.0	N/A	56.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	7.0	7.0	N/A	9.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	546.0	543.0	N/A	541.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	13.0	21.0	N/A	19.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	26.0	28.0	N/A	39.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	7.0	2.0	N/A	6.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	291.0	315.0	N/A	354.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	35.0	36.0	N/A	55.0	N/A
* Baccalaureate degree completions (number) by gender: Male	214.0	201.0	N/A	237.0	N/A
* Baccalaureate degree completions (number) by gender: Female	399.0	406.0	N/A	388.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	153.0	168.0	N/A	193.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	206.0	213.0	N/A	261.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (c)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates employed part-time (c)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (c)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (c)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (c)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (c)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (c)	N/A	N/A	N/A	N/A	N/A
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	94 %	N/A	N/A	N/A

**University of Illinois at Springfield (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Number of students completing requirements for initial teacher certification	58.0	93.0	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per credit hour: all instructional levels	\$329.38	\$311.91	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	33.7 %	33.7 %	N/A	33.6 %	33.6 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	26 %	22.5 %	N/A	21.1 %	21.1 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	14.7 %	18.6 %	N/A	18.5 %	18.5 %
* Percent of total expenditures (all sources) devoted to All Other programs (d)	25.6 %	25.2 %	N/A	26.8 %	26.8 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (e)	\$3,611.00	\$4,009.00	N/A	\$4,310.00	\$5,239.00
* Percent of undergraduate students receiving some form of financial aid	50.3 %	57.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	38.9 %	41.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	27.8 %	34.4 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	9.2 %	9.3 %	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to All Other programs: public university average (d)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (e)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	12.4 %	13.4 %	N/A	13.7 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as expenditures from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Data obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. Due to budget restrictions, the University of Illinois Springfield has not participated in the Survey the past two years.
- (d) All Other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (e) Entry-level tuition and fees.

**Southern Illinois University Carbondale**

**Mission Statement:** Southern Illinois University Carbondale is a major public higher education institution dedicated to to quality academic endeavors in teaching and research, to supportive programming for student needs and development, to effective social and economic initiatives in community, regional, and statewide contexts, and to affirmative action and equal opportunity. Emphasis on accessibility and regional service which creates distinctive instructional, reasearch and public service programs gives SIUC its special character among the nation's research universities, and underlies other academic developments, such as its extensive doctoral program and the schools of medicine and law.

- Program Goals: Objectives:**
1. To develop the professional, social, and leadership skills expected of college students and to improve student retention and achievement.
  2. To support the economic, social, and cultural development of southern Illinois through appropriate undergraduate, graduate, and professional education and research.
  3. To develop partnerships with communities, businesses, and other colleges and universities and develop utilization of telecommunications technologies.
  4. To cultivate and sustain a commitment to problems and policy issues related to the region and the state's natural resources and environment.
  5. To meet the health care needs of central and southern Illinois through appropriate health-related programs, services, and public health policy.
  6. To cultivate and sustain diversity through a commitment to multiculturalism, including international programming.

**Source of Funds:** General Revenue Fund, Education Assistance Fund, Capital Development Fund **Statutory Authority:** 110 ILCS 520

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$315,348.7	\$325,833.6	\$0	\$325,997.0	\$351,986.2
* Total expenditures - state appropriated funds (in thousands)	\$176,152.2	\$161,835.9	\$0	\$149,764.9	\$154,329.8
* Total staff - all fund sources (b)	4,724	4,576	N/A	4,597	4,597
* Total staff - state appropriated fund sources (b)	3,079	2,988	N/A	2,896	2,896
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	16,802	16,863	N/A	16,366	16,872
* Total headcount enrollment	21,598	21,873	N/A	21,387	21,589
* Percent: part-time student enrollment (c)	20.3 %	20.4 %	N/A	20.4 %	20.4 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	614.0	601.0	N/A	493.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	138.0	174.0	N/A	116.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	3,151	3,027	N/A	2,848	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	773.0	798.0	N/A	871.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	88.0	97.0	N/A	92.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	11.0	18.0	N/A	22.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	743.0	732.0	N/A	754.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	270.0	351.0	N/A	364.0	N/A
* Baccalaureate degree completions (number) by gender: Male	2,751	2,702	N/A	2,482	N/A
* Baccalaureate degree completions (number) by gender: Female	1,925	1,898	N/A	1,846	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	524.0	555.0	N/A	559.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	588.0	643.0	N/A	673.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	N/A	85.3 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	N/A	5 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	N/A	5.4 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	N/A	92 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	N/A	43.1 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	N/A	84.9 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	N/A	87.6 %	N/A	N/A	N/A
* Institutional pass rate: United States Medical Licensing Examination, Step2	99 %	99 %	N/A	N/A	N/A
* Institutional pass rate: Illinois Bar Examination	80 %	79 %	N/A	N/A	N/A
* Six-year graduation rate: first-time, full-time freshmen (c)	40.1 %	44.7 %	N/A	N/A	N/A

**Southern Illinois University Carbondale (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	96.6 %	N/A	N/A	N/A
* Annual number of graduates completing requirements for initial teacher certification	366.0	378.0	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* National pass rate: United States Medical Licensing Examination, Step 2	96 %	96 %	N/A	N/A	N/A
* National pass rate: state bar examinations	82 %	86 %	N/A	N/A	N/A
* Six-year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per credit hour: all instructional levels	\$277.06	\$286.32	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	31.2 %	29.6 %	N/A	29.5 %	29.5 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	20.2 %	18.8 %	N/A	20 %	20 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	20.8 %	21.3 %	N/A	22.4 %	22.4 %
* Percent of total expenditures (all sources) devoted to All Other programs (e)	27.8 %	30.3 %	N/A	28.1 %	28.1 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$4,254.00	\$4,865.00	N/A	\$5,521.00	\$6,341.00
* Percent of undergraduate students receiving some form of financial aid	75.5 %	77.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	57.9 %	60 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	42.7 %	44.9 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	24.1 %	23.7 %	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to All Other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	14.6 %	16.3 %	N/A	17.5 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as expenditures from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction 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 1994 nine years out. Due to budget restrictions, SIUC did not participate in the survey for FY 2002 (class of 1997 five years out).
- (e) All Other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

**Southern Illinois University Edwardsville**

**Mission Statement:** Southern Illinois University Edwardsville is a public comprehensive university dedicated to the communication, expansion and integration of knowledge through excellent undergraduate education as its first priority and complementary excellent graduate and professional academic programs; through the scholarly, creative and research activity of its faculty, staff and students; and through public service and cultural and arts programming in its region.

- 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.
  4. To recruit and support a committed faculty and staff known for providing the highest quality scholarship.
  5. To foster a harmonious student-centered campus characterized by integrity, cooperation, open dialogue, and mutual respect.
  6. To engage in active community engagement with Illinois and the St. Louis metropolitan area.
  7. To develop, maintain, and protect the University's physical and financial assets.
  8. To develop an excellent reputation based on actions that earn national recognition.

**Source of Funds:** General Revenue Fund, Education Assistance Fund **Statutory Authority:** 110 ILCS 520

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$171,143.9	\$175,271.8	\$0	\$181,107.0	\$182,363.5
* Total expenditures - state appropriated funds (in thousands)	\$75,412.1	\$68,726.9	\$0	\$63,879.8	\$63,098.9
* Total staff - all fund sources (b)	2,489	2,462	N/A	2,520	2,520
* Total staff - state appropriated fund sources (b)	1,640	1,619	N/A	1,662	1,662
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	9,799	10,014	N/A	10,563	10,811
* Total headcount enrollment	12,442	12,708	N/A	13,295	13,493
* Percent: part-time student enrollment (c)	28.3 %	26.6 %	N/A	26.6 %	26.6 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	165.0	126.0	N/A	167.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	18.0	25.0	N/A	28.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	1,535	1,587	N/A	1,603	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	47.0	55.0	N/A	62.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	42.0	50.0	N/A	54.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	12.0	12.0	N/A	10.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	561.0	594.0	N/A	572.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	131.0	173.0	N/A	154.0	N/A
* Baccalaureate degree completions (number) by gender: Male	691.0	642.0	N/A	731.0	N/A
* Baccalaureate degree completions (number) by gender: Female	1,074	1,151	N/A	1,129	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	299.0	331.0	N/A	330.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	447.0	498.0	N/A	460.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	87 %	83.2 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	7.4 %	8.9 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	3.3 %	5.4 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	82 %	78.2 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	47.4 %	45.3 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	91 %	80.1 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	94 %	87.9 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	37.8 %	44.6 %	N/A	N/A	N/A
* Institutional pass rate: National Dental Board Exam, Part II	100 %	100 %	N/A	N/A	N/A
* Institutional pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	87 %	87 %	N/A	N/A	N/A

Southern University Edwardsville (Concluded)					
	Fiscal Year 2002 Actual	Fiscal Year 2003 Actual	Fiscal Year 2004 Target/Projected	Fiscal Year 2004 Actual	Fiscal Year 2005 Target/Projected
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	N/A	N/A	N/A	N/A
* Annual number of students completing requirements for initial teacher certification	363.0	337.0	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Six-year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
* National pass rate: National Dental Board Exam, Part II	94 %	N/A	N/A	N/A	N/A
* National pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	86 %	87 %	N/A	N/A	N/A
<b>Efficiency/Cost-Effectiveness Indicators</b>					
* Instructional cost per credit hour: all instructional levels	\$267.94	\$254.62	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	29 %	30.2 %	N/A	30.1 %	30.1 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	16.9 %	15.6 %	N/A	14.9 %	14.9 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	19 %	18.8 %	N/A	19.8 %	19.8 %
* Percent of total expenditures (all sources) devoted to All Other programs (e)	35.1 %	35.4 %	N/A	35.2 %	35.2 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$3,291.00	\$3,709.00	N/A	\$4,183.00	\$4,859.00
* Percent of undergraduate students receiving some form of financial aid	63.1 %	63.5 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	44.3 %	43.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	40.6 %	42.1 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	14.2 %	14.2 %	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to All Other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	11.3 %	12.4 %	N/A	13.3 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as expenditures from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The Survey is conducted on a rolling cycle that surveys graduates one, five, and nine years after graduation. Data provided reflects the class of 1997 five years out (FY 2002) and the class of 1994 nine years out (FY 2003).
- (e) All Other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.

## Northern Illinois University

**Mission Statement:** The central mission of Northern Illinois University is the transmission, expansion, and application of knowledge through teaching, research and artistry, and public service. Recognizing that students will need to learn throughout their lives, the university provides them with the opportunity to become more competent in analytical thought, informed judgement, and effective communication. In its instructional activities, the university conveys an understanding of the organization of knowledge and the means of inquiry.

**Program Goals:**  
**Objectives:**

1. To provide academic and professional programs that are current, responsive and of the highest quality.
2. To make significant contributions to the expansion and application of knowledge.
3. 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.

**Source of Funds:** General Revenue Fund, Education Assistance Fund

**Statutory Authority:** 110 ILCS 685

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$319,959.6	\$334,163.6	\$ .0	\$334,412.5	\$347,471.7
* Total expenditures - state appropriated funds (in thousands)	\$116,839.9	\$111,945.8	\$ .0	\$99,853.9	\$102,274.9
* Total staff - all fund sources (b)	4,334	4,309	N/A	4,262	4,262
* Total staff - state appropriated fund sources (b)	2,814	2,739	N/A	2,661	2,661
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	17,468	18,104	N/A	18,275	18,031
* Total headcount enrollment	23,783	24,948	N/A	25,260	24,820
* Percent: part-time student enrollment (c)	26 %	26.4 %	N/A	25.8 %	25.8 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	254.0	308.0	N/A	326.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	187.0	195.0	N/A	190.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	2,676	2,821	N/A	2,741	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	371.0	416.0	N/A	401.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	72.0	81.0	N/A	65.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	49.0	36.0	N/A	44.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	1,251	1,219	N/A	1,332	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	232.0	272.0	N/A	289.0	N/A
* Baccalaureate degree completions (number) by gender: Male	1,517	1,648	N/A	1,583	N/A
* Baccalaureate degree completions (number) by gender: Female	1,971	2,092	N/A	2,075	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	618.0	660.0	N/A	671.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	986.0	948.0	N/A	1,059	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	82.6 %	78 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	6.3 %	8.5 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	3.1 %	4.9 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	70.4 %	65.1 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	48 %	61.3 %	N/A	N/A	N/A
* Percent of students satisfied with career path preparation provided by the undergraduate educational experience (d)	37.8 %	77 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	83.6 %	80.4 %	N/A	N/A	N/A
* Institutional pass rate: Illinois Bar Examination	81 %	85 %	N/A	N/A	N/A
* Institutional pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	81 %	96 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	51.3 %	52.9 %	N/A	N/A	N/A

**Northern Illinois University (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	84.3 %	N/A	N/A	N/A
* Annual number of students completing requirements for initial teacher certification	798.0	746.0	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* National pass rate: state bar examinations	63 %	63 %	N/A	N/A	N/A
* National pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	85 %	85 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per credit hour: all instructional levels	\$257.95	\$243.97	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	34.3 %	32.5 %	N/A	32.5 %	32.5 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	12.5 %	12.4 %	N/A	12.3 %	12.3 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	19.8 %	18.9 %	N/A	20.7 %	20.7 %
* Percent of total expenditures (all sources) devoted to all other programs (e)	33.4 %	36.2 %	N/A	34.5 %	34.5 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars)(f)	\$4,814.00	\$5,175.00	N/A	\$5,799.00	\$6,617.00
* Percent of undergraduates receiving some form of financial aid	66 %	66.8 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	53.2 %	52.8 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	45.1 %	48.2 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	21.3 %	19 %	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to all other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	16.6 %	17.3 %	N/A	18.4 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds as well as from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction 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 1997 five years out (FY 2002) and the class of 1994 nine years out (FY 2003).
- (e) All Other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

**Illinois State University**

**Mission Statement:** We at Illinois State University work as a diverse community of scholars with a commitment to fostering a small-college atmosphere with large-university opportunities. We promote the highest academic standards in our teaching, our scholarship and the connections we build between them. We devote all of our resources and energies to creating the most supportive and productive community possible to serve the citizens of Illinois and beyond.

- 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$269,354.3	\$267,796.3	\$ .0	\$261,256.8	\$268,125.3
* Total expenditures - state appropriated funds (in thousands)	\$92,437.1	\$85,322.6	\$ .0	\$78,904.5	\$80,452.0
* Total staff - all fund sources (b)	3,883	3,804	N/A	3,577	3,577
* Total staff - state appropriated fund sources (b)	2,405	2,346	N/A	2,205	2,205
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	18,472	18,353	N/A	18,097	17,878
* Total headcount enrollment	21,240	21,183	N/A	20,860	20,757
* Percent: part-time student enrollment (c)	15 %	14.7 %	N/A	13.9 %	13.9 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	243.0	250.0	N/A	204.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	80.0	103.0	N/A	91.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	3,756	3,757	N/A	3,739	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	100.0	92.0	N/A	114.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	29.0	35.0	N/A	28.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	19.0	7.0	N/A	6.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	551.0	621.0	N/A	571.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	104.0	110.0	N/A	123.0	N/A
* Baccalaureate degree completions (number) by gender: Male	1,695	1,710	N/A	1,687	N/A
* Baccalaureate degree completions (number) by gender: Female	2,484	2,492	N/A	2,461	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	250.0	283.0	N/A	247.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	453.0	490.0	N/A	481.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	N/A	N/A	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen (c)	57.2 %	59 %	N/A	N/A	N/A
* Institutional pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	93 %	95 %	N/A	N/A	N/A

Illinois State University (Concluded)					
	Fiscal Year 2002 Actual	Fiscal Year 2003 Actual	Fiscal Year 2004 Target/Projected	Fiscal Year 2004 Actual	Fiscal Year 2005 Target/Projected
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	97.7 %	N/A	N/A	N/A
* Annual number of students completing requirements for initial teacher certification	1,195	1,190	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Six-Year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
* National pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN)	86 %	87 %	N/A	N/A	N/A
<b>Efficiency/Cost-Effectiveness Indicators</b>					
* Instructional cost per credit hour, all instructional levels	\$240.92	\$231.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	34.9 %	33.5 %	N/A	33.9 %	33.9 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	10.8 %	10.9 %	N/A	10.9 %	10.9 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	18.2 %	19 %	N/A	19.5 %	19.5 %
* Percent of total expenditures (all sources) devoted to all other programs (e)	36.1 %	36.6 %	N/A	35.7 %	35.7 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$4,485.00	\$5,037.00	N/A	\$5,530.00	\$6,328.00
* Percent of undergraduate students receiving some form of financial aid	70.1 %	68.4 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	40 %	38.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	47.8 %	46.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	25 %	24.5 %	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to All Other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	15.4 %	16.8 %	N/A	17.6 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. Due to budget restrictions, Illinois State University has not participated in the Survey for the past two years.
- (e) All other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

**Western Illinois University**

**Mission Statement:** Western Illinois University will 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. Graduate Programs to prepare graduate students for professions requiring the master's or specialist's degree; and to promote mastery of specialized knowledge and skills.
  3. Undergraduate Programs to prepare undergraduate students for a wide range of careers and opportunities.
  4. Extending and Continuing Education to promote cooperative education with other institutions.
  5. Admissions and Academic Support to admit a diverse population of students and provide strong support.
  6. Teaching to provide informed, stimulating and effective teaching.
  7. Research and Creative Activities - to encourage research that will advance human knowledge; to promote study of the region and state; and to foster creative activities in the arts and literature.
  8. Public Service - to serve as a resource for the people of the region and state.

**Source of Funds:** General Revenue Fund, Education Assistance Fund

**Statutory Authority:** 110 ILCS 690

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$170,067.2	\$173,171.8	\$0	\$176,298.5	\$184,714.3
* Total expenditures - state appropriated funds (in thousands)	\$64,779.9	\$59,532.9	\$0	\$55,018.2	\$56,391.1
* Total staff - all fund sources (b)	2,265	2,248	N/A	2,196	2,196
* Total staff - state appropriated fund sources (b)	1,503	1,492	N/A	1,454	1,454
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	10,755	11,033	N/A	11,027	11,310
* Total headcount enrollment	13,206	13,461	N/A	13,469	13,558
* Percent: part-time student enrollment (c)	23.8 %	21.8 %	N/A	20.9 %	20.9 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	108.0	129.0	N/A	128.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	60.0	67.0	N/A	76.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	1,987	2,092	N/A	2,032	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	130.0	126.0	N/A	134.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	19.0	17.0	N/A	17.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	10.0	17.0	N/A	8.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	486.0	598.0	N/A	526.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	131.0	131.0	N/A	157.0	N/A
* Baccalaureate degree completions (number) by gender: Male	1,048	1,128	N/A	1,154	N/A
* Baccalaureate degree completions (number) by gender: Female	1,237	1,286	N/A	1,216	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	254.0	285.0	N/A	308.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	392.0	478.0	N/A	400.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	89 %	84.2 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	5.9 %	6.5 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	2.3 %	6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	89.1 %	69.7 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	35.8 %	39.6 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	88.7 %	85 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	89.9 %	86.5 %	N/A	N/A	N/A

Western Illinois University (Concluded)					
	Fiscal Year 2002 Actual	Fiscal Year 2003 Actual	Fiscal Year 2004 Target/Projected	Fiscal Year 2004 Actual	Fiscal Year 2005 Target/Projected
* Six-year graduation rate: first-time, full-time freshmen (c)	50.8 %	55.4 %	N/A	N/A	N/A
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	87.6 %	N/A	N/A	N/A
* Annual number of students completing requirements for initial teacher certification	397.0	424.0	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Six-year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b>Efficiency/Cost-Effectiveness Indicators</b>					
* Instructional cost per credit hour: all instructional levels	\$236.39	\$228.70	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	34 %	33.3 %	N/A	32.8 %	32.8 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	13.1 %	12.2 %	N/A	10.8 %	10.8 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	16.8 %	17.4 %	N/A	18.7 %	18.7 %
* Percent of total expenditures (all sources) devoted to All Other programs (e)	36.1 %	37.1 %	N/A	37.7 %	37.7 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$4,011.00	\$4,351.00	N/A	\$5,431.00	\$6,183.00
* Percent of undergraduate students receiving some form of financial aid	78.4 %	79.1 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	66.3 %	66.5 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	48.4 %	51.1 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	21.5 %	20.3 %	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to All Other programs: public university average	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	13.8 %	14.5 %	N/A	17.3 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as expenditures from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The Survey is conducted on a rolling cycle that surveys graduates one, five, and nine years after graduation. Data provided reflects the class of 1997 five years out (FY 2002) and the class of 1994 nine years out (FY 2003).
- (e) All Other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

## Eastern Illinois University

**Mission Statement:** Eastern Illinois University offers superior yet accessible undergraduate and graduate education. Students learn the methods and outcomes of free inquiry in the arts, humanities, and professions, guided by a faculty known for its commitment to teaching, research/creative activity, and service. The University community strives to create an educational and cultural environment in which students refine their abilities to reason and to communicate clearly so as to 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.
4. To promote scholarly research to aid students and faculty.
5. To provide community service in areas of expertise.

**Source of Funds:** General Revenue Fund, Education Assistance Fund

**Statutory Authority:** 110 ILCS 665

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$155,625.5	\$145,920.7	\$ .0	\$151,629.0	\$158,942.3
* Total expenditures - state appropriated funds (in thousands)	\$57,931.5	\$52,207.1	\$ .0	\$47,357.9	\$47,609.5
* Total staff - all fund sources (b)	2,029	2,038	N/A	2,024	2,024
* Total staff - state appropriated fund sources (b)	1,227	1,236	N/A	1,221	1,221
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	9,115	9,528	N/A	9,845	9,928
* Total headcount enrollment	10,531	11,163	N/A	11,522	11,651
* Percent: part-time student enrollment (c)	17.2 %	17.2 %	N/A	17.2 %	17.2 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	125.0	119.0	N/A	132.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	33.0	34.0	N/A	33.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	1,992	1,920	N/A	1,839	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	57.0	28.0	N/A	18.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	34.0	31.0	N/A	28.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	5.0	7.0	N/A	7.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	415.0	462.0	N/A	602.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	39.0	43.0	N/A	50.0	N/A
* Baccalaureate degree completions (number) by gender: Male	865.0	808.0	N/A	791.0	N/A
* Baccalaureate degree completions (number) by gender: Female	1,342	1,293	N/A	1,231	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	191.0	219.0	N/A	268.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	302.0	324.0	N/A	419.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	91.1 %	82 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	4.7 %	7.9 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	3 %	8 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	76.2 %	71.1 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	46.8 %	46.6 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided through the undergraduate educational experience (d)	89 %	87.8 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	89.6 %	85.7 %	N/A	N/A	N/A
* Six-year graduation rate: first-time, full-time freshmen (c)	66.3 %	59.5 %	N/A	N/A	N/A

Eastern Illinois University (Concluded)					
	Fiscal Year 2002 Actual	Fiscal Year 2003 Actual	Fiscal Year 2004 Target/Projected	Fiscal Year 2004 Actual	Fiscal Year 2005 Target/Projected
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	95.4 %	N/A	N/A	N/A
* Annual number of students completing requirements for initial teacher certification	571.0	607.0	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Six-year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b>Efficiency/Cost-Effectiveness Indicators</b>					
* Instructional cost per credit hour, all instructional levels	\$263.38	\$259.41	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	32 %	35.2 %	N/A	36.9 %	36.9 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	5.8 %	6.4 %	N/A	5.9 %	5.9 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	18.2 %	19.1 %	N/A	20.3 %	20.3 %
* Percent of total expenditures (all sources) devoted to all other programs (e)	44 %	39.3 %	N/A	36.9 %	36.9 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$4,091.00	\$4,648.00	N/A	\$5,149.00	\$5,781.00
* Percent of undergraduate students receiving some form of financial aid	70 %	71 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	44 %	47.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	45 %	52.2 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	28.6 %	23 %	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to all other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	14.1 %	15.5 %	N/A	16.4 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from all appropriated funds (primarily general funds) as well as from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction 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 1997 five years out (FY 2002) and the class of 1994 nine years out (FY 2003).
- (e) All other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

## Chicago State University

**Mission Statement:** The mission of Chicago State University is to: 1) provide access to higher education for residents of the region, the state and beyond, with an emphasis on meeting the educational needs of promising graduates from outstanding secondary schools as well as educating students where academic and personal growth and promise may have been inhibited by lack of economic, social, or educational opportunity; and 2) produce graduates who are responsible, discerning and informed global citizens with a commitment to lifelong learning and service.

**Program Goals:**  
**Objectives:**

1. To recruit, retain, and graduate a culturally and economically diverse student body.
2. To employ a dedicated, caring, and culturally diverse faculty.
3. To offer curricula that address major dimensions of the arts, humanities, business, science and technology and encourage development of communication skills and critical thinking.
4. To provide students in liberal arts and professional programs with broad knowledge, university-level competencies and specialized courses that are intellectually challenging and academically rigorous.
5. To foster a collaborative and intellectually stimulating community that promotes academic freedom, respect and integrity for students, faculty and staff.

**Source of Funds:** General Revenue Fund, Education Assistance Fund

**Statutory Authority:** 110 ILCS 660

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$90,207.0	\$87,225.8	\$0	\$90,550.0	\$88,768.2
* Total expenditures - state appropriated funds (in thousands)	\$43,528.6	\$40,393.0	\$0	\$39,624.0	\$38,760.3
* Total staff - all fund sources (b)	1,379	1,264	N/A	1,275	1,275
* Total staff - state appropriated fund sources (b)	1,025	990.0	N/A	956.0	956.0
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	5,140	4,979	N/A	4,904	4,867
* Total headcount enrollment	7,079	7,158	N/A	7,040	6,835
* Percent: part-time student enrollment (c)	51.2 %	50.8 %	N/A	49 %	49 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	646.0	672.0	N/A	625.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	37.0	39.0	N/A	27.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	38.0	42.0	N/A	33.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	16.0	21.0	N/A	15.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	176.0	220.0	N/A	218.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	35.0	32.0	N/A	49.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	120.0	119.0	N/A	92.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	9.0	10.0	N/A	9.0	N/A
* Baccalaureate degree completions (number) by gender: Male	207.0	179.0	N/A	196.0	N/A
* Baccalaureate degree completions (number) by gender: Female	530.0	595.0	N/A	504.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	102.0	95.0	N/A	97.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	238.0	286.0	N/A	271.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	86.6 %	83 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	9.8 %	4.4 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	1.5 %	6.3 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	74.7 %	64.2 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	49 %	47.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided through the undergraduate educational experience (d)	90.7 %	90.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	89.2 %	80.5 %	N/A	N/A	N/A

Chicago State University (Concluded)					
	Fiscal Year 2002 Actual	Fiscal Year 2003 Actual	Fiscal Year 2004 Target/Projected	Fiscal Year 2004 Actual	Fiscal Year 2005 Target/Projected
* Six-Year graduation rate: first-time, full-time freshmen (c)	17.8 %	15.2 %	N/A	N/A	N/A
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	94.7 %	N/A	N/A	N/A
* Annual number of students completing requirements for initial teacher certification	192.0	197.0	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Six-Year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b>Efficiency/Cost-Effectiveness Indicators</b>					
* Instructional cost per credit hour, all instructional levels	\$332.44	\$314.81	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	35.9 %	35.3 %	N/A	34.8 %	34.8 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	10.3 %	11.3 %	N/A	11.2 %	11.2 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	26.1 %	27.4 %	N/A	28.7 %	28.7 %
* Percent of total expenditures (all sources) devoted to all other programs (e)	27.7 %	26 %	N/A	25.3 %	25.3 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars)(f)	\$3,474.00	\$3,851.00	N/A	\$4,551.00	\$6,143.00
* Percent of undergraduate students receiving some form of financial aid	72.5 %	77.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	67 %	64.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	31.6 %	37.5 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	7.1 %	5.2 %	N/A	N/A	N/A
<b>External Benchmarks</b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to all other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	12 %	12.9 %	N/A	14.5 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from appropriated funds (primarily general funds) as well as from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction 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 1997 five years out (FY 2002), and the class of 1994 nine years out (FY 2003).
- (e) All other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

**Northeastern Illinois University**

**Mission Statement:** Northeastern Illinois University is dedicated to both excellence and access. The most important facets of the University's mission are to offer high quality undergraduate and graduate programs to a broad spectrum of students and to foster student growth and development. To these ends, the University attaches primary importance to excellence in teaching, with emphasis also given to pure and applied research and to academic and public service.

- Program Goals:**  
**Objectives:**
1. To serve a population which is diverse in age, culture, language and race.
  2. 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$99,047.4	\$104,191.2	\$0	\$108,935.2	\$108,150.8
* Total expenditures - state appropriated funds (in thousands)	\$44,994.1	\$42,610.3	\$0	\$38,362.3	\$39,227.7
* Total staff - all fund sources (b)	1,531	1,492	N/A	1,466	1,466
* Total staff - state appropriated fund sources (b)	1,207	1,138	N/A	1,112	1,112
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	8,382	8,674	N/A	8,985	9,305
* Total headcount enrollment	10,999	11,409	N/A	11,825	12,164
* Percent: part-time student enrollment (c)	53.5 %	54 %	N/A	53.8 %	53.8 %
* Baccalaureate degree completions (number) by race/ethnicity: African American	128.0	122.0	N/A	138.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	243.0	269.0	N/A	245.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	631.0	623.0	N/A	597.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	158.0	183.0	N/A	182.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: African American	55.0	59.0	N/A	52.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	41.0	51.0	N/A	61.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	351.0	378.0	N/A	327.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	50.0	56.0	N/A	67.0	N/A
* Baccalaureate degree completions (number) by gender: Male	442.0	424.0	N/A	438.0	N/A
* Baccalaureate degree completions (number) by gender: Female	718.0	773.0	N/A	724.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	143.0	162.0	N/A	159.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	354.0	382.0	N/A	348.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	82.5 %	82.5 %	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	5.8 %	7.9 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	8.4 %	6.2 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	64.3 %	69.5 %	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	46.8 %	51.4 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	89 %	90.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	79.2 %	88.1 %	N/A	N/A	N/A
* Six-year graduation rate: first-time, full-time freshmen (c)	14.1 %	17.9 %	N/A	N/A	N/A
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	92.7 %	89.9 %	N/A	N/A	N/A

**Northeastern Illinois University (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Annual number of students completing requirements for initial teacher certification	353.0	307.0	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Six-Year graduation rate: statewide average (c)	55.7 %	56.9 %	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per credit hour, all instructional levels	\$265.84	\$255.01	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	38.4 %	35.1 %	N/A	35.9 %	35.9 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	15.8 %	15.9 %	N/A	11.7 %	11.7 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	18.5 %	20.4 %	N/A	21.5 %	21.5 %
* Percent of total expenditures (all sources) devoted to all other programs (e)	27.3 %	28.6 %	N/A	30.9 %	30.9 %
* Undergraduate tuition and mandatory fees: Annual based on thirty credit hours (in dollars) (f)	\$3,200.00	\$3,326.00	N/A	\$4,331.00	\$4,932.00
* Percent of undergraduate students receiving some form of financial aid	51.6 %	51.8 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	46 %	45.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	12.2 %	13.8 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	6 %	5.9 %	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to all other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	11 %	11.1 %	N/A	13.8 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from appropriated funds (primarily general funds) as well as from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated funds include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data regarding graduate employment, attainment, and career path preparation/satisfaction 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 1997 five years out (FY 2002) and the class of 1994 nine years out (FY 2003).
- (e) All other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

**Governors State University**

**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, adherence 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands) (a)	\$61,108.3	\$60,877.4	\$ .0	\$66,940.4	\$68,459.9
* Total expenditures - state appropriated funds (in thousands)	\$27,726.4	\$25,628.6	\$ .0	\$23,709.6	\$24,280.1
* Total staff - all fund sources (b)	911.0	805.0	N/A	756.0	756.0
* Total staff - state appropriated fund sources (b)	650.0	595.0	N/A	547.0	547.0
<b><u>Output Indicators</u></b>					
* Undergraduate headcount enrollment	2,980	2,788	N/A	2,677	2,752
* Total headcount enrollment	5,860	5,897	N/A	5,664	5,675
* Percent: part-time student enrollment (c)	78 %	78.7 %	N/A	75.8 %	75.8 %
* Baccalaureate degree completions (number) by race/ethnicity: Black	241.0	209.0	N/A	250.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: Hispanic	29.0	39.0	N/A	44.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: White	484.0	483.0	N/A	429.0	N/A
* Baccalaureate degree completions (number) by race/ethnicity: All Other	55.0	64.0	N/A	57.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Black	171.0	215.0	N/A	168.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	19.0	50.0	N/A	17.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: White	343.0	437.0	N/A	463.0	N/A
* Post-Baccalaureate degree completions (number) by race/ethnicity: All Other	59.0	57.0	N/A	97.0	N/A
* Baccalaureate degree completions (number) by gender: Male	265.0	243.0	N/A	214.0	N/A
* Baccalaureate degree completions (number) by gender: Female	544.0	552.0	N/A	566.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Male	169.0	173.0	N/A	228.0	N/A
* Post-Baccalaureate degree completions (number) by gender: Female	423.0	586.0	N/A	517.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of graduates employed full-time (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates employed part-time (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates pursuing or earning a post-baccalaureate degree (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (d)	N/A	N/A	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (d)	N/A	N/A	N/A	N/A	N/A
* Percent of baccalaureate degree recipients employed or enrolled in further education within one year of graduation	N/A	92.6 %	N/A	N/A	N/A
* Annual number of students completing requirements for initial teacher certification	210.0	201.0	N/A	N/A	N/A

**Governors State University (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per credit hour: all instructional levels	\$331.12	\$325.18	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction	36.2 %	35 %	N/A	31.8 %	31.8 %
* Percent of total expenditures (all sources) devoted to Research and Public Service	14.3 %	12.6 %	N/A	13.3 %	13.3 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	23.5 %	26.4 %	N/A	30.7 %	30.7 %
* Percent of total expenditures (all sources) devoted to all other programs (e)	26 %	26 %	N/A	24.2 %	24.2 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours (in dollars) (f)	\$2,526.00	\$3,054.00	N/A	\$4,010.00	\$4,622.00
* Percent of undergraduate students receiving some form of financial aid	48.1 %	44.5 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance	45.3 %	40 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance	21.1 %	23.8 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance	8.1 %	6 %	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Instructional cost per credit hour: public university average, all instructional levels	\$286.32	\$279.19	N/A	N/A	N/A
* Percent of total expenditures (all sources) devoted to Instruction: public university average	27.3 %	26.5 %	N/A	26.2 %	26.2 %
* Percent of total expenditures (all sources) devoted to Research and Public Service: public university average	23.8 %	24.8 %	N/A	23.4 %	23.4 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support: public university average	23 %	23.5 %	N/A	23.8 %	23.8 %
* Percent of total expenditures (all sources) devoted to all other programs: public university average (e)	25.9 %	25.2 %	N/A	26.6 %	26.6 %
* Undergraduate tuition and mandatory fees: annual based on thirty credit hours, public university average (in dollars) (f)	\$4,526.00	\$5,084.00	N/A	\$5,682.00	\$6,349.00
* Undergraduate tuition and mandatory fees as a percentage of Illinois per capita disposable income	8.7 %	10.2 %	N/A	12.7 %	N/A
* Percent of undergraduate students receiving some form of financial aid: public university average	66.7 %	66.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving grant or scholarship assistance: public university average	49.8 %	49.7 %	N/A	N/A	N/A
* Percent of undergraduate students receiving loan assistance: public university average	40.6 %	40.6 %	N/A	N/A	N/A
* Percent of undergraduate students receiving employment assistance: public university average	20.1 %	20.1 %	N/A	N/A	N/A

**Footnotes**

- (a) Total expenditures include expenditures from appropriated funds (primarily general funds) as well as from restricted and non-appropriated fund sources.
- (b) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) supported by respective fund sources. State appropriated fund sources include university income funds.
- (c) Institutions with high ratios of part-time students will have lower graduation rates.
- (d) Data obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. Due to budget restrictions, Governors State University has not participated in the Survey the past two years.
- (e) All other programs include Institutional Support, Operation and Maintenance of Physical Plant, and Independent Operations, including student housing and food service operations.
- (f) Entry-level tuition and fees.

# EDUCATION: PART 2 HIGHER EDUCATION ILLINOIS STUDENT ASSISTANCE COMMISSION

<b>Illinois Student Assistance Commission</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Scholarship and Grant Programs	\$385,024.2	74.0	\$388,768.6	74.0
Student Loans	\$187,561.8	320.0	\$162,117.1	320.0
Outreach	\$730.0	5.0	\$750.0	5.0
Prepaid Tuition Program	\$0.0	5.0	\$0.0	5.0
<b>Totals</b>	<b>\$573,316.0</b>	<b>404.0</b>	<b>\$551,635.7</b>	<b>404.0</b>

## Mission and Organization

The Illinois Student Assistance Commission (ISAC) was created in 1957 to ensure that financial considerations would not hamper Illinois citizens in their pursuit of postsecondary educational goals. ISAC has since evolved into a one-stop financial aid center, offering a comprehensive array of programs and services to students at every stage of the financial aid process, and annually awarding in excess of \$1 billion in financial aid to more than 250,000 qualified applicants. ISAC administers most of the key state and federal grant, scholarship, loan and pre-paid tuition programs available to postsecondary students in Illinois.

The need-based Monetary Award Program (MAP) is at the heart of ISAC's grant and scholarship system. The MAP is one of the largest programs of its kind in the nation, awarding more than \$330 million in grants during fiscal year 2004 to more than 140,000 undergraduates with demonstrated financial need. In addition to the Monetary Award Program, ISAC administers a number of other student aid programs that provide

assistance to students based on financial need, and still others that provide financial aid based on a student's academic performance, participation in the armed forces, intention to pursue a career in teaching, or other criteria. ISAC serves as the national guarantor agency for a variety of federal loan programs (215,000 Stafford loans totaling more than \$980 million were guaranteed), operates the successful College Illinois! pre-paid tuition program, offers alternative loan programs for students whose needs exceed the limits of traditional government loan programs, and provides a variety of outreach, training and technical assistance services to citizens and institutions in the state. For example, ISAC staff meets with thousands of families at college fairs, workshops and other outreach events, and conducts annual training sessions that reach hundreds of high school counselors and advisors. For more information on student financial aid and the financial aid delivery system in Illinois, visit the commission's website at [www.collegezone.com](http://www.collegezone.com).

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$428,284.3	\$385,024.2	\$403,634.9	\$388,768.6	\$394,095.8
* Total expenditures - state appropriated funds (in thousands)	\$428,284.3	\$385,024.2	\$403,634.9	\$388,768.6	\$394,095.8
* Average monthly full-time equivalents	74.0	74.0	74.0	74.0	74.0
<b><u>Output Indicators</u></b>					
* Number of students receiving MAP awards	140,744	132,025	140,000	140,989	146,459
* Number of students benefiting from service programs	13,752	14,574	16,102	13,890	13,900
* Number of students participating in teacher and worker shortage programs	2,251	1,045	2,333	2,113	2,115
* Number of applications filed	486,252	482,041	400,000	537,907	554,000
* Number of students receiving MRSP awards	5,327	5,487	5,400	4,491	5,400
<b><u>Outcome Indicators</u></b>					
* Grant aid as a proportion of tuition and fees	40 %	36.4 %	34 %	32 %	29 %
* Grant aid per undergraduate full-time-equivalent student (in dollars)	\$824.00	\$867.20	\$870.00	\$792.00	\$795.00
* Percentage of undergraduates at Illinois colleges receiving state need-based aid	29 %	29 %	29 %	27 %	27 %
* Proportion of merit award winners attending in-state schools	51 %	53 %	52 %	50 %	50 %
* Average taxable income of families eligible for MAP grants (in dollars)	\$21,937.00	\$21,956.00	\$22,000.00	\$21,737.00	\$22,000.00
<b><u>External Benchmarks</u></b>					
* National ranking of maximum award	13.0	13.0	13.0	11.0	11.0
* National ranking of need-based aid per undergraduate student	2.0	2.0	2.0	4.0	4.0
* National ranking of percent receiving aid	N/A	N/A	7.0	19.0	19.0
* National ranking of student aid as a percentage of Higher Education budget	5.0	5.0	5.0	8.0	8.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Proportion of administrative spending per \$ awarded	1.39 %	1.55 %	1.5 %	1.27 %	1.06 %

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "National ranking of percent receiving aid" was changed from 7.0 because the method by which the measure is calculated was changed and current data is no longer comparable to previous year data.
- (2) The 2002 value for "National ranking of percent receiving aid" was changed from 9.0 because the method by which the measure is calculated was changed and current data is no longer comparable to previous year data.
- (3) The 2003 value for "Proportion of administrative spending per \$ awarded" was changed from 1.46 to 1.55 because better data is now available.
- (4) The 2002 value for "Proportion of administrative spending per \$ awarded" was changed from 1.46 to 1.39 because better data is now available.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$177,953.7	\$187,561.8	\$302,732.3	\$162,117.1	\$255,546.6
* Total expenditures - state appropriated funds (in thousands)	\$177,953.7	\$187,561.8	\$302,732.3	\$162,117.1	\$255,546.6
* Average monthly full-time equivalents	319.0	320.0	320.0	320.0	325.0
<b><u>Output Indicators</u></b>					
* Number of loans guaranteed	178,380	200,000	210,000	228,870	230,000
* Dollar value of new loan guarantees (in millions)	\$790.0	\$900.0	\$900.0	\$1,111.8	\$1,200.0
* Number of defaults averted	104,968	96,888	100,000	75,361	75,000
* Dollar value of default collections (in millions)	\$49.8	\$50.0	\$50.0	\$40.0	\$42.0
<b><u>Outcome Indicators</u></b>					
* Number of defaults	23,475	21,400	21,000	16,906	16,000
* Percent of Illinois student loans guaranteed by ISAC	40 %	42 %	42 %	42 %	42 %
* Percent of delinquent accounts resolved	81.7 %	82 %	82 %	82 %	82 %
* Borrower satisfaction ratings	88.4 %	84 %	85 %	86.6 %	85 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per dollar guaranteed (in dollars)	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02
* Costs per dollar collected (in dollars)	\$0.27	\$0.27	\$0.27	\$0.29	\$0.29

**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:**
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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$803.0	\$730.0	\$750.0	\$750.0	\$750.0
* Total expenditures - state appropriated funds (in thousands)	\$803.0	\$730.0	\$750.0	\$750.0	\$750.0
* Average monthly full-time equivalents	4.0	5.0	5.0	5.0	5.0
<b><u>Output Indicators</u></b>					
* Financial Aid Awareness Month workshop participants	2,700	4,502	4,700	4,900	5,000
* Number of College Zone training seminars	N/A	N/A	20.0	19.0	19.0
* Attendance at College Zone training seminars	N/A	N/A	2,000	1,363	1,500
* Number of community college outreach centers supported	N/A	48.0	48.0	52.0	60.0
* Counselors/advisors reached	1,135	2,000	2,000	1,363	1,500
<b><u>Outcome Indicators</u></b>					
* Number of Website hits: General Information	3,439,769	3,712,573	4,500,000	4,894,279	5,139,000
* Requests for presentations	N/A	100.0	100.0	200.0	200.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Financial aid sessions per month	14.0	18.0	18.0	14.0	15.0
* Community agency contacts per month	8.0	3.0	5.0	5.0	8.0
* Total Internet site hits per month	289,735	309,381	375,000	407,586	428,250

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,564.1	\$2,964.5	\$3,225.0	\$2,686.4	\$3,477.5
* Average monthly full-time equivalents	5.0	5.0	5.0	5.0	5.0
<b><u>Output Indicators</u></b>					
* College Illinois! contracts purchased (excluding cancellations)	6,576	7,019	6,000	5,911	6,000
* Cumulative College Illinois! contracts purchased	28,885	35,904	41,904	42,703	48,700
* Total Internet site visits (through enrollment period)	656,390	N/A	750,000	850,000	N/A
* Total phone calls (through enrollment period)	7,800	5,300	N/A	7,520	N/A
* Total TV/Radio ads aired	14,118	19,044	N/A	24,675	N/A
* Total newspaper articles	640.0	583.0	N/A	789.0	N/A
* Total number of news reports	150.0	148.0	N/A	150.0	N/A
* Annual contract sales (in millions)	\$106.0	\$146.0	N/A	\$126.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent of population covered by TV and Radio ads	95 %	98 %	95 %	98 %	N/A
* Minority beneficiaries as a percent of total contracts	11 %	11 %	N/A	10 %	N/A
* Years of college purchased	21,400	25,600	N/A	19,250	N/A
* Cumulative years of college purchased	92,400	118,000	N/A	138,400	N/A
<b><u>External Benchmarks</u></b>					
* College Illinois! national rank among other prepaid tuition programs	8.0	7.0	N/A	8.0	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Media cost per contract (in dollars)	\$102.60	\$106.85	N/A	\$125.40	N/A
* Total marketing cost per contract (in dollars)	\$197.70	\$195.47	N/A	\$238.09	N/A

# EDUCATION: PART 2 HIGHER EDUCATION ILLINOIS COMMUNITY COLLEGE BOARD

<b>Illinois Community College Board</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Illinois Community College Board	\$417,723.4	0.0	\$388,411.7	0.0
<b>Totals</b>	<b>\$417,723.4</b>	<b>0.0</b>	<b>\$388,411.7</b>	<b>0.0</b>

## 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. Thirty-seven years later, the Illinois community college system covers the entire 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, a statewide coordinating board that is charged with the administration of the Public Community College Act, 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. For more information on community colleges and the community college system in Illinois, visit the ICCB website at [www.iccb.state.il.us](http://www.iccb.state.il.us).

**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 achieve 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, Capital Development Fund, Illinois Community College Board Contracts and Grants Fund, AFDC Opportunities Fund, Video Conferencing User Fund, Fund for Illinois' Future, ICCB Adult Education Fund, Career and Technical Education Fund

**Statutory Authority:** 110 ILCS 805

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,770,217.0	\$1,841,370.5	\$0	\$1,968,040.1	\$1,968,040.1
* Total expenditures - state appropriated funds (in thousands)	\$402,539.4	\$417,723.4	\$0	\$388,411.7	\$417,628.8
* Teaching faculty employed in Illinois public community colleges, full-time equivalent staff, fall semester	8,853	9,554	N/A	10,640	10,640
* Administrative staff employed in Illinois public community colleges, full-time equivalent staff, fall semester	1,382	1,407	N/A	1,429	1,429
* Non-teaching professional staff employed in Illinois public community colleges, full-time equivalent staff, fall semester	3,781	4,048	N/A	3,978	3,978
* Civil service/classified staff employed in Illinois public community colleges, full-time equivalent staff, fall semester	6,808	6,746	N/A	6,530	6,530
<b><u>Output Indicators</u></b>					
* Fall term headcount enrollment: community college system total	339,002	353,705	N/A	365,019	365,000
* Twelve-Month Unduplicated Headcount: all students enrolled for credit, occupational and vocational programs, annual	676,412	693,285	N/A	698,707	699,000
* Percentage of college level (credit/occupational/vocational) students seeking a degree or certificate	43.7 %	45.3 %	N/A	N/A	N/A
* Twelve-Month Unduplicated Headcount: all students enrolled in non-credit courses, annual	262,249	277,289	N/A	260,374	265,000
* Pre-Baccalaureate degree completions (number) by race/ethnicity: Black	5,546	6,714	N/A	N/A	N/A
* Pre-Baccalaureate degree completions (number) by race/ethnicity: Hispanic	3,119	3,666	N/A	N/A	N/A
* Pre-Baccalaureate degree completions (number) by race/ethnicity: White	28,051	32,144	N/A	N/A	N/A
* Pre-Baccalaureate degree completions (number) by race/ethnicity: All Other	2,230	2,805	N/A	N/A	N/A
* Pre-Baccalaureate degree completions (number) by gender: Male	16,108	19,172	N/A	20,621	N/A
* Pre-Baccalaureate degree completions (number) by gender: Female	22,838	26,157	N/A	27,365	N/A
<b><u>Outcome Indicators</u></b>					
* Number of businesses provided technical assistance through Community College Business and Industry Centers, annual	5,229	N/A	N/A	N/A	N/A
* Number of persons receiving technical assistance through Community College Business and Industry Centers, annual	103,726	89,439	N/A	N/A	N/A

**Illinois Community College Board (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Percent of degree/certificate recipients employed or enrolled in further education within one year of graduation	92.1 %	89.4 %	N/A	N/A	N/A
* Institutional pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN/ADN)	89.6 %	91 %	N/A	N/A	N/A
* Institutional pass rate: Dental Hygiene certification exam	96 %	99 %	N/A	N/A	N/A
* Institutional pass rate: Radiologic Technology	87.8 %	91 %	N/A	N/A	N/A
* Institutional pass rate: Emergency Medical Technician certification exam	97 %	97 %	N/A	N/A	N/A
* Three-year graduation rate: first time, full time freshmen	61.6 %	61.9 %	N/A	66.7 %	N/A
<b><u>External Benchmarks</u></b>					
* National pass rate: National Council Licensure Exam (NCLEX) - Nursing (RN/ADN)	87 %	87 %	N/A	N/A	N/A
* National pass rate: Dental Hygiene certification exam	95 %	93 %	N/A	N/A	N/A
* National pass rate: Radiologic Technology	88.4 %	89 %	N/A	N/A	N/A
* National pass rate: Emergency Medical Technician certification exam	72 %	N/A	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percent of total expenditures (all sources) devoted to Instruction	34 %	34.1 %	N/A	36.9 %	36.9 %
* Percent of total expenditures (all sources) devoted to Public Service and Organized Research	6.9 %	6.2 %	N/A	4.8 %	4.8 %
* Percent of total expenditures (all sources) devoted to Academic and Student Support	14.1 %	14.8 %	N/A	14.2 %	14.2 %
* Percent of total expenditures (all sources) devoted to All Other programs	45 %	44.9 %	N/A	40.1 %	40.1 %
* Tuition and mandatory fees: annual, statewide high based on 30 credit hours (in dollars)	\$2,041.00	\$2,154.00	N/A	\$2,361.00	\$2,555.00
* Tuition and mandatory fees: annual, statewide low based on 30 credit hours (in dollars)	\$1,170.00	\$1,320.00	N/A	\$1,350.00	\$1,440.00
* Instructional cost per credit hour: statewide high	\$293.75	\$250.35	N/A	N/A	N/A
* Instructional cost per credit hour: statewide low	\$115.93	\$114.43	N/A	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Tuition and mandatory fees: annual, statewide average based on 30 credit hours (in dollars)	\$1,580.00	\$1,705.00	N/A	\$1,807.00	\$1,993.00
* Tuition and mandatory fees as a percentage of Illinois Per Capita Disposable Income	5.4 %	5.7 %	N/A	5.7 %	6 %
* Instructional cost per credit hour: statewide average	\$198.13	\$191.09	N/A	N/A	N/A

# EDUCATION: PART 2 HIGHER EDUCATION

## ILLINOIS MATHEMATICS AND SCIENCE ACADEMY

<b>Illinois Mathematics and Science Academy</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Illinois Mathematics and Science Academy	\$14,341.7	213.0	\$15,056.3	199.0
<b>Totals</b>	<b>\$14,341.7</b>	<b>213.0</b>	<b>\$15,056.3</b>	<b>199.0</b>

### Mission and Organization

The Illinois Mathematics and Science Academy (IMSA) was created in 1985 as a part of an educational reform package promoted by former Governor James R. Thompson. 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, and as the only public residential high school in Illinois and one of the few in the nation, the Academy func-

tions in many ways 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 stimulating 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. Visit the IMSA website at [www.imsa.edu](http://www.imsa.edu) for more information on the programs, services and opportunities at the Academy.

**Illinois Mathematics and Science Academy**

**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 2006 IMSA will be the chosen provider and partner for innovative programs that develop talent and leadership in math, science, and technology.
    - a. To attract, challenge, and inspire students and educators.
    - b. To attract, develop, inspire and retain the best people for IMSA's work.
    - c. To earn increased funding from the State and Federal government and private sector.
    - d. To secure partnerships that advance Illinois' needs in developing talent and leadership in math, science and technology.

**Source of Funds:** General Revenue Fund, Education Assistance Fund, IMSA Special Purposes Trust Fund, Illinois Mathematics and Science Academy Income Fund      **Statutory Authority:** 105 ILCS 305

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$19,426.9	\$18,295.0	\$23,492.8	\$20,973.5	\$22,635.5
* Total expenditures - state appropriated funds (in thousands)	\$16,546.7	\$14,341.7	\$15,896.4	\$15,056.3	\$17,061.8
* Average monthly full-time equivalents	222.0	213.0	199.0	199.0	207.0
<b><u>Output Indicators</u></b>					
* ALL STUDENT enrollment: applications received	539.0	570.0	600.0	609.0	604.0
* ALL STUDENT enrollment: invitations extended	246.0	240.0	240.0	251.0	249.0
* ALL STUDENT enrollment: number enrolled	229.0	212.0	220.0	229.0	226.0
* ALL STUDENT enrollment: percent of enrolled students graduating IMSA	N/A	85.9 %	90 %	86.9 %	86.4 %
* UNDERREPRESENTED GROUPS enrollment: applications received	94.0	91.0	110.0	106.0	112.0
* UNDERREPRESENTED GROUPS enrollment: invitations extended	31.0	33.0	43.0	45.0	48.0
* UNDERREPRESENTED GROUPS enrollment: number enrolled	31.0	27.0	40.0	45.0	44.0
* UNDERREPRESENTED GROUPS enrollment: percent of enrolled students graduating IMSA	N/A	74 %	90 %	87.1 %	80.6 %
* FEMALE STUDENT enrollment: applications received	253.0	256.0	300.0	299.0	292.0
* FEMALE STUDENT enrollment: invitations extended	118.0	120.0	120.0	127.0	125.0
* FEMALE STUDENT enrollment: number enrolled	115.0	108.0	110.0	115.0	114.0
* FEMALE STUDENT enrollment: percent of enrolled students graduating IMSA	N/A	87.3 %	86 %	89.6 %	87.9 %
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: applications received	366.0	380.0	375.0	387.0	378.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: invitations extended	139.0	148.0	120.0	140.0	138.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: number enrolled	128.0	139.0	120.0	131.0	133.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: percent of enrolled students graduating IMSA	N/A	92.6 %	90 %	89.6 %	91.1 %
* CHICAGO/OTHER enrollment: applications received	173.0	190.0	275.0	222.0	216.0
* CHICAGO/OTHER enrollment: invitations extended	107.0	92.0	120.0	111.0	110.0
* CHICAGO/OTHER enrollment: number enrolled	101.0	83.0	110.0	98.0	98.0
* CHICAGO/OTHER enrollment: percent of enrolled students graduating IMSA	N/A	75 %	90 %	81.3 %	78.2 %
* Illinois Student Programs: number of participating students (a)	1,545	780.0	800.0	738.0	788.0
* Illinois Student Programs: number of participating schools	278.0	81.0	90.0	41.0	40.0
* Illinois Educator Programs: number of participating educators (b,h)	735.0	930.0	900.0	660.0	838.0
* Illinois Educator Programs: number of participating schools	347.0	311.0	300.0	358.0	350.0
* Illinois School-based Systemic Programs: number of participating students (g)	N/A	N/A	N/A	686.0	506.0
* Illinois School-based Systemic Programs: number of participating schools	N/A	N/A	N/A	36.0	22.0
* Illinois Virtual High School (IVHS): number of students enrolled in for-credit online courses (d)	322.0	856.0	N/A	1,453	3,000
* Illinois Virtual High School (IVHS): number of students enrolled in non-credit online courses	2,720	165.0	N/A	1,294	3,000

**Illinois Mathematics and Science Academy (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Illinois Student Enrichment Events: number of participating students (i)	1,000	1,974	N/A	5,775	4,000
* Illinois Student Enrichment Events: number of participating schools	6.0	23.0	N/A	32.0	27.0
* IMSA Research: dollar value of external grants and contracts awarded (in thousands) (e)	\$973.4	\$3,943.3	\$4,000.0	\$5,405.1	\$5,176.8
<b><u>Outcome Indicators</u></b>					
* Student performance: exiting SAT scores, IMSA average	1,354	1,374	N/A	1,395	N/A
* Student performance: exiting ACT scores, IMSA average	29.6	30.1	N/A	30.5	N/A
* Student reported: percent of graduates enrolling in college	N/A	95.5 %	95 %	99 %	97.2 %
* Student reported: percent of graduates enrolling in college in a math or science major	N/A	61.5 %	N/A	64.5 %	N/A
* Student reported: percent of graduates enrolling at an Illinois college	N/A	56.8 %	N/A	51.3 %	N/A
* Student reported: percent of graduates satisfied with high school academic preparation	N/A	92.7 %	N/A	89.7 %	N/A
* Student reported: percent of graduates completing college within four years	N/A	71.4 %	N/A	66.7 %	N/A
* Student reported: percent of graduates completing a double major	N/A	17.1 %	N/A	48.5 %	N/A
* Student reported: percent of graduates enrolling in graduate school	N/A	25.7 %	N/A	39.4 %	N/A
* Illinois Educator Programs: percent of products rated satisfactory (f)	94.6 %	80 %	85 %	N/A	N/A
<b><u>External Benchmarks</u></b>					
* Student performance: exiting SAT scores for high school graduates, statewide average	1,020	1,179	N/A	1,026	N/A
* Student performance: exiting ACT scores for high school students, statewide average	21.6	22.5	N/A	20.3	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Instructional cost per student per year - includes residential (in dollars)	\$20,536.00	\$18,102.00	\$19,776.00	\$18,351.00	\$20,207.00
* Instructional cost per student per year - excludes residential (in dollars)	\$15,320.00	\$12,757.00	\$14,114.00	\$13,581.00	\$14,925.00
* Instruction/Academic Support programs: expenditures as a percentage of total expenditures	50 %	58 %	58 %	61.5 %	61.3 %
<b><u>External Benchmarks</u></b>					
* Instructional cost per student per year, statewide average - excludes residential (in dollars)	N/A	\$7,645.00	N/A	\$8,482.88	N/A

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "Student performance: exiting SAT scores, IMSA average" was changed from 1395 because the number reported was actually the fiscal year 2004 value which had been returned early. The revised value is now the same as what was reported in the institution's report to IBHE.
- (2) The 2003 value for "Student performance: exiting ACT scores, IMSA average" was changed from 30.5 because the number reported was actually the fiscal year 2004 value which had been returned early. The revised value is now the same as what was reported in the institution's report to IBHE.

**Footnotes**

- (a) Programs included in this figure include Kids Institute, Summer Sleuths, and IVHS courses developed and taught by IMSA faculty.
- (b) Decrease in the number of educators served results from a shift from single-day workshops to long-term, systemic professional development offerings.
- (c) Illinois School-based Systemic Programs include the Excellence 2000+ program and the International Career Academy.
- (d) In fiscal year 2004 IMSA began to administer the Illinois Virtual High School (IVHS) on behalf of the state of Illinois. Enrollment figures for fiscal year 2002 and fiscal year 2003 do not represent services delivered by IMSA, but are given for the purpose of showing change over time.
- (e) In fiscal year 2004 IMSA began to administer the Illinois Virtual High School (IVHS) on behalf of the state of Illinois. The contract for the operation of this project represents \$2 million additional dollars that are now reported in this category.
- (f) ISBE no longer requires collection of this data for professional development programs so comparative data is not available. In fiscal year 2005 we will be implementing a new framework for professional development program evaluation that will allow us to report on program quality using a new measure. At this time all programs informally collect feedback from participants and none report less than 90% satisfaction with their program offering.
- (g) Programs included in this figure include Excellence 2000+ (E2K+) and the International Career Academy (ICA).
- (h) Programs included in this figure include the 21st Century Information Fluency Project (21CIF) and Problem-Based Learning program offerings.

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE

## PART 1: INFRASTRUCTURE

Infrastructure Expenditures (Appropriated Spending in Thousands)			
Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
Department of Transportation	\$4,173,396.4	\$4,036,617.7	-3.3%
Illinois State Toll Highway Authority	\$0.0	\$0.0	0.0%
<b>TOTAL</b>	<b>\$4,173,396.4</b>	<b>\$4,036,617.7</b>	<b>-3.3%</b>

Highway Improvements						
	1999	2000	2001	2002	2003	2004
Miles of pavement maintained/improved	1,128	1,219	1,815	1,555	1,561	1,155
Number of bridges maintained/improved	380	254	501	333	319	219
Safety improvements accomplished	145	218	262	329	346	226

*Source: Illinois Department of Transportation*

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 1

## DEPARTMENT OF TRANSPORTATION

<b>Transportation</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Highway Construction	\$3,175,754.2	3,481.0	\$3,054,728.6	3,257.0
Public Transportation	\$437,423.0	23.0	\$450,595.9	19.0
Roadway Maintenance/Repair	\$330,923.2	2,867.0	\$326,787.5	2,761.0
Aeronautics	\$152,065.8	79.0	\$136,540.2	74.0
Traffic Safety	\$35,817.5	169.0	\$34,335.1	155.0
Rail	\$41,412.7	4.0	\$33,630.4	4.0
<b>Totals</b>	<b>\$4,173,396.4</b>	<b>6,623.0</b>	<b>\$4,036,617.7</b>	<b>6,270.0</b>

### Mission and Organization

The mission of the Illinois Department of Transportation (IDOT) is to provide 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. The department's vision is to be recognized as the premier state department of transportation in the nation.

More than 80 percent of the state's transportation-related resources are directed to maintain and improve the state system of highways and bridges. The department is responsible for nearly 17,000 highway miles, including more than 2,000 miles of Interstate highways and nearly 8,000 bridges.

By the end of fiscal year 2004, IDOT employed 6,210 full-time employees reflecting a decrease of 612 employees since the end of fiscal year 2002, a 9 percent decrease in staff in two years. The IDOT highway construction program in fiscal year 2004 totaled nearly \$2 billion and helped create or support more than 46,000 private-sector jobs across the state.

Fiscal year 2004 outcome indicators for highway construction and maintenance activities show that the department accomplished 103 percent of the announced annual program for 2004. The 103 percent figure includes carry-over projects accomplished from the previous year's program. More than 91 percent of state roads and nearly 93 percent of state bridges were rated in fair to excellent condition at the end of fiscal year 2004, well above the department's longstanding goal of keeping at least 85 percent of state roads and bridges in satisfactory condition or better. IDOT improved more than 1,100 miles of pavement in 2004, and more than 200 bridges.

Pavement condition is measured through the use of the state's Condition Rating Survey and a computerized esti-

mate of deterioration. This rating system takes into account factors such as pavement roughness, rutting and faulting and incorporates predominant pavement distresses. The weighted average for all state highways in fiscal year 2004 placed the state's overall road and bridge system in the "good" descriptive category. State bridge conditions are rated by IDOT's bridges and structures staff through physical inspections.

Illinois motorists, in surveys during fiscal year 2004, gave IDOT its strongest approval ratings since surveying began in 2001 for its work overall, with 62 percent of motorists rating IDOT "good" or "excellent." A total of 96 percent of motorists say IDOT is doing a "fair" to "excellent" job overall. About 78 percent gave IDOT "good" or "excellent" ratings on snow and ice control, and 71 percent rated IDOT employees "good" or "excellent" for their conduct on the job.

IDOT's support services goals in areas such as aeronautics, rail and public transportation target the efficient delivery of state and federal transportation grants and other funds to eligible local and regional agencies across Illinois. Outcome indicators for these areas show generally strong levels of service regarding the availability, reliability and public use of airports, passenger rail and public transit services. Figures for fiscal year 2004 show ridership for commercial air and passenger rail services up significantly from the previous year in Illinois.

The department also promotes highway safety through programs providing extra enforcement and educational activities to encourage safe driving and the use of safety belts and child safety seats, and to discourage driving under the influence of alcohol and drugs. Passage of the Illinois Primary Seat Belt Law in July 2003 along with a concerted awareness campaign saw safety belt usage in Illinois increase from 76 percent to 83 percent in just 12 months.

**Highway Construction**

**Mission Statement:** The mission of the Division of Highways is to plan, design, construct and maintain a safe highway system with a diverse and professional work force, within available resources, and to the highest nationwide standards for all of the citizens 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 more than 85 percent of Illinois state highways and bridges are in satisfactory condition or better.
    - 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 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,051,449.7	\$3,175,754.2	\$3,236,100.0	\$3,054,728.6	\$2,960,937.3
* Total expenditures - state appropriated funds (in thousands)	\$3,051,449.7	\$3,175,754.2	\$3,236,100.0	\$3,054,728.6	\$2,960,937.3
* Average monthly full-time equivalents	3,570.0	3,481.0	3,481.0	3,257.0	3,257.0
* State construction capital program expenditures (in thousands)	\$2,012,300.0	\$2,187,300.0	\$2,228,800.0	\$1,957,581.3	\$1,874,277.3
<b><u>Output Indicators</u></b>					
* Highway safety improvements accomplished	329.0	346.0	191.0	226.0	182.0
* Miles of pavement maintained/improved	1,555	1,561	1,074	1,155	721.0
* Number of bridges maintained/improved	333.0	319.0	246.0	219.0	209.0
* Percent of annual program under contract	94.8 %	96.9 %	95 %	103 %	95 %
<b><u>Outcome Indicators</u></b>					
* Percent of state roads in satisfactory condition	90.7 %	91.2 %	85 %	90 %	85 %
* Percent of roads in need of repair	9.3 %	8.8 %	15 %	10 %	15 %
* Percent of bridges in satisfactory condition	91.8 %	92.9 %	85 %	92 %	85 %
* Percent of bridges in need of repair	8.2 %	7.1 %	15 %	8 %	15.0
* Private sector construction jobs retained or created (a)	48,295	52,495	53,491	46,980	44,976
* Illinois motorist survey rating of overall job IDOT is doing (b)	3.6	3.6	3.6	3.6	3.6
* Illinois motorist survey rating of IDOT road repair and construction overall (b)	3.3	3.3	3.4	3.3	3.4
* Illinois motorist survey rating of IDOT employees (b)	3.7	3.8	3.8	3.8	3.8
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Construction investment per lane mile of state-controlled road (Ill.) (in dollars)	\$47,628.00	\$51,770.00	\$52,753.00	\$45,872.00	\$44,100.00
* Construction investment per 1,000 Illinois vehicle miles traveled (VMT) (in dollars)	\$19.54	\$20.60	\$20.93	\$18.39	\$14.08
<b><u>External Benchmarks</u></b>					
* U.S. construction investment per lane mile of state-controlled highway	\$27,967.00	\$28,416.00	\$29,477.00	N/A	\$30,000.00
* U.S. construction investment per 1,000 vehicle miles traveled (VMT)	\$18.25	\$18.13	\$17.96	N/A	\$18.60
<b><u>Explanatory Information</u></b>					
Lane miles of state-controlled highways in Illinois (2004) -- 42,500.					
U.S. capital road construction funds, not including local road funds (thousands, 2002) -- \$51,773,564.					
Lane miles of state-controlled highways in U.S., not including local roads and streets (2002) -- 1,822,000.					
<b><u>Footnotes</u></b>					
(a) Calculated on an average of 24 private-sector jobs created or retained per \$1 million in construction expenditures.					
(b) Motorist survey ratings based on a scale of 1-5: 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 within the program year.
    - b. To provide grant funds and support for track and structure improvements within the program year.
    - c. To provide grant funds and support for station improvements within the program year.
  2. To improve transit services in rural areas.
    - a. To provide support for rural transit agencies needing technical repair assistance within the 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$425,764.2	\$437,423.0	\$503,500.0	\$450,595.9	\$456,090.3
* Total expenditures - state appropriated funds (in thousands)	\$425,764.2	\$437,423.0	\$503,500.0	\$450,595.9	\$456,090.3
* Average monthly full-time equivalents	27.0	23.0	22.0	19.0	19.0
<b><u>Output Indicators</u></b>					
* Capital/operating expenditures (Northeast Illinois) (in thousands)	\$392,854.2	\$400,303.0	\$460,100.0	\$410,618.0	\$416,090.3
* Capital/operating expenditures (Downstate Illinois) (in thousands)	\$32,910.0	\$37,120.0	\$43,400.0	\$39,950.7	\$40,000.0
* Percent of annual program complete	91 %	85.1 %	95 %	89.6 %	95 %
<b><u>Outcome Indicators</u></b>					
* Overall bus and rail ridership (Northeast Illinois, millions)	564.5	558.5	565.0	549.3	555.0
* Bus ridership (Northeast Illinois, millions)	334.2	333.4	335.0	325.4	330.0
* Rail ridership (Northeast Illinois, millions)	230.3	225.1	230.0	223.9	225.0
* Bus ridership (Downstate Illinois, millions)	30.0	28.9	30.0	29.9	31.0
* Rail-car miles (Northeast Illinois, millions)	90.1	95.0	95.0	96.4	97.0
* Bus miles (Northeast Illinois, millions)	107.0	108.8	110.0	110.6	111.0
* Bus miles (Downstate Illinois, millions)	24.7	23.4	24.0	27.3	28.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Overall capital/operating investment per bus and rail rider (in dollars)	\$0.72	\$0.74	\$0.85	\$0.82	\$0.78

**Roadway Maintenance/Repair**

**Mission Statement:** The mission of the Division of Highways is to plan, design, construct and maintain a safe highway system with a diverse and professional work force, within available resources, and to the highest nationwide standards for all of the citizens 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$329,841.1	\$330,923.2	\$315,900.0	\$326,787.5	\$298,901.0
* Total expenditures - state appropriated funds (in thousands)	\$329,841.1	\$330,923.2	\$315,900.0	\$326,787.5	\$298,901.0
* Average monthly full-time equivalents	2,938.0	2,867.0	2,867.0	2,761.0	2,761.0
<b><u>Output Indicators</u></b>					
* Acres mowed	282,899	280,645	232,893	244,730	251,780
* Tons of asphalt applied for pavement repair	23,324	18,528	25,178	23,588	22,147
* Tons of road salt applied (snow/ice control)	295,739	496,102	416,929	432,837	439,478
* Number of lane miles of pavement maintained	42,255	42,365	42,400	42,799	43,000
<b><u>Outcome Indicators</u></b>					
* Percent of roads rated fair to excellent	92.4 %	92.4 %	85 %	90 %	85 %
* Percent of bridges rated fair to excellent	91.8 %	92.9 %	85 %	92 %	85 %
* Illinois motorist survey rating of highway maintenance and traffic flow (a)	3.6	3.6	3.6	3.6	3.7
* Illinois motorist survey rating of snow/ice removal (a)	3.9	3.9	3.9	3.9	3.9
* Illinois motorist survey rating of safety/cleanliness of rest areas (a)	3.8	3.8	3.8	3.8	3.9
* Illinois motorist survey rating of IDOT employee conduct on the job (a)	3.8	3.8	3.8	3.8	3.9
* Illinois motorist survey rating of roadside landscaping and appearance (a)	3.5	3.5	3.5	3.5	3.6
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Roadway maintenance cost per lane mile (in dollars) (b,c)	\$2,692.00	\$2,952.00	\$2,806.00	\$3,152.00	\$3,231.00
* Snow removal cost per lane mile (in dollars) (b,c)	\$537.00	\$919.00	\$778.00	\$944.00	\$967.00
* Mowing cost per lane mile (in dollars) (b,c)	\$249.00	\$216.00	\$228.00	\$288.00	\$295.00

**Footnotes**

- (a) Motorist survey ratings based on scale of 1-5: 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 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 Land Loan Revolving Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund

**Statutory Authority:** 620 ILCS 5/1et seq; 25/1et seq

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$188,250.6	\$152,065.8	\$169,600.0	\$136,540.2	\$120,073.1
* Total expenditures - state appropriated funds (in thousands)	\$188,250.6	\$152,065.8	\$169,600.0	\$136,540.2	\$120,073.1
* Average monthly full-time equivalents	95.0	79.0	79.0	74.0	74.0
<b><u>Output Indicators</u></b>					
* Airport safety inspections	190.0	151.0	200.0	269.0	200.0
* Emergency Medical Service (EMS) flights (a)	805.0	106.0	N/A	0.0	0.0
* Percent of annual airport program under contract (b)	70 %	62 %	75 %	44 %	75 %
* Total airport improvement projects under contract (b)	140.0	98.0	120.0	55.0	120.0
<b><u>Outcome Indicators</u></b>					
* Commercial air passengers enplaned at Chicago airports (c)	41,538,400	39,501,541	40,000,000	44,000,000	45,000,000
* Commercial air passengers enplaned outside Chicago (c)	1,032,800	1,034,433	1,100,000	1,070,000	1,100,000
* Percent of public airport runway pavements rated satisfactory or better	83 %	86 %	85 %	88 %	85 %
* Percent of taxiways rated satisfactory or better	74 %	82 %	85 %	76 %	85 %
* Percent of airport aprons rated satisfactory or better	84 %	84 %	85 %	80 %	85 %
* Air operations (takeoffs/landings) at Chicago airports (d)	1,189,000	1,227,000	1,300,000	1,259,000	1,300,000
* Air operations (takeoffs/landings) at public airports with traffic control towers other than Chicago O'Hare and Midway (d)	571,000	495,000	550,000	535,000	550,000
* Percent compliance following IDOT airport safety inspections	90 %	90 %	95 %	75 %	95 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* State capital investment per commercial air passenger (in dollars)	\$4.42	\$3.75	\$4.12	\$3.03	\$2.60

**Footnotes**

- (a) The Emergency Medical Service (EMS) was discontinued as of Dec. 31, 2002.
- (b) Federal funds for Illinois airport projects were released after the end of the state fiscal year 2004, resulting in contract delays on some projects.
- (c) Commercial air passenger enplanements reflect actual enplanements during preceding calendar year.
- (d) Air operations reflect actual operations during preceding calendar year at reporting airports.

**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 carry out as many motor-carrier and hazmat compliance reviews/Notice of Apparent Violation (NAV) reviews as possible 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.
    - b. Increase occupant restraint usage rate to 85 percent statewide by providing resources to our traffic safety partners.
    - c. Increase overall awareness of occupant protection related traffic safety issues in Illinois.
    - d. Provide resources to IDOT's traffic safety partners sufficient to reduce alcohol-related crash fatalities by at least 5 percent for fiscal year 2005 in Illinois.
    - e. Increase overall awareness of alcohol-related traffic safety issues in Illinois.
    - f. To reduce the statewide fatality rate per 100 million vehicle miles traveled (VMT) from the fiscal year 2004 level of 1.37 to 1.0 in fiscal year 2008.
    - g. To reduce the statewide severe injury rate per 100 million vehicle miles traveled (VMT) from the 2004 level of 17.26 to 16.4 in fiscal year 2008.
    - h. To reduce the statewide percentage of fatal crashes (to total fatal and injury crashes) from the 2004 level of 1.46 percent to 1.28 percent in fiscal year 2008.
    - i. To reduce the statewide percentage of severe injury crashes (to total fatal and injury crashes) from the 2004 level of 15.27 percent to 14.53 percent in fiscal year 2008.

**Source of Funds:** General Revenue Fund, Road Fund, Cycle Rider Safety Training Fund

**Statutory Authority:** 625ILCS 5/1-100; 430 ILCS 30/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual(a)</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$37,619.5	\$35,817.5	\$38,800.0	\$34,335.1	\$29,002.2
* Total expenditures - state appropriated funds (in thousands)	\$37,619.5	\$35,817.5	\$38,800.0	\$34,335.1	\$29,002.2
* Average monthly full-time equivalents	187.0	169.0	166.0	155.0	155.0
<b><u>Output Indicators</u></b>					
* Commitments from law enforcement agencies within specified counties (grantees) (b,d)	140.0	155.0	154.0	269.0	269.0
* Commitments from law enforcement agencies during mobilizations within specified counties (grantees) (b,d)	250.0	300.0	400.0	700.0	700.0
* Total commitments from law enforcement agencies during holiday mobilizations (d)	N/A	687.0	750.0	700.0	700.0
* Number of school bus inspections at testing stations (d)	43,436	43,436	42,000	42,000	42,000
* Number of motor carrier/hazmat compliance or Notice of Apparent Violation reviews (d)	2,269	2,502	2,500	1,500	1,500
* Number of non-scheduled school bus inspections	4,157	4,434	4,000	4,474	4,474
* Number of motorcycle riders trained	9,273	10,052	10,530	11,534	12,000
<b><u>Outcome Indicators</u></b>					
* Statewide fatality rate per 100 million VMT in IL (c)	1.4	1.3	1.2	1.4	1.1
* Statewide severe injury rate per 100 million VMT (c)	18.4	18.1	17.7	17.3	17.0
* Proportion of fatal crashes to total fatal and injury crashes in Illinois (c)	1.5 %	1.4 %	1.4 %	1.5 %	1.3 %
* Proportion of severe injury crashes to total fatal and injury crashes in Illinois (c)	16.4 %	16.2 %	15.8 %	15.3 %	15 %
* Statewide safety belt usage rate in Illinois (c)	71.4 %	76.2 %	85 %	83 %	85 %
* Alcohol-related fatalities in Illinois (c)	623.0	648.0	583.0	639.0	600.0
* Percent of Illinoisans who have seen/heard about safety belts during safety belt mobilizations (c)	39 %	84.8 %	90 %	66.2 %	70 %
* Percent of Illinoisans who have seen/heard about safety belt slogan during safety belt mobilizations (c)	35.4 %	81.8 %	85 %	89.7 %	90 %
* Percent of Illinoisans who have seen/heard about impaired driving during alcohol mobilizations (c)	57.4 %	68.7 %	70 %	57.7 %	70 %
* Percent of Illinoisans who have seen/heard anti-impaired driving slogan during alcohol mobilizations (c)	22.3 %	51.8 %	60 %	72.6 %	75 %

**Traffic Safety (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>External Benchmarks</u></b>					
* U.S. fatality rate per 100 million VMT (c)	1.5	1.4	1.3	1.5	1.4
* U.S. alcohol-related fatality rate per 100 million VMT (c)	0.6	0.6	0.6	0.6	0.5
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percent change in fatal crashes compared to previous 5-year average in Illinois (c)	-0.2 %	0 %	N/A 2	.9 %	-1 %
* Percent change in traffic fatalities compared to previous 5-year average in Illinois (c)	-1 %	0.3 %	N/A	2.3 %	-1 %
* Percent change in alcohol-related fatal crashes compared to previous 5-year average in Illinois (c)	0.3 %	9.7 %	N/A	2.4 %	-1 %

**Footnotes**

- (a) All state and federal crash data reflect totals for the preceding calendar year.
- (b) Based on federal fiscal year -- Oct. 1-Sept. 30.
- (c) Data used to generate outcome indicators, external benchmarks, and efficiency/cost-effectiveness is contained within the following: Fatal Analysis Reporting (FARS), U.S. Census, Road File (IDOT), Annual IDOT Safety Belt Surveys, and Annual IDOT Public Opinion Surveys.
- (d) Data from previous years and for the 2004 projections has been corrected from the FY 2003 report. Data now reflects consistent 12-month reports for all years in which these measures have been in place.

<b>Rail</b>					
<b>Mission Statement:</b>	To plan and implement rail freight and rail passenger programs for Illinois.				
<b>Program Goals:</b>	1. To improve the speed, reliability and convenience of Illinois rail passenger service.				
<b>Objectives:</b>	a. To complete programmed Phase 1 track improvements by the end of the fiscal year for the 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.				
<b>Source of Funds:</b>	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		<b>Statutory Authority:</b>	20 ILCS 2705/49.25d, 49.25g-1	
	<b>Fiscal Year 2002 Actual</b>	<b>Fiscal Year 2003 Actual</b>	<b>Fiscal Year 2004 Target/Projected</b>	<b>Fiscal Year 2004 Actual</b>	<b>Fiscal Year 2005 Target/Projected</b>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$51,116.9	\$41,412.7	\$44,000.0	\$33,630.4	\$30,766.4
* Total expenditures - state appropriated funds (in thousands)	\$51,116.9	\$41,412.7	\$44,000.0	\$33,630.4	\$30,766.4
* Average monthly full-time equivalents	5.0	4.0	4.0	4.0	4.0
<b><u>Output Indicators</u></b>					
* High-speed rail track improvements (1st phase) (a,b)	102.2 %	100 %	100 %	100 %	100 %
* Positive Train Control technology improvements (b)	94.7 %	100 %	100 %	90 %	100 %
* Rail freight service projects accomplished (b)	97.2 %	100 %	100 %	100 %	100 %
* Percent of annual program under contract	82.9 %	95 %	95 %	88 %	95 %
* State capital investments in Amtrak downstate service (in thousands)	\$10,300.0	\$10,600.0	\$11,900.0	\$12,100.0	\$12,100.0
<b><u>Outcome Indicators</u></b>					
* On-time performance of passenger rail service (Amtrak)	71 %	66 %	75 %	80 %	75 %
* Amtrak ridership	644,112	667,420	700,000	760,212	770,000
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* State capital investment per Amtrak rider (in dollars)	\$15.99	\$15.88	\$17.00	\$15.92	\$15.71

**Footnotes**

- (a) High-speed rail track improvements (1st phase) are expected to be complete by the end of fiscal year 2005.  
 (b) Output indicator represents percent of overall project category programmed and completed in the fiscal year.

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE

## PART 2: ECONOMIC DEVELOPMENT

<b>Economic Development Expenditures</b> (Appropriated Spending in Thousands)			
<b>Agency</b>	<b>FY 2003 Expenditures</b>	<b>FY 2004 Expenditures</b>	<b>Percent Change</b>
Dept. of Commerce & Economic Opportunity	\$844,567.8	\$944,841.6	11.9%
Prairie State 2000 Authority	\$1,134.9	---	NA
Department of Employment Security	\$388,553.3	\$227,077.5	-41.6%
Metropolitan Pier and Exposition Authority	\$119,942.0	\$124,365.9	3.7%
Department of Agriculture	\$107,356.4	\$96,166.8	-10.4%
Illinois Sports Facilities Authority	\$29,166.0	\$33,000.0	13.1%
Illinois Arts Council	\$18,589.0	\$17,986.8	-3.2%
Historic Preservation Agency	\$17,409.0	\$16,108.2	-7.5%
Department of Labor	\$6,413.7	\$5,706.7	-11.0%
Illinois Medical District Commission	\$5,427.4	\$3,719.4	-31.5%
Southwestern Illinois Development Authority	\$0.0	\$697.4	100.0%
Upper Illinois River Valley Development Auth	\$0.0	\$353.4	100.0%
East St. Louis Financial Advisory Authority	\$238.4	\$200.5	-15.9%
Illinois Finance Authority	---	\$117.5	NA
Illinois Rural Bond Bank	\$275.0	---	NA
Illinois Farm Development Authority	\$143.2	\$38.1	NA
<b>TOTAL</b>	<b>\$1,539,216.1</b>	<b>\$1,470,379.8</b>	<b>-4.5%</b>

*Numbers may not add due to rounding*

*In FY 2004, the Prairie State 2000 Authority was merged with the Department of Commerce and Economic Opportunity.*

<b>Unemployment Rate</b>								
	<b>1990</b>	<b>1995</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
United States	5.6%	5.6%	4.2%	4.0%	4.7%	5.8%	5.7%	5.5%
<b>Illinois (Dec. rate)</b>	6.4%	5.3%	4.2%	4.8%	6.1%	6.7%	6.4%	6.1%
Chicago	6.0%	5.1%	4.1%	4.1%	5.4%	6.7%	6.4%	5.6%

Source: U.S. Dept. of Labor

<b>Agricultural Exports</b> (\$ in Millions)					
	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
United States	49,043.3	50,743.8	52,698.5	53,291.2	56,186.4
<b>Illinois</b>	2,969.4	3,025.7	3,168.6	3,254.3	3,363.5
% of United States	6.1%	6.0%	6.0%	6.1%	6.0%
State Rank	3	5	2	2	4

Source: USDA

## ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2 DEPARTMENT OF COMMERCE AND ECONOMIC OPPORTUNITY

<b>Commerce and Economic Opportunity</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Community Development	\$320,035.0	96.6	\$317,632.5	102.1
Illinois FIRST	\$310,359.1	29.4	\$245,130.2	24.7
Workforce Development	\$188,594.2	72.1	\$199,558.8	88.2
Tourism	\$43,524.6	35.5	\$46,353.3	36.3
Technology and Industrial Competitiveness	\$51,445.3	49.4	\$44,808.9	51.0
Business Development	\$53,711.7	105.1	\$32,799.7	93.6
Energy	\$15,779.8	32.4	\$22,471.0	35.6
Coal Development and Marketing	\$23,426.4	13.9	\$19,962.2	17.0
Recycling and Waste Management	\$9,075.5	34.0	\$9,459.9	26.3
International Trade	\$15,840.0	36.3	\$5,298.6	26.3
Film	\$1,370.4	12.4	\$1,366.5	12.4
<b>Totals</b>	<b>\$1,033,162.0</b>	<b>517.1</b>	<b>\$944,841.6</b>	<b>513.5</b>

### Mission and Organization

As the lead state agency for economic development in Illinois, the Department of Commerce and Economic Opportunity (DCEO) has implemented a comprehensive restructuring of the focus and programs dedicated to the enhancement of economic development in Illinois. By deploying an innovative regional economic and workforce development strategy, DCEO is providing leadership in creating private sector jobs and expanding economic opportunities by helping firms, communities and regions become more competitive in the national and global economy.

During fiscal year 2004, DCEO's regional efforts led to several positive outcomes. First, there was a significant increase in jobs created and retained of 42% representing more than 27,000 jobs for Illinois. Second, there were 633 requests for sites and buildings information. Third, the department's new emphasis on regional economic development has been fruitful with 466 new small and technology-related businesses created in the state and another 178 small business expansions completed. In addition, small business procurement con-

tracts secured increased 59% (\$300 million in fiscal year 2003 to \$504.2 million in fiscal year 2004) over fiscal year 2003 reflecting the overall success of the state's new approach to regional economic development.

The Film industry witnessed a surge in Illinois productions resulting in an 80% increase (7,070 in fiscal year 2003 to 12,757 in fiscal year 2004) in the number of temporary jobs created. In addition, the Tourism industry in Illinois is also demonstrating improvement through a 37% increase (1,461,028 in fiscal year 2003 to 2,007,095 in fiscal year 2004) in the number of tourist and traveler inquiries.

DCEO's regional workforce development efforts have resulted in the state meeting or exceeding all of the federal Governmental Performance and Reporting Act (GPRA) goals as negotiated between the US Department of Labor, DCEO and the 26 Workforce Investment Areas.

**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 85,000 residents in local communities demonstrating health and safety compliance issues by 6/30/04.
    - b. Improve the quality of 7,500 housing units through the Illinois Home Weatherization Assistance Program (IHWAP) by 6/30/04.
    - c. Provide rental assistance through the Section 8 program to 519 clients through 6/30/04.
    - d. Improve 780 substandard housing units occupied by low-to-moderate income persons by 6/30/04.
    - e. Improve heating systems to 1,800 households by repairing/retrofitting/replacing furnaces by 6/30/04.
  2. Improve the social infrastructure within local communities.
    - a. Improve the quality of life for a minimum of 60,000 homeless and very low-income families by 6/30/04.
    - b. Provide 36.6% (275,000) of the eligible households with energy assistance by 6/30/04.
    - c. Encourage volunteerism in local communities resulting in 70 communities being selected to receive a Governor's Hometown Award by 6/30/04.
    - d. Improve the quality of life of 125 low-income families by increasing the number of jobs created by 6/30/04.
    - e. Provide emergency reconnection services for 18,000 households by 6/30/04.
    - f. Provide quality of life services to 275,000 families by 6/30/04.
  3. Improve the capacity of local communities to meet their community and economic development objectives.
    - a. Improve the economic competitiveness of 10 communities by providing technical assistance designed to improve the economic stature of the communities by 6/30/04.
    - b. Complete 16 financial technical assistance projects for local governments by 6/30/04.
    - c. Maintain the number of businesses assisted by the Community Development Assistance Program (CDAP) by providing financial assistance on behalf of business planning to locate or expand by 6/30/04.

**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, September 11th 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$313,348.8	\$320,035.0	\$591,851.9	\$317,632.5	\$252,194.8
* Total expenditures - state appropriated funds (in thousands)	\$313,348.8	\$320,035.0	\$591,851.9	\$317,632.5	\$252,194.8
* Average monthly full-time equivalents	136.9	96.6	93.0	102.1	64.7
<b><u>Output Indicators</u></b>					
* Water and sewer grants awarded - CDAP	120.0	123.0	120.0	127.0	102.0
* Grants awarded on behalf of businesses - CDAP	22.0	5.0	10.0	12.0	10.0
* Persons served by improved water and sewer service - CDAP	100,690	84,747	85,000	102,573	68,000
* Homeless clients served - Emergency Shelter Grants (ESG)	78,054	72,202	60,000	60,211	60,000
* Applications reviewed - Governor's Hometown Awards (GHTA)	84.0	83.0	100.0	68.0	100.0
* Applications taken - Low Income Home Energy Assistance Program (LIHEAP)	322,099	365,628	370,000	336,550	370,000
* Households reconnected (Emergency Service Payments) - LIHEAP	19,519	23,918	18,000	60,049	45,000
* Households assisted - LIHEAP (unduplicated count)	280,510	306,859	275,000	292,098	295,000
* Units weatherized - IHWAP	6,905	6,908	7,500	6,983	6,792
* Communities moved to next stage of development- Competitive Communities Initiative (CCI)	16.0	6.0	10.0	7.0	6.0
* Local government financial technical assistance projects completed - Local Government Management (LGM)	36.0	37.0	16.0	7.0	12.0
* Number of housing grants awarded - CDAP	24.0	48.0	24.0	27.0	24.0
* Number of persons served (housing) - CDAP	899.0	1,367	780.0	790.0	780.0
* Number of clients served - Section 8	531.0	508.0	519.0	589.0	290.0

<b>Community Development (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Outcome Indicators</u></b>					
* Homes rehabilitated - (CDAP)	358.0	581.0	340.0	313.0	340.0
* Jobs created - Community Services Block Grant (CSBG) (a)	142.0	110.0	125.0	178.0	186.0
* Dollar change in water and sewer user charges as a result of utility rate studies conducted - (LGM) (in thousands)	\$1,502.0	\$1,070.0	\$725.0	\$91.8	\$225.0
* Household heating systems repaired/replaced	2,319	2,148	1,800	1,914	1,800
* Awards made - GHTA (b)	62.0	69.0	70.0	0.0	70.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average benefit per household - LIHEAP (in dollars) (c)	\$447.08	\$341.48	\$400.00	\$481.83	\$0.00
* Average cost per household - LIHEAP (in dollars) (c)	\$498.07	\$378.74	\$445.00	\$534.83	\$0.00
* Average benefit per household - IHWAP (in dollars) (c)	\$3,897.13	\$4,320.79	\$3,587.00	\$4,568.54	\$0.00
* Average cost per household - IHWAP (in dollars) (c,d)	\$4,319.44	\$464.35	\$385.14	\$486.84	\$0.00
* Cost per job created - CSBG (in dollars)	\$10,125.54	\$17,632.91	\$20,000.00	\$13,528.00	\$20,000.00
* Average cost per person to improve water/sewer service - CDAP (in dollars) (e)	\$240.75	\$287.73	\$234.46	\$229.04	\$292.60
* Average cost per house to rehabilitate to Section 8 standards - CDAP (in dollars) (f)	\$26,187.15	\$30,676.00	\$24,264.00	\$26,357.83	\$28,029.00

**Explanatory Information**

Targets represent the agency's program appropriation authority (the maximum allowable expenditure, including unspent funds appropriated in prior years). Actual spending is based on fund availability.

**Footnotes**

- (a) Jobs created targets are calculated by utilizing the funding formula of \$20,000 of loan dollars for each job created. Results are based on information provided by the participating businesses.
- (b) The Governor's Home Town Awards have historically been awarded in June of each year. During fiscal year 2004, the award program was moved to November. As a result, no activity is reported for this measure.
- (c) The Low Income Home Energy Assistance Program (LIHEAP) and the Illinois Home Weatherization Assistance Program (IHWAP) were transferred to the Illinois Department of Public Aid effective July 1, 2004.
- (d) The average cost of a home depends on the condition of the house and the amount of funding for weatherization measures that are installed. Weatherizing many homes requiring major improvements will raise the average cost. The converse is true for lower cost improvements. The work is not sorted by housing stock conditions but rather, by the applicant eligible households.
- (e) Staff does not control the number of applications received or the number of persons to be served.
- (f) Staff does not control the number of applications received or the number of houses each applicant proposes to rehabilitate.

**Illinois FIRST**

**Mission Statement:** Enhance the quality of life for Illinois citizens by improving the social and physical infrastructure in 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 6/30/04.
  - b. Mail 95% of grants receiving final administrative release approval to grantee within five calendar days of receiving final approval during the period ending 6/30/04.
  - 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 6/30/04.
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 grantees will be notified of delinquent status within 15 calendar days during the period ending 6/30/04.
  - b. Perform on-site or desk monitoring of 650 grantees (selected using random stratified sampling techniques) to assure their compliance with the requirements of their grant agreement(s) by 6/30/04.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$275,131.2	\$310,359.1	\$694,310.9	\$245,130.2	\$38,997.9
* Total expenditures - state appropriated funds (in thousands)	\$275,131.2	\$310,359.1	\$694,310.9	\$245,130.2	\$38,997.9
* Average monthly full-time equivalents	25.1	29.4	23.4	24.7	25.2
<b><u>Output Indicators</u></b>					
* Number of grant agreements mailed	1,614	1,054	135.0	272.0	32.0
* Number of grant agreements signed and returned	1,791	1,078	170.0	299.0	38.0
* Number of grant agreements obligated	1,450	959.0	165.0	293.0	40.0
* Number of grantees monitored (desk and on-site)	1,021	636.0	650.0	673.0	600.0
<b><u>Outcome Indicators</u></b>					
* Percentage of grant agreements obligated within 15 working days of receipt from grantee properly executed by grantee (a)	91.3 %	92.7 %	89 %	76.2 %	89 %
* Percentage of projects sent to grantee within five calendar days of receiving administrative approvals (b)	84.7 %	91.2 %	95 %	57.5 %	95 %
* Percentage of grantees notified within 15 calendar days (of system alert) to correct report delinquencies (c)	82.9 %	95.1 %	95 %	78.5 %	95 %
* Percentage of surveys sent within five calendar days of being assigned to a Grant Manager (d)	98.3 %	99.6 %	90 %	69.9 %	90 %

**Explanatory Information**

Targets represent the agency's program appropriation authority (the maximum allowable expenditure, including unspent funds appropriated in prior years). Actual funding is based on fund availability.

**Footnotes**

- (a) The cumulative performance continues to be negatively impacted by the freeze on capital projects ordered by the Governor's Office of Management and Budget (GOMB), which prevented the unit from processing grant agreements within the specified timeframe during the first quarter of the fiscal year.
- (b) This performance measure continues to show the residual effects of the freeze on capital projects ordered by GOMB, which delayed the transmittal of grant agreements for projects that received administrative approvals in fiscal year 2003.
- (c) The department made a decision not to pursue delinquent quarterly reports from grantees whose requested payments had been delayed by the freeze on capital projects ordered by the GOMB.
- (d) The cumulative performance continues to be negatively impacted by the freeze on capital projects ordered by the (GOMB), which prevented the unit from sending any surveys during the first quarter of the fiscal year.

**Workforce Development**

**Mission Statement:** To encourage statewide economic development by: providing leadership to strengthen local and regional partnerships; engaging employers to meet their workforce needs; and expanding employment and training opportunities to allow individuals to achieve financial independence and improve their quality of life.

- Program Goals: Objectives:**
1. Increase the retention in employment of participants in Title I Adult, Dislocated Worker, and Youth programs.
    - a. Ensure at least 82% of adult program participants who enter employment are retained in employment in the third quarter following program exit.
    - b. Ensure at least 86% of dislocated worker program participants who enter employment are retained in employment in the third quarter following program exit.
    - c. Ensure at least 78% 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 \$3,500 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 87% 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 60% of dislocated worker program participants who enter training obtain a recognized occupational credential, in addition to employment.
    - b. Ensure at least 75% of basic, occupational, and work readiness skill goals set for younger youth participants are met.
    - c. Ensure at least 56% 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 73%.
    - b. Ensure that the employer customer satisfaction rate is at least 67%.
  5. Increase the employment of participants in Title I Adult, Dislocated Worker, and Youth programs.
    - a. Ensure at least 72% of adult program participants enter employment in the first quarter following program exit.
    - b. Ensure at least 79% of dislocated worker participants enter employment in the first quarter following program exit.
    - c. Ensure at least 64% 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:** General Revenue Fund, Solid Waste Management Fund, Used Tire Management Fund, Supplemental Low Income Energy Assistance Fund, Renewable Energy Resources Trust Fund, Energy Efficiency Trust Fund, International Tourism Fund, Tobacco Settlement Recovery Fund, Tourism Promotion Fund, Intra-Agency Services Fund, Petroleum Violation Fund, Federal Workforce Training Fund, Coal Technology Development Assistance Fund, Local Tourism Fund, Build Illinois Capital Revolving Loan Fund, Large Business Attraction Fund, Public Infrastructure Construction Loan Revolving Fund

**Statutory Authority:** 20 ILCS 3975/1-8

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$157,217.8	\$188,594.2	\$355,066.7	\$199,558.8	\$353,046.0
* Total expenditures - state appropriated funds (in thousands)	\$157,217.8	\$188,594.2	\$355,066.7	\$199,558.8	\$353,046.0
* Average monthly full-time equivalents	72.4	72.1	99.2	88.2	104.1
<b><u>Output Indicators</u></b>					
* Youth registrants (a,d)	10,646	14,137	12,842	13,228	13,069
* Adult registrants (b,d)	10,372	15,021	13,661	14,242	13,069
* Dislocated worker registrants (c,d)	15,045	16,318	14,422	15,879	18,724
<b><u>Outcome Indicators</u></b>					
* Older youth employment retention rate	86.8 %	81.1 %	78 %	82.9 %	78 %
* Adult earnings change (in dollars) (in dollars)	\$4,839.00	\$3,750.42	\$3,450.00	\$3,817.94	\$3,500.00
* Dislocated worker earnings retention rate	89.7 %	85.19 %	86 %	85.2 %	87 %
* Adult credential attainment rate	56.9 %	65.27 %	56 %	62.43 %	56 %
* Dislocated worker credential attainment rate	58.1 %	67.71 %	60 %	65.22 %	60 %
* Younger youth skill attainment rate	75.3 %	80.72 %	73 %	82.38 %	75 %

**Workforce Development (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Participant customer satisfaction rate	75 %	72.94 %	72 %	71.37 %	73 %
* Employer customer satisfaction rate	82.6 %	64 %	67 %	72.62 %	67 %
* Adult entered employment rate	84.7 %	78.49 %	71 %	71.47 %	72 %
* Dislocated worker entered employment rate	87.9 %	86.28 %	78 %	83.91 %	79 %
* Older youth entered employment rate	75.7 %	69.96 %	63 %	68.47 %	64 %
* Adult employment retention rate	90.7 %	86.81 %	82 %	83.96 %	82 %
* Dislocated worker employment retention rate	91.6 %	91.61 %	86 %	91.39 %	86 %

**Explanatory Information**

The majority of expenditures are pass-through grants to the 26 Workforce Investment Areas.

Fiscal year 2005 target/projected data are the goals that were negotiated with the Local Workforce Investment Areas (LWIAs) and the U.S. Department of Labor (DOL) for program year 2004 (fiscal year 2005).

All data for fiscal year 2003 Actual has been updated to reflect the full program year results.

**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: The number of active clients (current enrollees).

**Tourism**

**Mission Statement:** To increase tourism visitation and expenditure to and within the State of Illinois.

- Program Goals:**
1. Promote Illinois as a travel destination for domestic travelers.
 

**Objectives:**

    - a. Maintain at 10% the percentage of visitors influenced by the advertising campaign to travel to and within the State of Illinois by 6/30/04.
    - b. Maintain the total number of customer inquiries generated by the advertising campaign by 6/30/04.
  2. Strengthen the Illinois Tourism industry through collaborative partnerships.
    - a. Maintain at \$21.4 million the amount of local/private sector funds generated for tourism projects by 6/30/04.
  3. To maximize overseas awareness of Illinois as a travel destination.
    - a. To maintain the number of foreign visitors to Illinois at 1.5 million by 6/30/04.

**Source of Funds:** General Revenue Fund, Tourism Attraction Development Matching Grant Fund, Grape and Wine Resource Fund, International Tourism Fund, Lewis and Clark Bicentennial Fund, Tourism Promotion Fund, Local Tourism Fund

**Statutory Authority:** 20 ILCS 665/1-20, 605/605-710

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$43,325.1	\$43,524.6	\$47,962.9	\$46,353.3	\$46,654.8
* Total expenditures - state appropriated funds (in thousands)	\$43,325.1	\$43,524.6	\$47,962.9	\$46,353.3	\$46,654.8
* Average monthly full-time equivalents	26.0	35.5	36.5	36.3	41.8
<b><u>Output Indicators</u></b>					
* Tourism grants awarded	189.0	189.0	150.0	166.0	135.0
* Reservations made at Tourism Information Centers (TICs)	13,721	11,843	11,000	9,292	11,000
* Tourist and traveler inquiries	1,237,504	1,461,028	1,402,000	2,007,095	1,470,000
* Visitors assisted at TICs	1,533,461	1,758,867	1,510,000	1,467,587	1,510,000
* Advertising expenditures (in millions)	\$7.1	\$7.5	\$7.5	\$8.3	\$7.0
* International travelers visiting Illinois (in millions)	1.5	1.4	1.5	1.2	1.5
<b><u>Outcome Indicators</u></b>					
* Local funds leveraged by tourism grant-related projects (in millions)	\$22.0	\$31.4	\$21.4	\$35.7	\$24.6
* Percent of those traveling to IL influenced by advertising (a,b)	10 %	12 %	10 %	N/A	10 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Gross advertising return on investment per dollar expended (b)	\$807.00	\$970.00	\$807.00	N/A	\$807.00

**Footnotes**

- (a) Based on statistical research, this measure is calculated by taking the percent of visitors who traveled to Illinois who indicated they made the decision to travel after seeing the advertising.
- (b) Data was not available from the US Travel Data Center at the time of the report.

**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; 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. Create and/or retain 69,000 jobs by providing training for workers under the Employer Training Investment Program (ETIP) by 6/30/04.
  - b. Maintain services by providing ETIP training at a cost per trainee of \$313 by 6/30/04.
  - c. Increase services to provide retention in employment (90 days consecutive or 150 days non-consecutive) for 500 workers under the JTED program by 6/30/04.
2. To improve the health and safety of Illinois firms.
  - a. Maintain services by providing training in health and safety methods for 2000 workers by 6/30/04.
3. To improve Illinois' infrastructure devoted to the commercialization of new technologies.
  - a. Provide technical assistance to 379 technology-related entrepreneurs, start-ups or small businesses through the Illinois Technology Enterprise Centers (ITEC'S) by 6/30/04.
  - b. To create 550 new jobs through the Illinois Technology Enterprise Centers (ITECs) by 6/30/04.

**Source of Funds:** General Revenue Fund, New Technology Recovery Fund, Capital Development Fund, Workforce, Technology and Economic Development Fund, Federal Industrial Services Fund, Tobacco Settlement Recovery Fund, Digital Divide Elimination Fund, Technology Innovation and Commercialization Fund, Illinois Equity Fund

**Statutory Authority:** 20 ILCS 700/1001-4005, 605/605

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$61,421.0	\$51,445.3	\$77,838.1	\$44,808.9	\$78,150.3
* Total expenditures - state appropriated funds (in thousands)	\$61,421.0	\$51,445.3	\$77,838.1	\$44,808.9	\$78,150.3
* Average monthly full-time equivalents	56.0	49.4	48.2	51.0	56.8
<b><u>Output Indicators</u></b>					
* Number trained in health & safety issues	4,087	4,109	2,000	4,066	4,058
* Number of consultation services (workshop or firm-specific) provided to small & medium-sized manufacturers	653.0	516.0	600.0	535.0	600.0
* Number of clients served through Illinois Technology Enterprise Centers (ITEC's).	185.0	363.0	379.0	1,846	500.0
* Industrial services firms assisted	5.0	6.0	8.0	6.0	8.0
<b><u>Outcome Indicators</u></b>					
* Number of Job Training for Economic Development (JTED) trainees retaining (for 90 consecutive or 150 non-consecutive days)employment	466.0	823.0	500.0	606.0	500.0
* Technology business start-ups	N/A	N/A	130.0	145.0	160.0
* Jobs created - ITEC	N/A	N/A	550.0	545.0	550.0
* Number of jobs created and retained through the Employer Training Investment Program (ETIP) (a)	96,594	68,236	69,000	78,466	60,000
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* ITP cost per trainee (Expenditures/Trainee) (in dollars)	\$285.00	\$314.00	\$313.00	\$248.26	\$313.00

**Explanation of Changes to Prior Year Data**

(1) The 2003 value for "Jobs created and retained through the Employer Training Investment Program (ETIP)" was changed from 51,690 to 68,236 because ETIP grants operate on a two-year cycle to better meet private sector needs and are updated annually for the prior year.

**Footnotes**

(a) The Industrial Training Program (ITP) name was changed to the Employer Investment Training Program (ETIP) after the consolidation of ITP and the Prairie State 2000 grant programs.

**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. Businesses assisted (exclusive of small businesses) through the efforts of the Market Development Division (MDD) staff will retain 10,000 jobs by 6/30/04.
    - b. Maintain the number of jobs retained by small businesses assisted through the Small Business Development Center (SBDC) Network by 6/30/04.
  2. To expand and attract producers and suppliers in Illinois.
    - a. Businesses assisted (exclusive of small businesses) through the efforts of the Market Development staff will create 8,000 jobs by 6/30/04.
    - b. Maintain the number of jobs created by small businesses assisted through the Small Business Development Center Network by 6/30/04.
    - c. The number of new business starts assisted through the Small Business Development Center Network will be 240 by 6/30/04.
  3. Provide access to capital (state and private sector financing) for business growth and expansion.
    - a. Stimulate \$1.5 billion of private financing investment for new and expanding businesses through the efforts of the Market Development staff by 6/30/04.
    - b. Capital accessed and financing secured for small businesses in Illinois through the Small Business Development Center Network will be \$80 million by 6/30/04.

**Source of Funds:** General Revenue Fund, Economic Research and Information Fund, Capital Development Fund, Small Business Environmental Assistance Fund, Urban Planning Assistance Fund, Commerce and Community Affairs Assistance Fund, Corporate Headquarters Relocation Assistance 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$54,792.2	\$53,711.7	\$141,315.4	\$32,799.7	\$107,125.8
* Total expenditures - state appropriated funds (in thousands)	\$54,792.2	\$53,711.7	\$141,315.4	\$32,799.7	\$107,125.8
* Average monthly full-time equivalents	119.9	105.1	124.0	93.6	107.3
<b><u>Output Indicators</u></b>					
* Sites and buildings inquiries	615.0	643.0	700.0	633.0	720.0
* Small Business Development Center (SBDC) - number of clients trained	18,608	18,103	17,034	18,863	18,000
* Procurement Technical Assistance Center (PTAC) - businesses (clients) counseled	1,392	1,495	1,533	1,524	1,550
* SBDC businesses (clients) counseled	11,487	12,538	12,342	12,340	12,500
* Environmental Assistance small businesses served	2,695	1,886	1,850	1,527	1,230
* First Stop clients assisted	18,563	17,050	17,000	19,602	17,000
* Businesses assisted by Business Finance Division (BFD)	279.0	232.0	380.0	226.0	253.0
<b><u>Outcome Indicators</u></b>					
* Jobs created through MDD	8,829	7,526	8,000	6,231	8,000
* Jobs retained through MDD	13,454	7,864	10,000	12,257	12,000
* Private investment stimulated (in millions)	\$2,072.0	\$1,377.0	\$1,500.0	\$1,128.2	\$1,200.0
* Public investment (in millions)	\$30.0	\$101.6	\$60.0	\$107.7	\$100.0
* PTAC contracts secured (in millions)	\$146.8	\$300.0	\$300.0	\$504.2	\$325.0
* PTAC jobs created/retained	1,726	1,100	1,875	1,646	1,875
* SBDC business expansions assisted	172.0	156.0	190.0	178.0	200.0
* SBDC capital accessed (in millions)	\$86.6	\$90.7	\$80.0	\$85.5	\$100.0
* SBDC jobs created/retained (a)	4,412	4,893	4,136	6,255	4,500
* SBDC new businesses started	272.0	337.0	240.0	321.0	275.0
* Percent of businesses assisted by First Stop which reported time/dollar savings	92.2 %	94 %	96.7 %	91.4 %	95 %
* Amount of financing secured through BFD (in millions)	\$43.5	\$49.7	\$51.6	\$41.2	\$41.0

<b>Business Development (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>External Benchmarks</u></b>					
* Illinois' ranking of top states for new/expanded facilities	1.0	1.0	5.0	4.0	5.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Win Rate (conversion ratio) (b)	59.2 %	67 %	48 %	77.9 %	75 %
* Private investment leveraged for each dollar of public investment (in dollars)	\$69.00	\$14.00	\$25.00	\$10.00	\$25.00
<b><u>External Benchmarks</u></b>					
* Average hours per SBDC counseling case (national average: five hours)	5.2	5.5	5.5	5.5	5.5

**Explanatory Information**

Targets represent the agency's program appropriation authority (the maximum allowable expenditure, including unspent funds appropriated in prior years). Actual spending is based upon fund availability.

**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.

<b>Energy</b>					
<b>Mission Statement:</b>	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.				
<b>Program Goals: Objectives:</b>	1. To encourage the efficient and cost-effective use of Illinois' energy resources through investments, research, education, and technology demonstrations. <ol style="list-style-type: none"> <li>Increase the direct energy savings associated with the residential energy efficiency programs by 6/30/04.</li> <li>Increase to \$3.6 million during fiscal year 2004 the savings resulting from contractor performance and compliance under the Energy Performance Contracting Program for state facilities by 6/30/04.</li> <li>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 6/30/04.</li> <li>Increase the number of ethanol E-85 refueling stations in Illinois by 6/30/04.</li> </ol>				
<b>Source of Funds:</b>	General Revenue 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, Build Illinois Bond Fund		<b>Statutory Authority:</b>	20 ILCS 1105/3, PA 90-561	
	<b>Fiscal Year 2002 Actual</b>	<b>Fiscal Year 2003 Actual</b>	<b>Fiscal Year 2004 Target/Projected</b>	<b>Fiscal Year 2004 Actual</b>	<b>Fiscal Year 2005 Target/Projected</b>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$20,829.5	\$15,779.8	\$45,803.7	\$22,471.0	\$48,655.5
* Total expenditures - state appropriated funds (in thousands)	\$20,829.5	\$15,779.8	\$45,803.7	\$22,471.0	\$48,655.5
* Average monthly full-time equivalents	42.8	32.4	33.1	35.6	41.0
<b><u>Output Indicators</u></b>					
* Residential households receiving subsidized energy efficient products	17,400	35,009	15,000	46,189	50,000
* Alternative energy projects funded	26.0	47.0	30.0	16.0	0.0
<b><u>Outcome Indicators</u></b>					
* Dollar savings of industrial, commercial, and institutional clients (in millions) (a)	\$3.1	\$1.8	\$3.2	\$.7	\$1.5
* Dollar savings of residential clients (in millions) (a)	\$1.5	\$1.8	\$2.9	\$2.7	\$2.9
* Dollar savings resulting from U.S. Department of Energy (USDOE) Contracting program (in millions) (a)	\$2.4	\$3.7	\$3.6	\$3.8	\$3.7
* Number of competitive energy educational awards won by Illinois ILEED schools (b)	7.0	4.0	4.0	5.0	0.0
* Affordable housing units retrofitted	239.0	239.0	350.0	565.0	813.0
* Number of E-85 ethanol refueling stations in Illinois.	17.0	14.0	20.0	17.0	30.0
<b><u>External Benchmarks</u></b>					
* Percent of USDOE discretionary funding for energy efficiency awarded to Illinois' Energy Office	5.9 %	4 %	8 %	2 %	5 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Produce a rate of return of at least 30% on direct agency investments in commercial, industrial, and institutional energy efficiency projects	35 %	50 %	30 %	30 %	30 %
* Produce a rate of return of at least 40% on the investment in energy efficiency for the Affordable Housing program	40 %	50 %	40 %	40 %	40 %
<b><u>Explanatory Information</u></b>					
Some of the fiscal year 2005 targets are established at zero due to a restructuring of the energy programs. New measures will be developed for fiscal year 2005 while others will be combined and/or eliminated.					
<b><u>Footnotes</u></b>					
(a) Savings are determined by actual documentation of utility bills or through formulas provided by the US Department of Energy (USDOE) 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).					

**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:** 1. To preserve and strengthen coal production and related industries in Illinois.
- Objectives:**
- a. Utilize \$17 million of State dollars to leverage \$88 million in private investment, consistent with program guidelines in coal industry infrastructure by 6/30/04.
  - b. Increase the number of teachers and students educated and made aware of the economic and technological importance of coal by 6/30/04.
  - c. Maintain the number of research and development projects funded by 6/30/04.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$28,930.1	\$23,426.4	\$108,854.4	\$19,962.2	\$110,302.9
* Total expenditures - state appropriated funds (in thousands)	\$28,930.1	\$23,426.4	\$108,854.4	\$19,962.2	\$110,302.9
* Average monthly full-time equivalents	17.7	13.9	13.8	17.0	17.4
<b><u>Output Indicators</u></b>					
* Coal grants issued	45.0	40.0	44.0	40.0	43.0
* Research and Development projects published	18.0	28.0	18.0	28.0	18.0
* Research and Development institutions funded	9.0	10.0	8.0	8.0	8.0
* Classroom presentations	20.0	20.0	36.0	2.0	10.0
* Active Demonstration projects	3.0	2.0	2.0	1.0	4.0
* Research and Development projects started	17.0	19.0	18.0	28.0	18.0
<b><u>Outcome Indicators</u></b>					
* Infrastructure private and public dollars leveraged (in millions)	\$127.0	\$128.2	\$88.0	\$129.0	\$87.0
* Demonstration private and public dollars leveraged (in millions)	\$203.0	\$0	\$84.0	\$0	\$0
* Number of teachers and students educated and made aware of the economic and technological importance of coal	6,135	3,964	5,000	3,527	4,100
* Number of workshop teachers that felt information was helpful and useable in their classroom curricula	248.0	245.0	153.0	101.0	119.0
* Production of Illinois mines (tons in millions)	31.5	31.6	33.4	31.8	34.0
* New / expanded mining operations	9.0	4.0	9.0	4.0	5.0
* New / expanded coal prep plants	5.0	6.0	5.0	1.0	3.0
* Coal mine equipment upgrades	13.0	10.0	13.0	9.0	5.0
<b><u>External Benchmarks</u></b>					
* Illinois coal production rank nationally	8.0	8.0	8.0	9.0	9.0
* Illinois percentage of total US production	3 %	2.99 %	3 %	2.9 %	2.9 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percent of other non-state public and private dollars leveraged for infrastructure projects	88.5 %	87.2 %	85 %	89 %	80 %
<b><u>External Benchmarks</u></b>					
* Illinois miner productivity ratio to national (a)	103 %	105 %	105 %	101 %	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.

**Recycling and Waste Management**

**Mission Statement:** To assist Illinois citizens, governments, schools and businesses in developing and implementing recycling and waste reduction programs, practices and technologies for processing municipal solid waste.

- Program Goals:**
- Objectives:**
1. To divert waste away from landfills into marketable products through recycling, reuse, source reduction and waste reduction programs.
    - a. Financially assist ten Illinois manufacturers producing products with recycled content by 6/30/04.
    - b. Financially assist 22 collection and processing entities in increasing the availability of recycled feedstock by 6/30/04.
    - c. Maintain the private/public dollar leverage at \$.8 million for companies producing materials derived from scrap tires by 6/30/04.
    - d. Use 58,000 tons of recyclable commodities as feedstock for new products by 6/30/04.
    - e. Collect or process 38,000 tons of recyclable commodities from the Illinois wastestream by 6/30/04.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$10,186.1	\$9,075.5	\$14,292.1	\$9,459.9	\$13,301.3
* Total expenditures - state appropriated funds (in thousands)	\$10,186.1	\$9,075.5	\$14,292.1	\$9,459.9	\$13,301.3
* Average monthly full-time equivalents	41.3	34.0	31.7	26.3	28.4
<b><u>Output Indicators</u></b>					
* Number of workshops	4.0	4.0	4.0	4.0	N/A
* Number of entities financially assisted	18.0	23.0	22.0	58.0	35.0
* Number of school education programs	56.0	38.0	33.0	27.0	10.0
* Number of Keep Illinois Beautiful (KIB) projects	10.0	7.0	7.0	8.0	0.0
<b><u>Outcome Indicators</u></b>					
* Manufacturers assisted	11.0	12.0	10.0	N/A	10.0
* Recycling collection and processing entities assisted	18.0	23.0	22.0	28.0	0.0
* Sales increased from scrap tires (in millions)	\$1.4	\$1.2	\$.8	\$1.6	\$0
* Recycling tons collected or processed (a)	N/A	35,264	38,000	55,215	0.0
* Tons of recyclable commodities used (a)	N/A	68,382	58,000	17,923	0.0
* Articles placed	8.0	6.0	4.0	133.0	0.0
* Number of companies increasing use of recycled feedstock	11.0	12.0	10.0	39.0	13.0
* Materials tonnage diverted from the solid waste stream	N/A	N/A	N/A	N/A	40,000

**Explanatory Information**

Several of the fiscal year 2005 targets are established at zero due to a restructuring of the recycling programs. New measures will be developed for fiscal year 2005 while others will be combined and/or eliminated.

**Footnotes**

- (a) During fiscal year 2005, the results of this measure will be combined under the new measure "Materials tonnage diverted from the solid waste stream"

**International Trade**

**Mission Statement:** Create Illinois jobs and commerce through international business and foreign direct investment.

- Program Goals:**
- Objectives:**
1. To expand the sales volume of Illinois products in overseas markets.
    - a. To create/retain 1,750 additional Illinois jobs as a result of increased export sales by 6/30/04.
    - b. Maintain the amount of export sales by ITO client companies at \$60 million by 6/30/04.
  2. To expand employment opportunities in the state through foreign direct investment.
    - a. Assist 15 foreign companies to invest in Illinois by 6/30/04.

**Source of Funds:** General Revenue Fund, International and Promotional Fund

**Statutory Authority:** 20 ILCS 605/46.14, 46.24

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$19,105.8	\$15,840.0	\$6,207.5	\$5,298.6	\$5,495.5
* Total expenditures - state appropriated funds (in thousands)	\$19,105.8	\$15,840.0	\$6,207.5	\$5,298.6	\$5,495.5
* Average monthly full-time equivalents	32.4	36.3	30.3	26.3	30.0
<b><u>Output Indicators</u></b>					
* Customer/client meetings	1,614	2,233	1,400	1,254	1,200
* Foreign Offices maintained	8.0	8.0	8.0	8.0	8.0
* Economic Impact Surveys returned	489.0	133.0	189.0	50.0	48.0
* New customers	N/A	N/A	700.0	734.0	732.0
* New clients	N/A	N/A	180.0	181.0	180.0
* Number of company referrals to Business Development Bureau	N/A	N/A	12.0	15.0	14.0
<b><u>Outcome Indicators</u></b>					
* Client survey satisfaction rate (percent satisfied)	97 %	89.5 %	100 %	100 %	100 %
* Number of jobs created/retained (a)	1,702	1,819	1,750	217.0	212.0
* Number of foreign companies locating /expanding in Illinois	12.0	25.0	15.0	7.0	7.0
* Export sales reported by companies (in millions)	N/A	\$86.0	\$60.0	\$60.5	\$60.0
<b><u>External Benchmarks</u></b>					
* Dollar ranking of Illinois exports among the states based on World Institute of Social and Economic Research (WISER) export reports	6.0	6.0	6.0	7.0	7.0

**Footnotes**

- (a) The number of jobs created and retained have dropped dramatically due to a procedure change in the handling of business clients/customers. The majority of prospects are now referred to the agency's Business Development Bureau for follow up assistance. Jobs created and retained are calculated by adding the number of jobs reported from the Economic Impact Surveys submitted by clients assisted.

**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 productions to \$28 million by 6/30/04.
    - b. Increase by 3% the number of projects worked from a base of 330 per year to 350 per year by 6/30/04.
    - c. Increase the number of local temporary jobs in Illinois from a base of 7,073 to 8,600 per year by 6/30/04.
    - d. Maintain the ratio of projects filmed in whole or in part to projects worked at 16% or a 6:1 ratio by 6/30/04.
  2. Support and develop the commercial production industry in Illinois.
    - a. Increase the number of commercials shot in Illinois by 6/30/04.

**Source of Funds:** Tourism Promotion Fund

**Statutory Authority:** 20 ILCS 665/4

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,255.4	\$1,370.4	\$1,500.2	\$1,366.5	\$1,624.2
* Total expenditures - state appropriated funds (in thousands)	\$1,255.4	\$1,370.4	\$1,500.2	\$1,366.5	\$1,624.2
* Average monthly full-time equivalents	11.8	12.4	11.0	12.4	14.2
<b><u>Output Indicators</u></b>					
* Feature Film/TV projects worked on	347.0	200.0	350.0	83.0	360.0
<b><u>Outcome Indicators</u></b>					
* Feature Film/TV projects filmed in Illinois	44.0	35.0	58.0	32.0	70.0
* Local temporary jobs created	6,829	7,073	8,600	12,757	11,992
* Actual cash expenditures by productions (in millions)	\$30.3	\$20.1	\$28.0	\$55.8	\$56.0
* Film conversion rate (projects worked/projects filmed)	12.7 %	17.5 %	16.6 %	38.6 %	19.4 %
* Commercial projects filmed in Illinois	65.0	72.0	50.0	109.0	60.0

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2

## DEPARTMENT OF EMPLOYMENT SECURITY

<b>Employment Security</b> (Appropriated Spending in Thousands)				
<b>Program</b>	<b>FY2003</b>		<b>FY2004</b>	
	<b>Expenditures</b>	<b>Headcount</b>	<b>Expenditures</b>	<b>Headcount</b>
Unemployment Insurance	\$142,706.9	1,432.2	\$145,880.5	1,359.8
Employment Service	\$51,226.9	571.7	\$68,287.2	533.6
Interfund Transfer	\$1,674.4	0.0	\$7,640.5	0.0
Labor Market Information	\$4,350.8	45.3	\$5,269.3	44.9
<b>Totals</b>	<b>\$199,959.0</b>	<b>2,049.2</b>	<b>\$227,077.5</b>	<b>1,938.3</b>

### Mission and Organization

The Illinois Department of Employment Security (IDES) supports economic stability in Illinois by paying unemployment benefits, maintaining reserves and collecting taxes to support those benefits, connecting employers with qualified job seekers, and providing economic information to assist in career planning and economic development.

In fiscal year 2004, the Department collected more than \$1.7 billion in employer taxes and paid more than \$2.4 billion in benefits to unemployed workers, including former Federal employees and ex-military personnel. Once again, IDES has succeeded in delivering high quality services to the workers and employers of Illinois.

The Department's staff serve the public through a central office in Chicago, six regional offices, and a statewide network of 56 Illinois Employment and Training Centers (IETC's). The U.S. Department of Labor (USDOL) provides funding to IDES for administration of its three programs, Unemployment Insurance, Employment Service, and Labor Market Information.

#### *Unemployment Insurance*

Since the Unemployment Insurance (UI) program is intended to serve as 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 2004, the percentage of first payments made within 14 days again was more than 91% (under Illinois law, the first week of unemployment is considered a "waiting week," during which benefits are not payable).

Similarly, the promptness of payments on a continuing basis is also crucial to providing economic stability. In

fiscal year 2004, the percentage of continued payments made within 14 days remained at more than 96%. Overall, Illinois continues to exceed national averages in both its initial and continued payment promptness.

UI payments are made from the Trust Fund, supported by payments from Illinois employers. Recent high unemployment rates compelled IDES to take interest bearing loans from the federal government. Public Act 93-0634 (Agreed Bill negotiations with Business and Labor), enacted in December of 2003, included the authority to issue bonds to finance UI debt with the goal of eliminating that debt by the end of calendar year 2009. On July 1, 2004, the Department issued \$712 million in bonds.

#### *Employment Service*

The 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.

#### *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.

<b>Unemployment Insurance</b>					
<b>Mission Statement:</b>	To promote economic stability in Illinois by collecting employer taxes and paying Unemployment Insurance (UI) benefits promptly to eligible claimants.				
<b>Program Goals:</b>	1. Collect taxes from employers in order to make timely and appropriate benefit payments to the eligible unemployed.				
<b>Objectives:</b>	a. Ensure at least 87% of first payments are made within 14 days of first compensable week (U.S. Secretary Labor Standard) b. Improve adjudication quality scores from 70.4% to 75. % c. Resolve 60.0% of benefit appeals within 30 days of appeal date (U.S. Secretary Labor Standard) d. Maintain at 96.8% the number of employers submitting tax payments within 30 days of the quarter end date e. Maintain at 89.9% the number of employer status determinations (account setup) made within 180 days of the quarter end date in which liability occurred				
<b>Source of Funds:</b>	General Revenue Fund, Road Fund, Title III Social Security and Employment Service Fund		<b>Statutory Authority:</b>	820 ILCS 405/100-3200	
	<b>Fiscal Year 2002 Actual</b>	<b>Fiscal Year 2003 Actual</b>	<b>Fiscal Year 2004 Target/Projected</b>	<b>Fiscal Year 2004 Actual</b>	<b>Fiscal Year 2005 Target/Projected</b>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$136,084.6	\$142,706.9	\$150,000.0	\$145,880.5	\$140,000.0
* Total expenditures - state appropriated funds (in thousands)	\$136,084.6	\$142,706.9	\$150,000.0	\$145,880.5	\$140,000.0
* Average monthly full-time equivalents	1,226.3	1,432.2	1,400.0	1,359.8	1,300.0
<b><u>Output Indicators</u></b>					
* Continued weeks claimed	9,652,506	9,640,122	N/A	9,302,386	9,302,386
* Initial (first) claims filed	615,699	567,777	N/A	528,801	528,801
* Separation adjudications	194,881	191,199	N/A	181,797	181,797
* Non-separation adjudications	158,144	116,261	N/A	138,577	138,577
* Tax receipts (in thousands)	\$1,082,728.0	\$1,342,833.4	N/A	\$1,707,973.4	\$1,707,973.4
* Benefits paid (in millions)	\$2,471,455.0	\$2,539,410.0	N/A	\$2,413,051.0	\$2,107,000.0
* Employer reports received	1,109,448	1,078,624	N/A	1,125,167	1,125,167
* Unemployment Insurance Trust Fund balance - June 30 (in thousands)	\$1,111,069.0	\$4,884.2	N/A	\$12,000,000.0	N/A
<b><u>Outcome Indicators</u></b>					
* Percent first payments within 14 days	92.3 %	92.1 %	92 %	91.1 %	91.1 %
* Percent continued payments within 14 days	96.8 %	96.6 %	N/A	96.4 %	96.4 %
* Separation adjudication - 21 days	86.9 %	85.2 %	N/A	85.4 %	85.4 %
* Non-separation adjudication - 14 days	79.7 %	76 %	N/A	76.3 %	76.3 %
* Appeals decisions - 30 days	41.4 %	7 %	52.5 %	30.8 %	60 %
* Total adjudication quality	71.9 %	62.3 %	70.8 %	70.4 %	75 %
* New employer account setup timeliness	88.3 %	89.7 %	89.7 %	87.6 %	89.9 %
* Employer satisfaction - "Met All" or "Exceeded" expectations	86.9 %	87 %	N/A	86.5 %	86.5 %
* Percent employers submitting tax payment within 30 days	N/A	N/A	88.7 %	96.8 %	96.8 %
<b><u>External Benchmarks</u></b>					
* National percent first payments within 14 days	84.7 %	89.6 %	N/A	89.8 %	N/A
* National continued payments within 14 days	93.7 %	94 %	N/A	94.5 %	N/A
* National separation adjudication - 21 days	65.5 %	67.1 %	N/A	68.6 %	N/A
* National non-separation adjudication - 14 days	64.1 %	64.3 %	N/A	64.7 %	N/A
* National appeals decisions - 30 days	69.7 %	52.6 %	N/A	58.4 %	N/A
* National adjudication quality	54.9 %	71.4 %	N/A	70.5 %	N/A
* National status determination timeliness	89 %	89.8 %	N/A	89.8 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per claim processed (in dollars)	\$221.02	\$251.34	N/A	\$275.87	\$264.75
* Cost per employer report processed (in dollars)	\$126.66	\$132.30	N/A	\$129.66	\$124.43
<b><u>Explanatory Information</u></b>					
NA: Fiscal year 2004 target data was subject to change to better conform with the Strategic Planning and Performance Measurement Initiative; however, the Department has decided to keep these indicators. Therefore, fiscal year 2004 actual data is being reported.					

**Employment Service**

**Mission Statement:** To meet the employment needs of Illinois businesses by being the primary source of qualified job candidates.

- Program Goals:** 1. Connect employers with qualified job seekers
- Objectives:**
- a. Maintain the percentage of job openings filled at 40%
  - b. Maintain the Employer Customer Satisfaction rating (ASCI) at 64%
  - c. Maintain the Job Seeker Customer Satisfaction rating (ASCI) at 68.1%
  - d. Maintain the percentage of U.I. recipients exhausting benefits at 42.0%
  - e. Maintain the percentage of Veterans receiving staff assisted services at 92.5%

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$50,302.1	\$51,226.9	\$50,000.0	\$68,287.2	\$65,000.0
* Total expenditures - state appropriated funds (in thousands)	\$50,302.1	\$51,226.9	\$50,000.0	\$68,287.2	\$65,000.0
* Average monthly full-time equivalents	483.9	571.7	550.0	533.6	500.0
<b><u>Output Indicators</u></b>					
* Job orders received	32,437	38,190	38,200	41,198	46,000
* Total job seekers	582,271	610,613	N/A	562,497	565,000
* Federal contractor orders received for veterans	1,759	1,704	N/A	1,282	1,200
<b><u>Outcome Indicators</u></b>					
* Entered employments (applicants)	155,053	152,839	N/A	240,316	245,000
* Average hourly wage of openings filled (in dollars)	\$9.37	\$9.65	N/A	\$10.24	N/A
* Average hourly wage of openings filled for veterans (in dollars)	\$10.75	\$11.25	N/A	\$11.71	N/A
* Percent of applicants entering employment	26.6 %	25 %	N/A	47.7 %	48 %
* Employers ASCI rating	N/A	64.2 %	64.2 %	64 %	64 %
* Job seekers ASCI rating	N/A	58.1 %	58.1 %	68.1 %	68.1 %
* Percent of job openings filled	N/A	N/A	20 %	39.5 %	40 %
* U.I. recipients exhausting benefits	N/A	N/A	37.4 %	43.7 %	42 %
* Veterans receiving staff assisted services	N/A	N/A	92.1 %	92.7 %	92.5 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost of applicant in entered employment (in dollars)	\$324.42	\$335.17	N/A	\$248.16	\$265.31

**Explanatory Information**

N/A: Fiscal year 2004 target data was subject to change to better conform with the Strategic Planning and Performance Measurement Initiative; however, the Department has decided to keep these indicators. Therefore, fiscal year 2004 actual data is being reported.

**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:** 1. Provide economic data necessary for career and economic development planning
- Objectives:**
- a. Maintain number of customer interactions for economic analysis information at 480,000
  - b. Ensure accurate economic analysis information is provided by verifying 100% of area and industry codes for Illinois employers

**Source of Funds:** Title III Social Security and Employment Service Fund **Statutory Authority:** 820 ILCS 405

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$5,455.3	\$4,350.8	\$4,500.0	\$5,269.3	\$5,000.0
* Total expenditures - state appropriated funds (in thousands)	\$5,455.3	\$4,350.8	\$4,500.0	\$5,269.3	\$5,000.0
* Average monthly full-time equivalents	47.5	45.3	45.0	44.9	50.0
<b><u>Output Indicators</u></b>					
* Quarterly employer accounts received	1,277,093	1,288,090	N/A	1,296,240	1,320,000
* Illinois employers sampled to collect Occupational Employment and wage information (OES)	12,400	6,000	N/A	6,112	6,000
* Employer surveys of employment, hours and earnings (CES)	300,361	309,879	N/A	214,540	199,200
* Verifications of area and industry codes for Illinois employers (ES-202)	82,700	68,953	N/A	65,527	65,000
<b><u>Outcome Indicators</u></b>					
* Response rate for verification of employer area and industry codes	83.8 %	74.9 %	N/A	70.9 %	70 %
* Response rate for the Occupational Employment Statistical Sample	75.7 %	68.3 %	N/A	75 %	75 %
* Response rate for employer surveys of employment, hours and earnings	72.5 %	72 %	N/A	81.1 %	80 %
* Percent of accuracy of rate for employer surveys of employment, hours and wages as confirmed by follow-up surveys. (CES)	99.7 %	99.3 %	N/A	99.7 %	99.5 %
* Percent of quarterly employer accounts reviewed	100 %	100 %	100 %	100 %	100 %
* Number of users (career and job counselors) receiving LMI training	5,248	11,020	N/A	5,750	6,200
* Customer Web "hits" for economic analysis information	N/A	N/A	200,000	480,000	480,000
* Percentage of ES202 reports reviewed for accuracy	N/A	N/A	100 %	100 %	100 %

**Explanatory Information**

NA: Fiscal year 2004 target data was subject to change to better conform with the Strategic Planning and Performance Measurement Initiative ; however, the Department has decided to keep these indicators. Therefore, fiscal year 2004 actual data is being reported.

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2

## METROPOLITAN PIER AND EXPOSITION AUTHORITY

### Metropolitan Pier and Exposition Authority

(Appropriated Spending in Thousands)

<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
MPEA Debt Service	\$119,942.0	0.0	\$124,365.9	0.0
MPEA Operations	\$0.0	1,478.7	\$0.0	1,299.6
<b>Totals</b>	<b>\$119,942.0</b>	<b>1,478.7</b>	<b>\$124,365.9</b>	<b>1,299.6</b>

#### Explanatory Note

The MPEA's operating funding is derived from revenues generated from sales to customers. Proceeds from bonds issued by the Authority are used to expand and improve the McCormick Place Complex and to reconstruct and improve Navy Pier. Non-operating revenues include appropriations from (1) the MPEA Improvement Bond Fund and (2) the MPEA McCormick Place Expansion Project 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 debt service on the bonds of the Authority. Under the MPEA McCormick Place Expansion Project 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 the bonds of the Authority.

### Mission and Organization

The Metropolitan Pier and Exposition Authority (the 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 solely from revenues generated from the sale of services to outside customers. 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. 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 exhibitions in the Chicago area. In this respect, the Authority manages the McCormick Place Convention Center

Complex. McCormick Place is the largest convention center 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 over 2.2 million square feet of exhibit space and an 800-room hotel.

The Authority's second charge is to carry out the recreational, commercial and cultural development of Chicago's historic Navy Pier. Navy Pier includes a wide variety of facilities and attractions along its almost ¾ of a mile length into Lake Michigan. 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, 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 Authority, 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 through 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:** 1. Promote and expand the convention and entertainment businesses.
- Objectives:**
- 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:** **Statutory Authority:** 70 ILCS 210

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$179,535.4	\$196,235.0	\$181,352.7	\$175,258.7	\$176,533.5
* Average monthly full-time equivalents	1,503.6	1,478.7	1,261.1	1,299.6	1,248.0
* McCormick Place operating expenditures (in thousands)	\$89,792.5	\$99,193.6	\$87,613.8	\$85,108.0	\$89,584.2
* Hotel operating expenditures (in thousands)	\$28,697.8	\$32,484.3	\$30,961.0	\$33,457.1	\$33,055.2
* Navy Pier operating expenditures (in thousands)	\$46,382.4	\$49,354.6	\$47,428.6	\$42,154.6	\$38,589.2
* Corporate administration expenditures (in thousands)	\$14,662.7	\$15,202.5	\$15,349.3	\$14,539.0	\$15,304.9
<b><u>Output Indicators</u></b>					
* Total operating revenues (in thousands)	\$166,835.8	\$199,117.9	\$168,640.9	\$167,474.3	\$172,219.9
* McCormick Place operating revenues (in thousands)	\$73,841.9	\$94,990.6	\$74,767.8	\$76,005.2	\$81,307.2
* Hotel operating revenues (in thousands)	\$43,884.2	\$49,461.6	\$44,255.2	\$46,034.3	\$47,435.0
* Navy Pier operating revenues (in thousands)	\$41,670.5	\$45,636.8	\$48,800.6	\$44,218.5	\$42,575.7
* Other revenue sources (in thousands)	\$7,439.2	\$9,028.9	\$817.3	\$1,216.3	\$902.0
<b><u>Outcome Indicators</u></b>					
* McCormick Place total Exhibit Hall events	73	76	62	78	61
* Repeat McCormick Place Exhibit Hall events as a percent of total	67 %	67 %	77 %	64 %	74 %
* Hotel occupancy	56 %	59 %	54 %	59 %	58 %
* Hotel average daily room rate (in dollars)	\$163.78	\$168.06	\$168.82	\$156.21	\$168.12
* Navy Pier visitors (in thousands)	8,170	8,355	8,950	8,948	8,600
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* McCormick Place operating expenditures per net square foot of Exhibit Hall space (2.2 million nsf) (in dollars)	\$40.81	\$45.09	\$39.82	\$38.69	\$40.72
* Funds expended by Navy Pier per visitor (in dollars)	\$5.68	\$5.91	\$5.30	\$4.71	\$4.49
* Hotel daily expenditure per room (800 rooms) (in dollars)	\$98.28	\$111.25	\$106.03	\$114.58	\$113.20

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2

## DEPARTMENT OF AGRICULTURE

<b>Agriculture</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Fairs and Horseracing	\$31,151.6	87.0	\$29,340.6	92.0
Interfund Transfers and Pass-Throughs	\$22,826.4	0.0	\$16,989.9	0.0
Land and Water Resources	\$16,651.5	16.0	\$15,907.5	18.0
Meat Inspection	\$8,626.9	127.0	\$8,057.8	134.0
Environmental Programs	\$5,209.0	60.0	\$4,975.8	54.0
Galesburg, Centralia, and Springfield Animal Disease Laboratories	\$5,112.3	51.0	\$4,704.2	47.0
Marketing	\$5,557.7	34.0	\$4,217.1	27.0
Weights and Measures	\$3,947.0	56.0	\$3,636.6	50.0
Agriculture Products Inspection	\$3,185.9	40.0	\$3,096.7	34.0
Warehouses	\$2,769.8	37.0	\$2,529.3	38.0
Animal Health	\$1,283.1	14.0	\$1,783.9	14.0
Animal Welfare	\$1,035.2	14.0	\$927.5	14.0
<b>Totals</b>	<b>\$107,356.4</b>	<b>536.0</b>	<b>\$96,166.9</b>	<b>522.0</b>

### Mission and Organization

The mission of the Illinois Department of Agriculture (IDOA) is to protect, preserve and promote Illinois agriculture and the health and safety thereof to the public. Despite a reduction in staff this fiscal year, the agency has maintained a high standard of performance. The Department has been able to protect Illinois consumers and maintain the safety of the state's food supply even though we have seen a budgetary reduction and a reduction in overall agency headcount.

Our agency's staff works hard to address the agency's objectives and key initiatives while providing superior services to our constituency. In the last year IDOA has improved our animal disease surveillance programs by increasing inspections. The Department remains vigilant in protecting the state's agricultural resources while at the same time preserving our natural resources.

IDOA continues to maintain a strong working relationship with small to medium food and agribusiness com-

panies. The Department provides various domestic and international marketing opportunities, which help companies interested in accessing new markets for their food and agricultural products.

The Department of Agriculture also maintains a close working relationship with several other state agencies in an effort to increase cooperation among state agencies and enhance services and programs provided.

The Interfund Transfers and Pass Through component is for entities outside of the Illinois Department of Agriculture that receive funding through the Department's budget. Examples of this are the University of Illinois Extension Service and the Council on Food and Agricultural Research (C-FAR).

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. Provide swift and courteous service to all horse racing participants.
    - a. Register horses quickly after receipt of application.
    - b. Perform mare, foal, and stallion identifications in a timely manner.
    - c. Provide requested information in an efficient and courteous manner.
    - d. Make administrative decisions benefiting all facets of the horse racing industry.
  6. Schedule racing events to enhance and support Illinois' horse breeding and racing programs.
    - a. In cooperation with Illinois' pari-mutuel racetracks, schedule approximately 485 thoroughbred races per fiscal year.
    - b. Schedule approximately 500 harness racing events for Illinois-breds to be contested at 40 or more county fairs each fiscal year.
    - c. Schedule approximately 60 Illinois-bred events to be raced at the Illinois and DuQuoin State Fairs.
    - d. In cooperation with Illinois' pari-mutuel racetracks, schedule approximately 300 stakes and 600 overnight events restricted to Illinois-bred harness races each year.
    - e. Schedule an adequate number of races at the county fair and state fair levels to serve and support Illinois' new quarter horse breeding and racing program.
  7. Supplement horse racing purses and provide county fair funding.
    - a. Provide funding for Illinois-bred standardbred, thoroughbred, and quarter horse races.
    - 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, DuQuoin State Fair Harness Racing Trust 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$50,103.8	\$31,595.4	\$30,713.6	\$29,525.8	\$29,600.0
* Total expenditures - state appropriated funds (in thousands)	\$47,028.6	\$31,151.6	\$30,269.8	\$29,340.6	\$29,466.3
* Average monthly full-time equivalents	97.0	87.0	88.0	92.0	92.0
<b><u>Output Indicators</u></b>					
* Number of Illinois State Fair concession and exhibit contracts	436.0	477.0	450.0	446.0	450.0
* Number of DuQuoin State Fair concession contracts	190.0	173.0	240.0	240.0	240.0
* Number of Illinois State Fair attendees	1,130,000	1,264,750	725,000	650,000	671,000
* Number of DuQuoin State Fair attendees	447,955	500,854	270,000	270,346	315,000
* Illinois State Fair revenue generated (in thousands)	\$3,486.2	\$3,633.2	\$3,600.0	\$3,591.9	\$3,572.5
* DuQuoin State Fair revenue generated (in thousands)	\$1,102.4	\$940.7	\$980.0	\$1,020.5	\$1,070.0
* Number of registered thoroughbreds conceived and/or foaled in Illinois	3,006	2,925	2,900	2,909	2,900
* Number of registered standardbreds conceived and foaled in Illinois	3,714	3,745	3,700	3,625	3,600
* Number of standardbred stakes races and restricted races (a)	1,916	1,301	2,000	N/A	1,200
* Number of thoroughbred stakes races and restricted races (a)	430.0	536.0	485.0	N/A	500.0

<b>Fairs and Horseracing (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* Total purses paid (a)	\$36,689.9	\$26,301.6	\$34,000.0	N/A	\$26,525.0
* Number of registered quarter horses conceived and foaled in Illinois.	N/A	444.0	485.0	453.0	450.0
* Number of quarter horse stake races and restricted races.	N/A	11.0	14.0	7.0	11.0
<b><u>Outcome Indicators</u></b>					
* 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	5.0	6.3	6.3	6.3	6.3
* 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	5.1	5.0	5.1	6.0	6.0
* 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	6.0	6.0	6.0	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	6.3	6.0	6.1	5.3	5.4
* 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	7.0	6.3	6.5	6.4	6.5
* 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 (b)	6.0	N/A	6.0	6.4	6.4
* Percent of return concessionaires at the Illinois State Fair	90 %	95 %	95 %	95 %	95 %
* State support as percentage of total purses paid at horse races (a)	9.6 %	5.1 %	8 %	N/A	10 %
* State support for awards and premiums as percentage of total county fair awards and premiums paid	46.1 %	41.72 %	39.4 %	39.3 %	40 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of inspections per employee (Bureau of County Fairs and Horse Racing)	1,120	1,190	1,180	1,410	1,390
* Number of horses enrolled and registered per employee (Bureau of County Fairs and Horse Racing)	3,360	2,381	2,361	2,371	2,350

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "Number of standardbred stakes races and restricted races" was changed from 0 to 1301 because the information became available.
- (2) The 2003 value for "Number of thoroughbred stakes races and restricted races" was changed from 0 to 536 because the information became available.
- (3) The 2003 value for "Total purses paid" was changed from 0 to \$26,301.6 because the information became available.
- (4) The 2003 value for "Number of quarter horse stake races and restricted races." was changed from 0 to 11 because the information became available.
- (5) The 2003 value for "State support as percentage of total purses paid at horse races" was changed from 0 to 5.1% because the information became available.

**Footnotes**

- (a) Fiscal year 2004 information was not available at the time of publication.
- (b) Concessionaires were not surveyed in fiscal year 2003.

**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:**
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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$17,845.2	\$17,051.5	\$16,180.4	\$15,907.5	\$12,837.0
* Total expenditures - state appropriated funds (in thousands)	\$17,609.8	\$16,651.5	\$15,680.4	\$15,907.5	\$12,837.0
* Average monthly full-time equivalents	20.0	16.0	16.0	18.0	18.0
<b><u>Output Indicators</u></b>					
* Sustainable agriculture grants requested (a)	76.0	62.0	58.0	66.0	N/A
* Sustainable agriculture grants approved (a)	32.0	28.0	25.0	29.0	N/A
* Conservation practices program projects approved (a)	2,305	2,300	2,200	1,927	N/A
* Streambank stabilization restoration program projects approved (a)	118.0	109.0	100.0	107.0	N/A
* Number of participants in workshops and courses	2,412	2,198	1,500	1,426	1,360
<b><u>Outcome Indicators</u></b>					
* 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	5.7	5.8	5.2	6.3	5.2
* Percent of landowners and agricultural producers requesting financial assistance (sustainable ag. grants), whose project was approved, assisted and completed (a)	42 %	41 %	42 %	40 %	42 %
* State source cost share for conservation practices (in thousands) (a)	\$5,250.0	\$5,050.0	\$3,514.3	\$4,194.6	N/A
* Dollars available per acre for conservation practices (in dollars) (a)	\$0.22	\$0.21	\$0.15	\$0.17	N/A
* Average annual soil erosion rate (tons per acre per year)	4.1	4.1	4.1	4.1	N/A
* Acres of farmland in conservation tillage	11,240,318	10,671,188	10,650,000	10,650,000	10,800,000
* Percentage of farmland in conservation tillage	47.4 %	45 %	45 %	45 %	46 %
* Cropland meeting tolerable soil loss levels	20,156,688	20,156,688	20,156,688	20,156,688	20,156,688
* Percentage of acres meeting tolerable soil loss levels	85 %	85 %	85 %	85 %	85 %
<b><u>External Benchmarks</u></b>					
* Dollars available per acre in Iowa (b)	\$1.91	\$1.91	N/A	N/A	N/A
* Average annual soil erosion rate (tons per acre per year) in Iowa (b)	5.6	5.6	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per acre to attain compliance with "T" (in dollars) (c)	\$41.69	\$46.69	\$48.00	\$64.29	N/A

**Footnotes**

- (a) There will be no conservation projects in fiscal year 2005 due to project funds budget constraints.
- (b) Information not available at time of publication.
- (c) "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, Agricultural Master Fund, Wholesome Meat Fund      **Statutory Authority:** 225 ILCS 650 et. seq.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$8,591.6	\$8,626.9	\$9,169.6	\$8,097.4	\$8,969.4
* Total expenditures - state appropriated funds (in thousands)	\$8,591.6	\$8,626.9	\$9,169.6	\$8,057.8	\$8,969.4
* Average monthly full-time equivalents	138.0	127.0	127.0	134.0	134.0
<b><u>Output Indicators</u></b>					
* Number of enforcement actions taken (warning letters and hearings)	473.0	435.0	440.0	265.0	520.0
* Livestock inspected (head) (a)	920,614	938,872	920,000	814,383	750,000
* Livestock inspected (millions of pounds) (a)	118.9	128.2	120.0	58.4	50.0
* Number of inspected plants/brokers	797.0	834.0	835.0	863.0	960.0
* Number of planned/random compliance reviews	8,344	6,659	6,400	5,151	8,000
* Number of tasks/procedures performed	204,974	223,499	240,000	207,705	208,000
* Number of newsletters distributed to plants	N/A	3.0	4.0	7.0	3.0
* Number of newsletters to Meat & Poultry Inspection employees	N/A	12.0	12.0	12.0	12.0
* Number of correlation training sessions	N/A	80.0	280.0	202.0	200.0
<b><u>Outcome Indicators</u></b>					
* 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	3.8	3.6	5.0	N/A	N/A
* Response of customers surveyed who rate their satisfaction with inspections based on the scale of (1) not at all satisfied to (7) extremely satisfied	5.6	5.1	5.5	N/A	N/A
* Actionable findings (economic and microbiological) as a percentage of all tests taken from state licensed plants	0.28 %	0.1 %	0.1 %	0.84 %	1 %
* Percentage of meat and poultry operations initially rated compliant with standards	96 %	97 %	99 %	96 %	97 %
* Total number of instances of non-compliance found	2,799	1,711	1,400	1,980	1,850
* Percent of instances of non-compliance found	4 %	3 %	1 %	4 %	3 %
* Number of official plant reviews.	N/A	150.0	140.0	132.0	130.0
<b><u>External Benchmarks</u></b>					
* Percent of instances of non-compliance found in Texas	2 %	1 %	N/A 1	%	N/A
* Percent of instances of non-compliance found in Ohio	1 %	1.5 %	N/A	0.5 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per inspection (in dollars)	\$422.00	\$429.00	\$550.00	\$472.00	\$465.00
* Average total cost of inspections per plant during the fiscal year (in dollars)	\$27,171.00	\$27,322.00	\$28,000.00	\$26,682.00	\$29,650.00
* Number of tasks/procedures performed per inspector	9,192	10,766	11,600	9,660	9,000

**Footnotes**

(a) Many State plants have chosen to become Federally licensed plants that are staffed by state inspectors, causing the number and pounds of livestock inspected to decrease.

**Environmental Programs**

**Mission Statement:** Protect the public and the States 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, Used Tire Management Fund, Pesticide Control Fund, Agriculture Pesticide Control Act Fund, Agriculture Federal Projects Fund

**Statutory Authority:** 415 ILCS 60/1 et. seq.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$5,423.4	\$5,329.0	\$6,266.1	\$5,014.5	\$5,962.8
* Total expenditures - state appropriated funds (in thousands)	\$5,322.1	\$5,209.0	\$6,146.1	\$4,975.8	\$5,962.8
* Average monthly full-time equivalents	65.0	60.0	54.0	54.0	54.0
<b><u>Output Indicators</u></b>					
* Pesticide applicators licensed (a)	38,021	40,714	40,000	38,926	39,000
* Pesticide products registered	11,653	10,892	11,000	11,919	11,500
* Pesticide misuse investigations conducted (b)	88.0	96.0	100.0	77.0	100.0
* Acres of nursery inspected	33,061	18,584	20,000	29,647	25,000
* Nursery dealers licensed	2,847	2,812	2,900	2,630	2,500
* Number of nursery inspections	828.0	433.0	500.0	565.0	500.0
* Livestock notices of intent to construct	135.0	89.0	100.0	101.0	100.0
* Waste management plans certified	5.0	8.0	8.0	18.0	10.0
* Livestock managers certified	216.0	680.0	700.0	394.0	400.0
* Phytosanitary certificates issued	6,154	6,001	6,000	6,736	6,500
<b><u>Outcome Indicators</u></b>					
* 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)	N/A	5.4	5.5	5.9	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)	N/A	5.4	5.5	5.7	5.5
* Average response of agribusinesses and producers who rated requirements and policies as (1) extremely unfair to (7) completely fair (c)	N/A	4.8	5.0	5.1	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	4 %	5.8 %	4 %	7.1 %	6 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of inspections per inspector (d)	346.2	376.0	380.0	465.2	400.0
* Average cost per inspection (in dollars)	\$543.59	\$554.19	\$575.00	\$469.39	\$500.00
* Field inspection time per inspection (in hours) (e)	1.1	1.0	1.0	0.8	1.0

**Footnotes**

- (a) All licenses are not re-issued every year.
- (b) Investigations are dependent upon the complaints received.
- (c) No survey results for fiscal year 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 Animal Disease 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      **Statutory Authority:** 510 ILCS 10/0.01 et. seq.  
 Revolving Fund, Agriculture Federal Projects Fund

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$4,911.4	\$6,009.9	\$4,837.9	\$4,704.2	\$4,785.1
* Total expenditures - state appropriated funds (in thousands)	\$4,911.4	\$5,112.3	\$4,837.9	\$4,704.2	\$4,785.1
* Average monthly full-time equivalents	51.0	51.0	50.0	47.0	47.0
<b><u>Output Indicators</u></b>					
* Total tests performed	825,297	888,451	875,000	921,593	900,000
* Meat samples tested	3,101	2,851	3,000	2,106	3,000
* Municipal water samples tested	2,019	4,923	4,800	7,110	6,000
* Rabies samples tested	1,002	1,048	1,000	1,194	1,000
* Number of check tests participated	N/A	76.0	76.0	102.0	100.0
* Number of lab meetings held per year	N/A	75.0	48.0	58.0	50.0
* Number of quality assurance/quality control exercises	N/A	603.0	604.0	304.0	300.0
* Number of staff meeting personnel qualifications	N/A	28.0	29.0	39.0	40.0
* Number of staff receiving continuing education per year	N/A	29.0	32.0	20.0	20.0
* Number of laboratory upgrades implemented per year	N/A	28.0	33.0	99.0	100.0
<b><u>Outcome Indicators</u></b>					
* 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	6.2	6.1	6.0	6.0	6.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per test (in dollars)	\$7.60	\$5.24	\$6.00	\$5.02	\$5.05
* Number of tests per lab worker	16,968	17,969	17,000	19,830	19,750

**Marketing**

**Mission Statement:** Expand Illinois agricultural exports by providing domestic and international marketing assistance.

- Program Goals:**
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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$6,047.0	\$5,833.1	\$5,702.9	\$4,217.1	\$4,771.3
* Total expenditures - state appropriated funds (in thousands)	\$5,893.0	\$5,557.7	\$5,339.9	\$4,217.1	\$4,771.3
* Average monthly full-time equivalents	35.0	34.0	28.0	27.0	27.0
<b><u>Output Indicators</u></b>					
* Number of custom reports and inquiries (a)	442.0	375.0	360.0	2,371	2,380
* Number of IDOA's own trade shows/missions developed (a)	17.0	16.0	9.0	16.0	15.0
* Number of cooperator sponsored activities (a)	16.0	16.0	16.0	34.0	34.0
* Number of participants in IDOA sponsored trade shows (a)	190.0	166.0	166.0	188.0	190.0
* Number of participants in IDOA sponsored missions (a)	112.0	64.0	50.0	7.0	10.0
* Number of industry tours hosted by IDOA (a)	7.0	5.0	5.0	5.0	5.0
* Number of industry tour participants (a)	51.0	42.0	56.0	111.0	110.0
* Number of participants in cooperator activities (a)	N/A	50.0	50.0	1,308	1,310
<b><u>Outcome Indicators</u></b>					
* Number of trade leads generated from IDOA marketing activities	14,978	12,307	12,000	9,491	9,500
* Number of buyer/seller introductions arranged by IDOA staff	6,465	5,036	4,950	5,531	5,550
* Value of sales resulting from marketing activities (in millions)	\$60.1	\$74.5	\$63.0	\$44.6	\$49.0
* Number of projects regarding alternative and specialty crops (b)	12.0	11.0	10.0	7.0	7.0
* Average customer rate information & consultation services provided	N/A	N/A	5.3	5.5	5.5
* Illinois agriculture export sales (in billions)	\$3.0	\$3.3	\$3.3	\$3.4	\$3.5
* Number of participants in alternative/specialty crop activities	N/A	58.0	58.0	149.0	150.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Annual return on investment (c)	N/A	N/A	N/A	49.0	53.0

**Explanation of Changes to Prior Year Data**

(1) The 2003 value for "Average customer rate information & consultation services provided" was changed from 0 to 6.4 because the information became available.

**Footnotes**

- (a) These results vary from year to year according to world economic conditions and global animal health issues.
- (b) Alternative or specialty crops are those outside the traditional agriculture base (grains, dairy products, livestock, etc.). Examples of alternative or specialty crops are aquaculture, wine products, and other non-traditional products.
- (c) Annual Return on Investment is calculated as the actual sales at the event plus the sales projected by the vendor as a result of the event, divided by the cost of the event. The number reported is the ratio of sales to cost of 1.

**Weights and 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.

- Program Goals:**
- Objectives:**
1. Provide timely and accurate inspections.
    - a. Complete inspections in a timely manner.
  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 commercial measurement.
    - b. Reduce the number of complaints about accuracy.
  5. Provide for the accuracy of 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$4,402.8	\$3,947.0	\$4,639.1	\$3,636.6	\$4,264.2
* Total expenditures - state appropriated funds (in thousands)	\$4,402.8	\$3,947.0	\$4,639.1	\$3,636.6	\$4,264.2
* Average monthly full-time equivalents	61.0	56.0	55.0	50.0	50.0
<b><u>Output Indicators</u></b>					
* Devices inspected	126,455	121,317	120,000	129,461	125,000
* Number of re-inspections	1,173	882.0	1,000	683.0	700.0
* Egg inspections	3,171	2,895	3,000	3,436	3,000
* Enforcement actions	6,641	8,329	5,000	4,942	5,000
* Device/Egg licenses issued	2,331	2,089	2,150	1,982	1,400
<b><u>Outcome Indicators</u></b>					
* Average time (in minutes) to complete inspections	34.4	33.9	40.0	23.0	25.0
* Percent of instances where inappropriate device is used	5.3 %	6.5 %	4 %	4 %	4 %
* Average response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) not at all restrictive	5.3	5.1	5.5	5.1	5.3
* Average response of customers surveyed who rate inspection procedures as (1) not at all efficient to (7) extremely efficient	5.4	5.6	5.6	5.6	5.6
* Percent of devices that measure accurately	94.8 %	93.5 %	96 %	96 %	96 %
* Number of citizen complaints about accuracy	165.0	235.0	200.0	335.0	300.0
<b><u>External Benchmarks</u></b>					
* Percent of devices that measure accurately in Missouri	96.5 %	97 %	N/A	97 %	97 %
* Percent of devices that measure accurately in Michigan	83.2 %	82.4 %	N/A	83 %	83 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per inspection (in dollars)	\$29.91	\$28.54	\$34.50	\$27.95	\$25.00

**Agriculture 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 laboratory results.
    - a. 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. 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.
  4. 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,477.9	\$3,185.9	\$3,410.8	\$3,096.7	\$3,184.6
* Total expenditures - state appropriated funds (in thousands)	\$3,477.9	\$3,185.9	\$3,410.8	\$3,096.7	\$3,184.6
* Average monthly full-time equivalents	46.0	40.0	39.0	34.0	34.0
<b><u>Output Indicators</u></b>					
* Number of inspections	11,817	9,068	9,000	10,126	9,500
* Number of enforcement actions	1,395	1,269	1,500	1,163	1,500
<b><u>Outcome Indicators</u></b>					
* Average response of customers surveyed who rate inspection procedures as (1) not at all satisfactory to (7) extremely satisfactory	5.8	5.8	5.5	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	6.4	6.3	6.0	6.3	6.0
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations	88.2 %	86 %	85 %	88.5 %	85 %
* Number of days to complete feed-multiple ingredient laboratory analysis	8.6	8.7	8.5	7.2	8.0
* Number of days to complete fertilizer-single ingredient laboratory analysis	2.4	2.2	3.0	3.8	3.5
* Number of days to complete fertilizer-multiple ingredient laboratory analysis	4.1	2.8	6.0	5.2	6.0
* Number of days to complete seed (depends on type) laboratory analysis	11.6	11.3	13.0	15.9	16.0
<b><u>External Benchmarks</u></b>					
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations in Kentucky	85 %	89 %	N/A	88 %	N/A
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations in Indiana	88 %	85 %	N/A	90 %	N/A
* Program expenditures in Kentucky (in thousands)	\$3,263.7	\$2,750.0	N/A	\$2,750.0	N/A
* Program expenditures in Indiana (in thousands)	\$2,664.8	\$3,075.7	N/A	\$3,097.0	N/A
* Number of enforcement actions in Kentucky	1,730	1,387	N/A	1,841	N/A
* Number of enforcement actions in Indiana	1,153	1,395	N/A	1,085	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per inspection (in dollars)	\$33.74	\$53.69	\$66.00	\$60.81	\$66.00

**Explanation of Changes to Prior Year Data**

(1) The 2003 values for External Benchmarks from Kentucky and Indiana were changed from N/A to actual because the information became available.

**Warehouses**

**Mission Statement:** Examine 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$46,498.3	\$5,226.8	\$3,293.3	\$2,540.4	\$2,598.4
* Total expenditures - state appropriated funds (in thousands)	\$2,823.3	\$2,769.8	\$2,793.3	\$2,529.3	\$2,598.4
* Average monthly full-time equivalents	42.0	37.0	38.0	38.0	38.0
<b><u>Output Indicators</u></b>					
* Number of grain examinations	920.0	761.0	770.0	601.0	750.0
* Number of personal property examinations	226.0	461.0	52.0	42.0	52.0
* Number of grain licenses issued	1,330	1,136	1,100	1,076	1,100
* Number of personal property licenses issued	663.0	562.0	558.0	592.0	598.0
* Number of grain dealer/warehouse formal enforcement actions	24.0	34.0	25.0	43.0	30.0
* Number of personal property complaints acted on (State's Attorney Referrals)	0.0	1.0	2.0	0.0	2.0
* Amount of Illinois Grain Insurance Fund balance paid for elevator failures	100 %	40.7 %	0 %	1.5 %	0 %
<b><u>Outcome Indicators</u></b>					
* Average response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) not at all restrictive	N/A	5.4	5.2	5.1	5.2
* Average response of customers surveyed who rate inspection procedures as (1) not at all consistent to (7) extremely consistent	N/A	5.9	5.7	5.8	5.7
* Percent of grain dealers and warehouse sites rated compliant (not requiring a formal hearing)	97.9 %	96.1 %	98 %	98.5 %	98 %
<b><u>External Benchmarks</u></b>					
* Percent of grain dealers and warehouse sites rated compliant in Missouri	80 %	83 %	N/A	84 %	N/A
* Percent of grain dealers and warehouse sites rated compliant in Iowa	99.9 %	99.9 %	N/A	99.4 %	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per examination/licensing activity (in dollars)	\$775.89	\$836.56	\$986.41	\$1,282.79	\$1,189.95
* Grain examinations per examiner	35.4	30.4	30.0	23.6	30.0
* Personal property examinations per examiner	8.7	18.4	2.0	1.6	2.0
* Average time in hours to complete field examinations	27.9	34.8	37.0	46.0	39.5
<b><u>External Benchmarks</u></b>					
* Average time in hours to complete examination in Missouri	14.8	28.0	N/A	25.0	N/A
* Average time in hours to complete examination in Iowa	40.1	50.8	N/A	50.6	N/A
* Grain examinations per examiner in Missouri	47.9	51.0	N/A	48.0	N/A
* Grain examinations per examiner in Iowa	29.0	32.0	N/A	27.8	N/A

**Animal Health**

**Mission Statement:** Reduce and eradicate animal diseases that are a threat to animals raised for the purpose of livestock/poultry production. 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 incidence of regulated diseases.

**Source of Funds:** General Revenue Fund, Agriculture Federal Projects Fund, Surety Bond Fund      **Statutory Authority:** 20 ILCS 5/6.01

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,245.2	\$1,342.4	\$1,842.5	\$1,783.9	\$1,939.8
* Total expenditures - state appropriated funds (in thousands)	\$1,224.8	\$1,283.1	\$1,842.5	\$1,783.9	\$1,939.8
* Average monthly full-time equivalents	17.0	14.0	15.0	14.0	14.0
<b><u>Output Indicators</u></b>					
* Number of inspections of livestock/auction market licensees (a)	1,605	1,118	1,200	2,161	1,200
* Number of animals tested for all diseases	37,940	40,045	35,000	30,792	25,000
* Number of enforcement actions taken (b)	517.0	263.0	300.0	1,105	300.0
* Number of licenses issued	322.0	773.0	750.0	308.0	350.0
* Number of livestock permits issued for entry into Illinois	8,011	6,716	8,000	13,610	15,000
* Number of veterinary students attending regulatory meetings	N/A	286.0	160.0	10.0	20.0
* Number of herds/flocks quarantined or restricted	N/A	56.0	40.0	35.0	30.0
* Number of animal health alerts published	N/A	7.0	8.0	50.0	10.0
* Number of news letters distributed	N/A	7,332	7,000	0.0	7,000
* Number of regulatory guides distributed	N/A	3,072	3,500	650.0	600.0
<b><u>Outcome Indicators</u></b>					
* Response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) fair and not at all restrictive	5.4	5.1	5.4	5.2	5.4
* Response of customers surveyed who rate inspection procedures as efficient on a scale of (1) strongly disagree to (7) strongly agree	5.7	5.8	5.7	5.7	5.7
* Pseudorabies virus quarantines	0.0	0.0	0.0	0.0	0.0
* Equine infectious anemia positives	1.0	2.0	0.0	1.0	1.0
* Number of veterinarians trained bioterrorism	N/A	70.0	400.0	175.0	150.0
* Number of reviews and exercises of emergency disease response plans	N/A	18.0	11.0	11.0	10.0
<b><u>External Benchmarks</u></b>					
* Pseudorabies virus quarantines in Iowa	N/A	0.0	0.0	0.0	0.0
* Pseudorabies virus quarantines in Indiana	0.0	0.0	0.0	0.0	0.0
* Equine infectious anemia positives in Iowa	N/A	2.0	0.0	0.0	0.0
* Equine infectious anemia positives in Indiana	2.0	0.0	0.0	0.0	0.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average number of inspections made per inspector	7,135	8,926	7,000	6,591	5,250
* Cost per inspection (in dollars)	\$30.83	\$26.18	\$31.00	\$41.13	\$49.50

**Footnotes**

- (a) The agency had a federal cooperative agreement that covered inspections at auction markets that caused the increase in the current year. The number will return to normal in Fiscal Year 2005 without the additional funding.
- (b) The number of enforcement actions taken increased in Fiscal Year 2004 due to a permit process change on February 1. The number is expected to return to normal in Fiscal Year 2005.

**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

**Statutory Authority:** 225 ILCS 605/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$977.9	\$1,035.2	\$976.9	\$927.5	\$935.6
* Total expenditures - state appropriated funds (in thousands)	\$977.9	\$1,035.2	\$976.9	\$927.5	\$935.6
* Average monthly full-time equivalents	18.0	14.0	14.0	14.0	14.0
<b><u>Output Indicators</u></b>					
* Number of inspections made by inspectors	2,649	2,400	3,000	2,014	2,000
* Number of enforcement actions	386.0	430.0	400.0	309.0	350.0
* Number of complaints of inhumane treatment/care of animals	1,412	1,685	1,500	1,408	1,500
* Number of licenses issued	2,091	2,103	2,150	2,179	2,150
* Number of volunteer humane investigators trained and approved	131.0	94.0	95.0	151.0	95.0
* Investigations by humane investigators	771.0	1,142	1,200	4,007	3,000
* Number of cases presented to the States Attorney's office	N/A	32.0	30.0	18.0	30.0
* Number of complaints - public purchased unhealthy pets	N/A	695.0	600.0	799.0	700.0
* Number of impoundments	N/A	144.0	120.0	75.0	100.0
* Number of notices of violations issued	N/A	405.0	425.0	291.0	325.0
* Number of refusals to issue licenses	N/A	4.0	7.0	15.0	10.0
* Number of staff trained	N/A	1,124	1,200	674.0	750.0
* Number of training sessions	N/A	24.0	20.0	13.0	15.0
<b><u>Outcome Indicators</u></b>					
* Response of customers surveyed who rate regulations as (1) unclear and inconsistent to (7) clear and consistent	5.9	6.0	5.8	6.0	5.8
* Response of customers surveyed who rate requirements as (1) restrictive to (7) fair	5.6	5.4	5.6	5.4	5.6
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per inspection (in dollars)	\$255.00	\$291.00	\$243.00	\$324.50	\$308.50
* Number of inspections per facility per year	3.0	3.0	3.0	3.0	1.5

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2

## ILLINOIS ARTS COUNCIL

<b>Arts Council</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Organization Grants Program	\$8,480.2	5.0	\$8,185.5	4.0
Public Radio and Television Grants	\$5,221.6	0.0	\$5,178.4	0.0
Services to the Field	\$2,642.8	1.0	\$2,553.9	0.0
Administration	\$1,787.0	12.0	\$1,615.1	13.0
Individual Artists Grants Program	\$457.1	2.0	\$453.9	2.0
<b>Totals</b>	<b>\$18,588.7</b>	<b>20.0</b>	<b>\$17,986.8</b>	<b>19.0</b>

### Mission and Organization

The 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 a board consisting of up to 21 members that are appointed by the Governor, who also selects the Council Chair. The Council meets triennially in open meetings to conduct its business. The Board chooses an Executive Director who is responsible for daily operations.

The Council functions under administrative guidelines established by the Office of the Governor and legislative mandates of the General Assembly. Members of the Board participate on 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 must undergo an application and review process before award amounts are determined. Applications must meet agency standards to be reviewed by experts selected from related art disciplines. Each application is evaluated and ranked according to defined, uniform criteria. Recommendations for funding are reviewed by Board members who authorize final decisions at the triennial meetings.

The Council adopts a strategic plan for a specified period of time to provide guidelines for agency policy mak-

ing 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 mail survey questionnaire and focus groups composed of experts in each art discipline funded by the agency, legislators, educators and community leaders.

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 forms. This segment also provides grants for art education in levels K-12 through a variety of programs. The Individual Artist Program recognizes the quality artwork of Illinois' artists and their contributions to the quality of life in Illinois communities. The Services to the Field Program deals with preserving traditional heritage art forms and with support for non-traditional art forms, underserved populations and unique needs of constituents, such as people with disabilities who seek to participate in the arts. This segment also includes a pass through grant to the Illinois Humanities Council that encourages the growth and development of humanities programs through life-long learning. 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. 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$8,877.2	\$8,480.2	\$8,760.0	\$8,185.5	\$8,600.0
* Total expenditures - state appropriated funds (in thousands)	\$8,877.2	\$8,480.2	\$8,760.0	\$8,185.5	\$8,600.0
* Average monthly full-time equivalents	5.0	5.0	5.0	4.0	5.0
<b><u>Output Indicators</u></b>					
* Number of applications processed	791.0	1,071	1,100	1,048	1,100
<b><u>Outcome Indicators</u></b>					
* Number of applications funded	762.0	950.0	970.0	940.0	980.0

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,002.6	\$2,642.8	\$1,995.7	\$2,553.9	\$3,431.3
* Total expenditures - state appropriated funds (in thousands)	\$3,002.6	\$2,642.8	\$1,995.7	\$2,553.9	\$3,431.3
* Average monthly full-time equivalents	1.0	1.0	0.0	0.0	0.0
<b><u>Output Indicators</u></b>					
* Number of newsletters distributed per issue	16,000	15,000	14,000	14,000	14,000
* Number of Art Fair Directories distributed per issue	50,000	50,000	40,000	50,000	50,000
* Number of applications processed	809.0	392.0	370.0	356.0	400.0
* Grant to Illinois Humanities Council (in thousands)	\$1,050.0	\$1,050.0	\$980.0	\$980.0	\$1,000.0
<b><u>Outcome Indicators</u></b>					
* Number of applications funded	657.0	283.0	240.0	325.0	360.0
* Number of legislative districts receiving grants	116.0	118.0	118.0	118.0	118.0
* Dollar average per grant awarded (in dollars)	\$4,570.00	\$9,339.00	\$8,315.00	\$7,858.00	\$9,531.00
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Newsletter cost per piece (in dollars)	\$0.35	\$0.35	\$0.35	\$0.40	\$0.38
* Art Fair Directory cost per piece (in dollars)	\$0.31	\$0.31	\$0.31	\$0.46	\$0.45
* Days to process Illinois Humanities Council application	60.0	60.0	90.0	90.0	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 for professional achievements and grants for project specific programs and for professional development.

**Program Goals:** 1. To support individual artists of Illinois in recognition of their art work and professional achievements.  
**Objectives:**

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 20 ILCS 3915/4

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$780.7	\$457.1	\$455.0	\$453.9	\$454.0
* Total expenditures - state appropriated funds (in thousands)	\$780.7	\$457.1	\$455.0	\$453.9	\$454.0
* Average monthly full-time equivalents	2.0	2.0	2.0	2.0	2.0
<b><u>Output Indicators</u></b>					
* Number of applications processed	1,250	994.0	990.0	737.0	850.0
<b><u>Outcome Indicators</u></b>					
* Number of applications funded	234.0	172.0	170.0	183.0	190.0
* Dollar average per grant awarded (in dollars)	\$3,590.00	\$2,658.00	\$2,676.00	\$2,480.00	\$2,632.00

## ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2 HISTORIC PRESERVATION AGENCY

<b>Historic Preservation Agency</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Historic Sites	\$9,548.4	104.0	\$8,374.1	113.0
Preservation Services	\$2,633.2	26.0	\$2,100.4	21.0
Abraham Lincoln Presidential Library and Museum	\$1,435.9	6.0	\$2,053.8	8.0
Historical Library	\$2,038.5	29.0	\$1,802.0	29.0
Constituent Services	\$1,754.3	20.0	\$1,777.9	24.0
<b>Totals</b>	<b>\$17,410.3</b>	<b>185.0</b>	<b>\$16,108.2</b>	<b>195.0</b>

### Mission and Organization

The Illinois Historic Preservation Agency, which was created in 1985 through an Executive Order, operates 60 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. In 2004, the Agency will open the Abraham Lincoln Presidential Library and Museum complex. This facility will be the most extensive Presidential Library complex in the nation and will serve as a portal into the greater Lincoln story for millions of tourists.

The mission of the Illinois Historic Preservation Agency is to save and share the ongoing story of Illinois to advance learning from our past, demonstrate its relevance in the present, and provide direction for the future. The Agency collects historically important materials and interprets their meaning to the public.

The Illinois Historic Preservation Agency is organized into five programmatic divisions excluding the Administrative Services division and the Director's Office.

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 2004, the Agency expended \$ 8,374.1 for the Historic Sites programs, with a funded headcount

of 113, excluding approximately 90 seasonal staff that supports various operations throughout the state during peak periods. Approximately 2.6 million people visited the 60 state-owned sites and memorials in fiscal year 2004.

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 2004, the Agency expended \$1,802.0 thousand for the Historical Library with a funded headcount of 29. Approximately 6,000 people visit the Historical Library annually to do research and obtain information related to Illinois history. In addition, more than 6000 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 Historical Library will form the nucleus of the Abraham Lincoln Presidential Library when it opens in 2004.

The mission of *Preservation Services* is to identify, record and preserve the historic buildings and places of Illinois. In fiscal year 2004, the Agency expended \$2,100.4 thousand for preservation programs with a funded headcount of 21. Preservation Services generally review 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 provide property tax relief to business and homeowners for efforts to preserve historic buildings throughout the state. The preservation staff conducts reviews in a timely manner

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due to a 30-day state law requirement and facilitates contractors in construction projects.

The mission of our *Constituent Services* 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 2004, the Agency expended \$1,777.9 thousand on program related to Illinois history and education with a funded headcount of 24. These programs included publications on-line, support to schools participating in the History fair and the Annual Illinois History exposition.

***Abraham Lincoln Presidential Library and Museum***

The Abraham Lincoln Presidential Library and Museum interprets the life and times of America's greatest president; fosters scholarship into Lincoln's life and times; preserves the documentary and visual history of Illinois; and combats historical illiteracy through an ambitious agenda of changing exhibits, conferences, lectures, educational outreach, and on-line programming. In fiscal year 2004, the agency expended \$2,053.8 thousand dollars on expenses associated with organizing, construction and eventual moving of the Historic Library into the facility.

**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 90% 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 90% of visitors by the end of fiscal year 2005.

**Source of Funds:** General Revenue Fund, Illinois Historic Sites Fund

**Statutory Authority:** 20 ILCS 3405 et al

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$11,159.6	\$9,548.4	\$10,157.8	\$8,374.1	\$10,032.8
* Total expenditures - state appropriated funds (in thousands)	\$11,159.6	\$9,548.4	\$10,157.8	\$8,374.1	\$10,032.8
* Average monthly full-time equivalents	137.0	104.0	110.0	113.0	113.0
<b><u>Output Indicators</u></b>					
* Site attendance (thousands)	2,656	2,665	2,600	2,680	2,600
* Volunteer man-hours (thousands)	206.5	180.0	175.0	175.0	175.0
* Donation box receipts (in thousands)	\$419.5	\$403.0	\$400.0	\$308.0	\$300.0
<b><u>Outcome Indicators</u></b>					
* Overall site experience - survey	93 %	91.2 %	80 %	90.9 %	90 %
* Site appearance and cleanliness - survey	97 %	94.7 %	80 %	93.2 %	90 %

**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 50% 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 90% 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 Governments (CLG's) in order to continue to meet federal criteria and maintain their CLG status.
    - b. To assist Mainstreet communities in preparing architectural plans for businesses.
  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 100% 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,980.5	\$2,633.2	\$4,308.9	\$2,100.4	\$4,213.8
* Total expenditures - state appropriated funds (in thousands)	\$2,980.5	\$2,633.2	\$4,038.9	\$2,100.4	\$4,213.8
* Average monthly full-time equivalents	31.0	26.0	26.0	21.0	21.0
<b><u>Output Indicators</u></b>					
* State tax incentives requests	115.0	103.0	120.0	124.0	120.0
* Federal tax incentive requests	30.0	21.0	20.0	22.0	20.0
<b><u>Outcome Indicators</u></b>					
* Percent of regulatory review comments completed in 21 days	85 %	26.9 %	75.0	45 %	50 %
* Percent of National Register responses within 30 days	90 %	94.7 %	90.0	100 %	90 %
* Percent of tax program responses within 50 days	100 %	100 %	100 %	100 %	100 %
<b><u>External Benchmarks</u></b>					
* Number of Certified Local Governments	51.0	59.0	55.0	55.0	56.0

### 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, 2004.
    - b. To complete 95% 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.
  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, 2005.
    - b. To respond to 95% of the reference section and newspaper section research request letters within 30 working days by June 30, 2005.
    - c. To improve accessibility to newly published books by reducing the time for the processing of 95% of them to 15 working days.

**Source of Funds:** General Revenue Fund, Illinois Historic Sites Fund

**Statutory Authority:** 20 ILCS 3425 et seq.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,032.9	\$2,038.5	\$2,112.9	\$1,802.0	\$1,810.5
* Total expenditures - state appropriated funds (in thousands)	\$2,032.9	\$2,038.5	\$2,112.9	\$1,802.0	\$1,810.5
* Average monthly full-time equivalents	35.0	29.0	29.0	29.0	29.0
<b><u>Output Indicators</u></b>					
* Library users	8,093	6,662	7,500	5,724	7,500
* Items acquired	80,352	97,885	50,000	46,068	50,000
* Conservation treatments performed	6,453	2,348	3,800	2,864	3,800
* Interlibrary loans sent	5,797	2,746	6,000	6,038	6,000
<b><u>Outcome Indicators</u></b>					
* Percentage of research letters answered in 30 days	91.5 %	95.4 %	98 %	100 %	98 %
* Percent of conservation treatment on books completed in 30 days	93.3 %	88.8 %	95 %	71.5 %	95 %
* Percent of interlibrary loans processed in 15 days	98 %	99.1 %	95 %	79.8 %	98 %

### Constituent Services

**Mission Statement:** Increase the constituent (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 programmatic information and services on-line.
    - a. Place at least thirty downloadable versions of agency publications on-line by fiscal year 2005.
  2. Develop methods and programs to improve teaching of Illinois History.
  3. Support partnerships with the Illinois Association of Museums and the Looking for Lincoln program by the end of fiscal year 2005.
    - a. Increase the membership in the Illinois Association of Museums by eight museums during fiscal year 2005.
    - b. Increase by three the number of communities involved in the Looking for Lincoln program by the end of fiscal year 2005.
  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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,071.3	\$1,754.3	\$2,338.6	\$1,777.9	\$1,783.5
* Total expenditures - state appropriated funds (in thousands)	\$2,071.3	\$1,754.3	\$2,338.6	\$1,777.9	\$1,783.5
* Average monthly full-time equivalents	21.0	20.0	20.0	24.0	24.0
<b><u>Output Indicators</u></b>					
* Illinois Association of Museum Membership	427.0	434.0	440.0	447.0	455.0
* Subscribers to all Publications	16,126	9,837	9,900	10,011	10,050
* Looking for Lincoln Communities	12.0	13.0	18.0	17.0	20.0
<b><u>Outcome Indicators</u></b>					
* Publications online	9.0	25.0	30.0	27.0	30.0

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2

## DEPARTMENT OF LABOR

<b>Labor</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Fair Labor Standards	\$3,672.0	59.8	\$3,342.1	54.4
Public Safety	\$1,639.8	23.9	\$1,428.7	21.8
Equal Opportunity Workforce	\$1,101.9	5.3	\$935.9	4.8
<b>Totals</b>	<b>\$6,413.7</b>	<b>89.0</b>	<b>\$5,706.7</b>	<b>81.0</b>

### 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 three programs: 1) Fair Labor Standards, 2) Public Safety, 3) Equal Opportunity Workforce. Last year, four programs were presented. The Displaced Homemakers program and the Progress of Women and Minorities in the Illinois Workplace program have been combined into the Equal Opportunity program this year for better presentation.

The *Fair Labor Standards* 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 statutes enforced. The Minimum Wage and Overtime Law guarantees a minimum wage for workers. Overtime pay is required after 40 hours of work per week. Certain employers and employees may be exempt. The Wage Payment & Collection Act provides assistance to workers in the collection of wages or final compensation, including vacation pay or other fringe benefits, owed by an employer. The law states when, where, and how often wages must be paid and what deductions are legal. It prohibits unilateral deductions from wages and final compensation without an employee's written consent. The Prevailing Wage Act requires contractors and subcontractors to pay workers 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 *Public Safety 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 Safety Inspection and Education Act & The Health and Safety Act protects 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 to published safety standards and the monitoring of their operation for compliance.

The *Equal Opportunity Workforce* Program's mission is to promote the independence, material, social, safety and intellectual prosperity of Illinois workers. Its purpose is to assure that all employees performing the same job are paid at equal rates (Equal Pay Act). To empower displaced homemakers in Illinois to achieve economic self-sufficiency and independence in a competitive workforce through education, training and employment. To promote the prosperity of the working men and women in Illinois by increasing public education and awareness of workplace equity and diversity, and responsible monitoring of the employment progress of women and minorities in the Illinois workplace. To assure that employees, victimized by domestic violence, be able to take unpaid leave for medical attention, victim services, counseling, safety planning or legal assistance (Victim's Economic Security and Safety Act).

**Fair Labor Standards**

**Mission Statement:** To promote and protect the rights, wages, welfare, 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 workers 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.
  4. To protect children workers as required by the Child Labor Law.
    - a. To assure required work permits are properly issued.
    - b. To investigate every complaint received on a timely bases.

**Source of Funds:** General Revenue Fund, Child Labor Enforcement Fund

**Statutory Authority:** Minimum Wage-820ILCS 105/1-15

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,799.4	\$3,672.0	\$3,497.5	\$3,342.1	\$3,517.5
* Total expenditures - state appropriated funds (in thousands)	\$3,799.4	\$3,672.0	\$3,497.5	\$3,342.1	\$3,517.5
* Average monthly full-time equivalents	63.9	59.8	57.3	54.4	57.8
<b><u>Output Indicators</u></b>					
* Number of minimum wage investigations completed	1,434	1,090	1,200	1,189	1,200
* Number of minimum wage investigations completed within two years	1,314	1,051	1,200	1,101	1,200
* Prevailing wage complaints completed	1,216	1,079	1,300	1,346	1,400
* Number of prevailing wage complaints completed within 180 days	1,102	1,014	1,300	1,028	1,400
* Number of arbitrations held	46.0	40.0	40.0	35.0	35.0
* Number of arbitrations offered within 90 days of request	46.0	40.0	40.0	33.0	35.0
* Number of arbitration decisions issued	38.0	36.0	40.0	35.0	35.0
* Number of arbitration decisions issued within 60 days of completed hearing	36.0	36.0	40.0	25.0	35.0
* Number of Child Labor Law complaints received.	9,622	3,592	4,600	2,176	2,300
* Number of Child Labor Law complaints resolved.	9,622	3,592	4,600	2,176	2,300
<b><u>Outcome Indicators</u></b>					
* Percent of minimum wage complaints completed within two years	92 %	96 %	100 %	93 %	100 %
* Percent of prevailing wage claims completed within 180 days	91 %	94 %	100 %	76 %	100 %
* Percent of hearings offered within 90 days of request	100 %	100 %	100 %	94 %	100 %
* Percent of abitation decisions held within 60 days of completed hearing	95 %	100 %	100 %	71 %	100 %
* Percent of Child Labor Law complaints resolved.	100 %	100 %	100 %	100 %	100 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of minimum wage investigations completed/employee headcount	22.4	18.2	20.9	21.9	20.8

**Explanation of Changes to Prior Year Data**

- (1) The 2002 and 2003 values for "Total expenditures - all sources", "Total expenditures - state appropriated funds", and "Average monthly full-time equivalents" were changed because of grouping changes made for better presentation.

**Public Safety**

**Mission Statement:** To promote and protect the safety and health of Illinois workers and safeguard the general public.

**Program Goals:** 1. Improve the safety of workers in public buildings.

**Objectives:** 2. Ensure the safety of the public on carnival rides or in amusement parks.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** Safety Act-820  
ILCS220/0.01-11

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,748.0	\$1,639.8	\$1,495.1	\$1,428.7	\$1,503.7
* Total expenditures - state appropriated funds (in thousands)	\$1,748.0	\$1,639.8	\$1,495.1	\$1,428.7	\$1,503.7
* Average monthly full-time equivalents	27.9	23.9	23.0	21.8	23.1
<b><u>Output Indicators</u></b>					
* Number of injuries reported due to mechanical failure of ride	6.0	1.0	5.0	0.0	2.0
* Number of riders of carnival rides	24,692,330	24,175,055	25,000,000	24,675,010	25,000,000
* Number of rides inspected	2,097	2,032	2,000	1,971	2,000
* Number of complaints received due to safety problems noted in public buildings.	92.0	79.0	88.0	88.0	90.0
* Number of days spent on investigations of safety problems in public buildings.	469.0	419.0	440.0	607.0	450.0
<b><u>Outcome Indicators</u></b>					
* Number of accidents reported due to mechanical failure of ride per 10,000,000 riders	2.4	0.4	2.0	0.0	2.0
* Average number of days needed to investigate a safety problem in a public building.	5.1	5.3	5.0	6.9	5.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of rides inspected/number of carnival inspectors	299.6	338.7	333.3	328.5	333.3

**Explanation of Changes to Prior Year Data**

(1) The 2002 and 2003 values for "Total expenditures - all sources", "Total expenditures - state appropriated funds", and "Average monthly full-time equivalents" were changed because of grouping changes made for better presentation.

**Equal Opportunity Workforce**

**Mission Statement:** To promote the independence, material, social safety, and intellectual prosperity of Illinois workers.

- Program Goals:**
- Objectives:**
1. Assist displaced homemakers to enter the workforce or to earn additional education.
    - a. To support, through financial grants, 10 training centers which will place at least 40% of the displaced homemakers.
  2. To assure employees are paid equal pay for equal work on a timely bases.
    - a. Enforcement of law through timely investigation of compliants receieved.
  3. To assure a timely completion of Victims Economic Security and Safety Act claim cases.
    - a. Completion of investigations within seven months of initial reception of compliant.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** Displaced-20 ILCS 615/1-8

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,107.4	\$1,101.9	\$979.4	\$935.9	\$985.0
* Total expenditures - state appropriated funds (in thousands)	\$1,107.4	\$1,101.9	\$979.4	\$935.9	\$985.0
* Average monthly full-time equivalents	5.8	5.3	5.1	4.8	5.1
<b><u>Output Indicators</u></b>					
* Number of total participants	1,758	1,726	1,320	1,490	1,320
* Number of participants obtaining employment	526.0	418.0	540.0	334.0	540.0
* Number of participants obtaining education or training	597.0	615.0	540.0	364.0	540.0
<b><u>Outcome Indicators</u></b>					
* Percent of target of total participants	133 %	131 %	100 %	113 %	100 %
* Percent of participants obtaining employment	29.9 %	24.2 %	40 %	22 %	40 %
* Percent of participants obtaining education or training	34 %	35.6 %	40 %	24 %	40 %

**Explanation of Changes to Prior Year Data**

- (1) The 2002 and 2003 values for "Total expenditures - all sources", "Total expenditures - state appropriated funds", and "Average monthly full-time equivalents" were changed because of grouping changes made for better presentation.

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2

## ILLINOIS MEDICAL DISTRICT COMMISSION

<b>Illinois Medical District Commission</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
District Development	\$4,881.1	7.0	\$3,224.7	5.0
Illinois Medical District	\$458.0	7.0	\$374.7	8.0
Chicago Technology Park	\$120.0	9.0	\$120.0	5.0
<b>Totals</b>	<b>\$5,459.1</b>	<b>23.0</b>	<b>\$3,719.4</b>	<b>18.0</b>

**Explanatory Notes** The expenditures above do not include additional expenditures from locally held funds. The headcount includes 19 (fiscal year '03) and 16 (fiscal year '04) employees paid from locally held funds.

### Mission and Organization

The Illinois Medical District (IMD) Commission governs development within the 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 IMD is one of the nation's largest urban Medical Districts and includes Rush-Presbyterian-St. Luke's Medical Center, John H. Stroger Jr. Hospital of Cook County, the University of Illinois at Chicago Medical Center, the Jesse Brown VA Medical Center, and 30 other healthcare institutions.

The IMD nurtures or coordinates growth among all institutions within the Medical District. The IMD is home to the Illinois Forensic Center (Crime Lab), and the American Red Cross of Greater Chicago-land headquarters. The District Security Group and District Member Council organize activities and projects to improve the safe environment and coordinate signage and beautification. The District or its institutions are actively involved in many bio-terrorism, public safety and disaster response and preparedness projects and activities. The new regional FBI headquarters (currently under construction) will be integral to such efforts.

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 technology based firms in Illinois with an emphasis on biotechnology. There are

currently over 30 biotech or technology based firms in CTP that have their origins from IMD's major medical centers and others throughout the region. The CTP is home to a number of modular laboratory facilities, including a 56,000 square-foot state-run incubator, the 20,000 square-foot Enterprise Center I, the 15,000 square-foot Enterprise Center II and the 70,000 square-foot Tech 2000 building as well as other research treatment and emergency communication facilities. The CTP is home to the Chicago ITEC, a collaborative effort to support and assist emerging, incubated companies and enhance the pace of commercialization. It is our goal to position Illinois as a leader in biotechnology and medical research commercialization. To advance these efforts, we are pursuing the construction of new laboratory facilities, assisting the researchers in developing key business skills, and coordinating with the State of Illinois, City of Chicago, and industry advocacy groups to focus our efforts on collaborative success.

*District Development* focuses on continued economic growth and development of the IMD 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. The land acquisition program is on going, and the IMD meets regularly with developers and the City of Chicago to plan and coordinate redevelopment activities.

**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. Coordination, oversight and planning for the Veteran's Administration West Side Medical Center expansion.
3. Facilitate master planning of major district institutions to ensure coordination with over-all District Master Plan.
4. 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.
5. Initiate planning activities and co-ordination with other City/State/Industry parties for major Chicago 2006 National I-BIO Convention.
6. Continue District Enhancements, open space and beautification programs.

**Source of Funds:** General Revenue Fund, MCC Property Management Fund, IMD District Member Council Fund      **Statutory Authority:** 70 ILCS 915/4

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,456.0	\$1,131.6	\$1,626.0	\$2,649.0	\$2,600.0
* Total expenditures - state appropriated funds (in thousands)	\$642.0	\$458.0	\$262.5	\$374.7	\$0
* Average monthly full-time equivalents	6.0	7.0	7.0	8.0	8.0
<b><u>Output Indicators</u></b>					
* District Security Group meetings and events	9.0	9.0	9.0	8.0	8.0
* District Member Council meetings	7.0	5.0	5.0	5.0	5.0
<b><u>Outcome Indicators</u></b>					
* Total District employment	21,000	22,500	23,500	23,000	25,000
* District research dollars (in thousands)	\$250,000.0	\$325,000.0	\$350,000.0	\$350,000.0	\$300,000.0
* District Member facility growth (square feet)	315,000	395,000	410,000	275,000	100,000

**Chicago Technology Park**

**Mission Statement:** Effective operation of the Chicago Technology Park.

**Program Goals:**

**Objectives:**

1. Increased graduation and throughput of new companies in the Research Center biotech incubator.
2. Conversion of portion of Tech 2000 laboratory building for start-up , emerging company incubation or graduation space.
3. Develop and implement new strategic plan for redevelopment of vacant and underutilized Chicago Technology Park parcels.
4. Initiate bioinformatics workforce training program with Federal Department of Labor grant.
5. Proceed with initial grant programs and funding activities as partners with Chicago ITEC and through Chicago ITEC, provide seed capital and assistance per grant to emerging or existing incubated companies.

**Source of Funds:** General Revenue Fund, Chicago Technology Research Center Fund, Chicago Technology Park Fund      **Statutory Authority:** 70 ILCS 915/4

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,258.0	\$1,752.2	\$1,329.5	\$1,688.0	\$1,800.0
* Total expenditures - state appropriated funds (in thousands)	\$116.9	\$120.0	\$120.0	\$120.0	\$0
* Average monthly full-time equivalents	8.5	9.0	9.0	5.0	4.0
<b><u>Output Indicators</u></b>					
* New companies entering the CTP Research Center Incubator	7.0	10.0	10.0	3.0	4.0
* Rental Income (in thousands)	\$973.2	\$1,288.5	\$1,462.2	\$1,446.8	\$1,450.0
* Increase in Space/Lab Inventory Square Footage	0.0	16,500	5,000	2,000	30,000
<b><u>Outcome Indicators</u></b>					
* Employment in Chicago Technology Park	410.0	1,051	1,161	1,157	1,360
* Research and investment dollars of CTP Companies (in thousands)	\$56,000.0	\$79,350.0	\$85,000.0	\$85,000.0	\$50,000.0
* Occupancy of CTP Research Center	100 %	100 %	100 %	100 %	100 %

# ECONOMIC DEVELOPMENT AND INFRASTRUCTURE: PART 2

## EAST ST. LOUIS FINANCIAL ADVISORY AUTHORITY

<b>East St. Louis Financial Advisory Authority</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
City of East St. Louis Financial Advisory Authority	\$238.4	3.0	\$200.5	3.0
<b>Totals</b>	<b>\$238.4</b>	<b>3.0</b>	<b>\$200.5</b>	<b>3.0</b>

### 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's 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 systems 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 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 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 Authority has determined that the City has met the balanced budget requirement for fiscal years 1994, 1995, 1996, 1997, 1999, 2000, 2001 and 2002. Depending upon when an updated, supplemental opinion is issued for 1998 and when the 2003 Audit is completed, the Authority anticipates finding that the City has completed 10 successive years of balanced budgets some time during the fall or winter of 2004/2005. This explains why the target numbers for 2005 Output Indicators are significantly less than 2004 actuals.

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 Generally Accepted Accounting Principles (GAAP), standards of the 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.
    - d. To require comprehensive multi-year Financial Planning.

**Source of Funds:** General Revenue Fund

**Statutory Authority:** 65 ILCS 5/8-12-1 et seq.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$267.6	\$239.9	\$242.8	\$203.5	\$223.0
* Total expenditures - state appropriated funds (in thousands)	\$264.0	\$238.4	\$237.8	\$200.5	\$220.0
* Average monthly full-time equivalents	3.6	3.0	3.0	3.0	3.0
<b><u>Output Indicators</u></b>					
* Number of Authority meetings	11.0	12.0	13.0	11.0	7.0
* Number of City contracts processed	195.0	195.0	210.0	234.0	117.0
* Percentage of City contracts processed within three days	94 %	95 %	96 %	96 %	96 %
* Number of City requisitions processed	2,851	N/A	3,000	3,573	1,785
* Percentage of City requisitions approved electronically within two days	98 %	98 %	99 %	99 %	99 %
* Number of City personnel action requests processed	350.0	325.0	350.0	195.0	100.0
* Number of City payrolls processed	24.0	24.0	24.0	24.0	12.0
* Number of supplemental budgets approved	10.0	N/A	3.0	2.0	3.0
* Increase/Decrease in the 15 reportable conditions found in City's audit since 1990	N/A	N/A	-7.0	2.0	-2.0
<b><u>Outcome Indicators</u></b>					
* Amount of City budget approved (in millions)	\$52.2	\$56.9	\$50.0	\$58.8	\$60.0
* Number of City General Fund budgets submitted before approval	2.0	2.0	1.0	1.0	1.0
* Number of General Fund supplemental budgets submitted for approval	3.0	N/A	1.0	2.0	1.0
* Number of City multi-year financial plans submitted before approval	2.0	2.0	1.0	2.0	3.0
* Percentage of City contracts returned for additional work	6 %	5 %	4 %	5 %	3 %
* Percentage of information requests completed within 24 hours	90 %	96 %	96 %	96 %	97 %
* Percentage of resolved budget and contract questions to total budget and contract questions raised	99 %	99 %	100 %	99 %	100 %
* Number of years of successive balanced budgets for the City of East St. Louis	4.0	N/A	6.0	8.0	10.0

## PUBLIC SAFETY

### Public Safety Expenditures (Appropriated Spending in Thousands)

Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
Department of Corrections	\$1,244,999.3	\$1,256,163.8	0.9%
Department of State Police	\$318,043.7	\$313,824.6	-1.3%
Illinois Criminal Justice Info. Authority	\$85,194.3	\$63,314.1	-25.7%
Illinois Emergency Management Agency	\$35,655.1	\$58,361.3	63.7%
Department of Nuclear Safety	\$25,848.2	----	NA
Department of Military Affairs	\$27,040.4	\$28,724.1	6.2%
Office of the State Fire Marshal	\$17,493.4	\$13,239.8	-24.3%
Law Enforcement Training Standards Board	\$12,579.5	\$12,139.7	-3.5%
Illinois Violence Prevention Authority	\$5,361.1	\$5,042.2	-5.9%
Prisoner Review Board	\$1,401.7	\$1,312.5	-6.4%
State Police Merit Board	\$725.2	\$856.0	18.0%
<b>TOTAL</b>	<b>\$1,774,341.9</b>	<b>\$1,752,978.1</b>	<b>-1.2%</b>

*Numbers may not add due to rounding*

*In fiscal year 2004, the Department of Nuclear Safety was merged with the Illinois Emergency Management Agency.*

### Types of Violent Crime (Crimes per 100,000 population)

	1990	1995	1999	2000	2001	2002	2003
Assault	520.6	624.7	427.0	410.0	398.2	384.8	330.6
Robbery	393.1	333.6	216.4	207.6	201.0	203.8	189.0
Criminal Sexual Assault	56.0	61.6	51.5	47.7	46.0	48.6	46.4
Murder	10.3	10.4	7.7	7.2	7.9	7.6	7.1

*Source: Crime in Illinois, 1990, 1995, 1999, 2000, 2001, 2002, 2003.*

### Violent Crime Arrest Rate (Arrests per 100,000 population)

	1990	1995	1999	2000	2001	2002	2003
<b>Total</b>	<b>579.2</b>	<b>287.0</b>	<b>238.4</b>	<b>221.5</b>	<b>214.6</b>	<b>210.1</b>	<b>205.8</b>
Assault	487.0	211.3	176.6	161.6	152.8	149.2	148.3
Robbery	62.1	50.1	38.9	39.2	40.9	39.8	38.2
Criminal Sexual Assault	16.5	15.4	15.6	14.4	14.5	14.9	13.6
Murder	13.6	10.2	7.3	6.3	6.4	6.2	6.7

*Source: Crime in Illinois 1990, 1995, 1999, 2000, 2001, 2002, 2003.*

### Property Crime Rates (Property crimes per 100,000 population)

	1990	1995	1999	2000	2001	2002	2003
<b>Total</b>	<b>4,969.8</b>	<b>4,585.9</b>	<b>3,900.5</b>	<b>3,725.3</b>	<b>3,586.2</b>	<b>3,529.3</b>	<b>3,373.8</b>
Theft	3,229.7	3,108.1	2,698.3	2,586.3	2,528.9	2,487.7	2,395.8
Burglary	1,052.7	914.6	707.5	659.6	637.4	653.2	620.9
Motor Vehicle Theft	645.1	532.9	468.1	455.3	395.9	364.4	334.7
Arson	42.3	30.3	26.6	24.1	24.0	24.0	22.4

*Source: Crime in Illinois, 1990, 1995, 1999, 2000, 2001, 2002, 2003.*

# PUBLIC SAFETY: ILLINOIS STATE POLICE

<b>State Police</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Division of Operations	\$221,884.4	2,530.0	\$223,844.5	2,486.0
Division of Forensic Services	\$57,546.5	606.0	\$55,475.7	608.0
Division of Administration	\$20,970.0	133.0	\$19,216.8	122.0
Information and Technology Command	\$15,401.2	75.0	\$13,188.9	75.0
Division of Internal Investigation	\$2,241.7	16.0	\$2,098.9	20.0
<b>Totals</b>	<b>\$318,043.8</b>	<b>3,360.0</b>	<b>\$313,824.8</b>	<b>3,311.0</b>

## 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 in Illinois." ISP consists of the Office of the Director and five divisions: the Division of Operations, Division of Forensic Services, Division of Internal Investigation, Information and Technology Command, and Division of Administration. This year's report includes performance data for the Division of Operations, Division of Forensic Services and the Division of Internal Investigation.

The **Division of Operations:** works daily to safeguard the public by reducing the number and seriousness of vehicle crashes. 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 tactical response teams. DOO also manages ISP investigators who 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 **Division of Forensic Services:** is comprised of the Colonel's office and two commands. The ISP forensic science laboratory system is the third largest in the world and 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 division 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. DFS provides a variety of services through the Crime Scene Services Command to include 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.

The **Division of Internal Investigation:** as the "watchdog for integrity in state government," DII investigates charges of improper conduct or inappropriate behavior by ISP employees and investigates 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.

## Division of Operations

**Mission Statement:** Dedicated to providing the highest degree of police service to the residents and visitors of Illinois by improving highway safety and solving and preventing crime while maintaining the ISP traditions of Integrity, Service and Pride.

- Program Goals:  
Objectives:**
1. Reduce the occurrence of violent crimes through investigations, enforcement, intelligence and initiatives, including Project CeaseFire.
    - a. Develop and support legislation designed to help combat violent crime.
    - b. Provide recommendations and support for the expansion of the Project Ceasefire initiative.
    - c. Vigorously enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.
    - d. Increase the clearance rate of homicides investigated by the Illinois State Police.
    - e. Impact inter- and intra-state shipments of illegal drugs/guns/proceeds by enhancing the capabilities of officers to look beyond the traffic stop.
    - f. Share criminal investigative and intelligence data with other criminal justice agencies.
  2. Keep children safe by reducing child exploitation, victimization and endangerment and expanding the AMBER Alert system.
    - a. Enhance the AMBER Alert system through training, expanding the use of technology, partnerships with other agencies, and raising public awareness.
    - b. Actively participate in the Child Homicide/Abuse Task Force while pursuing opportunities for expansion of the units.
    - c. Pursue the implementation of Child Death Review Teams to cover all areas of the state.
    - d. Increase sex offender registration compliance.
    - e. Implement a comprehensive methamphetamine child endangerment program.
    - f. Actively participate in existing child advocacy centers while exploring the expansion of the center concept to include all counties of the state.
    - g. Improve the Department's capacity to investigate incidents of child victimization.
  3. Reduce drug trafficking, including the proliferation of methamphetamine and club drugs through enforcement and the Project X initiative.
    - a. Proactively target club drug traffickers and methamphetamine abusers through the Project X Initiative, including increasing public awareness of the problem.
    - b. Develop a narcotics strategy to address all geographical areas of the state.
    - c. Devote resources where appropriate and available to develop narcotics squads to focus on dismantling narcotics distribution organizations.
    - d. Work closely with local governance boards to continue to improve narcotics related enforcement.
  4. Empower our citizens by providing criminal justice information.
    - a. Use Internet communication technologies, traditional media outlets, and Community Policing methods to arm the public with crime and threat information specific to their geographical area.
    - b. Continue to provide sex offender information via the Internet, and explore expanding Internet functionality to include mapping sex offender residency.
    - c. Provide statewide crime and vehicle crash mapping via the Internet.
    - d. Improve the availability of criminal records of individuals who have access to children, i.e. school employees, bus drivers, and coaches.
  5. Decrease teenage driver related fatal crashes and personal injury crashes.
    - a. Enforce Illinois zero tolerance statute to reduce under-age alcohol-related crashes.
    - b. Increase enforcement on routes to and from schools, focusing on contributory factors such as, speeding, seatbelt usage, and improper lane usage.
    - c. Increase enforcement efforts to reduce the sale of alcohol to minors and minors' illegal consumption and possession of alcohol.
    - d. Proactively identify gatherings where underage illegal consumption of alcohol is occurring.
  6. Decrease fatal crashes and personal injury crashes that involve commercial vehicles.
    - a. Target enforcement for commercial motor vehicles crash, focusing on contributory cause factors such as speeding and improper lane usage.
    - b. Conduct motor carrier safety inspections and support other motor carrier safety activities.
    - c. Conduct enforcement details specific to commercial vehicles overweight violations.
  7. Increase seatbelt and child safety seat compliance.
    - a. Aggressively enforce seatbelt and child safety seat violations in high crash rate locations in support of primary seatbelt laws.
    - b. Partner with local agencies to conduct Safety Belt Enforcement Zones in counties on a regular basis incorporating a proactive media strategy.
    - c. Employ emphasis patrols and enforcement zones that focus on the fatal five in conjunction with campaigns such as the IDOT Click it or Ticket mobilization initiative.
  8. Decrease alcohol-related fatal crashes and personal injury crashes.
    - a. Develop strategies to identify high alcohol-related crash areas.
    - b. Target enforcement strategies at high alcohol-related crash rate locations.
    - c. Develop strategies to increase public awareness of the DUI problem.
    - d. Employ emphasis patrols, enforcement zones and roadside safety checks that focus on alcohol-related violations, in conjunction with campaigns such as the IDOT You Drink and Drive, You Lose mobilization initiative.

**Division of Operations (Continued)**

- 9. Coordinate efforts to decrease fatalities and personal injuries in roadway construction zones.
  - a. Provide a leadership role in identifying ways to improve the safety of motorists and construction workers in roadway construction sites.
  - b. Assist Illinois Department of Transportation in identifying construction zone safety concerns.
  - c. Contingent upon available funding, organize efforts with the Illinois Department of Transportation to provide enforcement in and around construction zones.
- 10 Increase the number of ISP sworn officers.
  - a. Complete a comprehensive staffing allocation model.
  - b. Contingent upon funding, conduct an adequate number of cadet classes to meet and maintain sworn staffing requirements.
  - c. Identify sources to increase the number of ISP officers.

**Source of Funds:** General Revenue Fund, Road Fund, State Police DUI Fund, Medicaid Fraud and Abuse Prevention Fund, State Police Motor Vehicle Theft Prevention Trust Fund, Federal Civil Preparedness Administrative Fund, State Asset Forfeiture Fund, Federal Asset Forfeiture Fund, Motor Carrier Safety Inspection 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$227,657.7	\$222,136.8	\$254,278.9	\$223,881.2	\$264,668.8
* Total expenditures - state appropriated funds (in thousands)	\$227,199.1	\$221,884.4	\$254,278.9	\$223,844.5	\$264,668.8
* Average monthly full-time equivalents	2,777.0	2,530.0	2,624.0	2,486.0	2,618.0
<b><u>Output Indicators</u></b>					
* Number of Impaired Driving/Zero Tolerance citations (a)	9,058	9,258	9,545	9,128	9,310
* Number of seatbelt citations (b)	87,477	89,616	100,000	135,773	137,809
* Number of speeding citations (c)	191,929	199,147	196,992	150,828	158,369
* Number of criminal arrests from investigations	5,691	5,401	5,404	5,329	5,409
* Number of investigative cases referred to prosecution (d)	2,944	2,698	2,000	2,643	2,695
<b><u>Outcome Indicators</u></b>					
* Percent observed seatbelt compliance on Interstates, US Highways, and State Routes	79.5 %	85.27 %	79.5 %	87.64 %	100 %
* Statewide percent observed seat belt compliance	70.5 %	76.2 %	77 %	83 %	85 %
* Alcohol-related Fatal Crash Rate on Interstates, US Highways, and State Routes (per 100 million vehicle miles traveled)	.240	.247	.225	.235	.230
* Commercial Vehicle Fatal Crash Rate on Interstates, US Highways, and State Routes (per 100 million vehicle miles traveled)	.172	.142	.170	.188	.170
* Statewide commercial vehicle fatal crash rate	.165	.137	.140	.159	.150
* Fatal Crash Rate on Interstates, US Routes & State Highways (per 100 million vehicle miles traveled)	.762	.713	.750	.770	.743
* ISP personal injury crash rate (per 100 million vehicle miles traveled) (e)	14.86	14.21	14.58	11.34	14.21
* Statewide teen driver fatal crash rate	.135	.159	.162	.149	.150
* Number of drug-related arrests that are ISP or ISP-assisted (includes MEGs and Task Forces)	5,695	5,542	3,874	5,176	5,550
* Percent law enforcement terrorism related inquiries handled within 20 minutes	N/A	53 %	70 %	70 %	75 %
* Percent of homicide cases resulting in one or more arrests (f)	29.5 %	21.3 %	30.3 %	25.9 %	30 %
* Percent of violent crime cases with one or more arrests (g)	25.9 %	25.9 %	26 %	21.8 %	26 %
* Percent of open status investigative cases resulting in arrest	28.7 %	34 %	28.2 %	30.57 %	32 %
* Percent of convicted sex offenders that are registered	82.8 %	83.96 %	100 %	90 %	100 %

**Division of Operations (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>External Benchmarks</u></b>					
* US Total Fatal Crash Rate (per 100 million vehicle miles traveled) (e)	1.35	1.33	N/A	N/A	N/A
* US Total Fatal Crash Rate - alcohol related (per 100 million vehicle miles traveled)	.552	N/A	N/A	N/A	N/A
* US Total Large Truck Fatal Crash Rate (per 100 million vehicle miles traveled) (h)	.160	.162	N/A	N/A	N/A
* Percent of US seatbelt compliance (h)	75 %	N/A	79 %	N/A	N/A
* Sex offender compliance rate (Iowa Division of Criminal Investigations) (h)	N/A	N/A	78 %	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average caseload per investigator	N/A	12.5	14.0	14.7	14.0
* Average cases opened per investigator	20.0	13.4	18.0	15.1	18.0

**Explanation of Changes to Prior Year Data**

- (1) Some fiscal year 2002 and 2003 data has been updated to reflect new data which is currently available.
- (2) Due to program realignment fiscal year 2002 and fiscal year 2003 expenditures have been adjusted.
- (3) Based upon backlogs crash rates are subject to change.

**Footnotes**

- (a) Number of impaired driving/zero tolerance citations issued by ISP officers for driving under the influence of alcohol, having a blood alcohol content of .08 or greater, or for being under the age of 21 and driving under the influence of alcohol.
- (b) Number of ISP issued seatbelt citations for failure to wear a safety belt or violations of the Child Passenger Protection Act.
- (c) Number of ISP issued speeding citations.
- (d) Number of investigative cases prosecuted include ISP and assist cases adjudicated or declined by prosecution.
- (e) Personal injury data is currently backlogged due to the conversion to the mobile data crash reporting system.
- (f) ISP and assist homicide cases no older than two years divided by the number of arrests for homicide offenses on those cases.
- (g) ISP and assist violent crime cases no older than two years divided by the number of arrests for violent crime offenses (murder, criminal sexual assault, robbery, aggravated assault) on those cases.
- (h) External benchmarks based on calendar year -- information for 2004 not yet available.

**Division of Forensic Services**

**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:** 1. Use science and technology to expedite the identification of offenders.

**Objectives:**

- a. Reduce the Offender backlog in CODIS.
- b. Reduce the DNA backlog.
- c. Reduce the backlog in 2-D diagrams in the Forensics Animation and Diagramming Unit.

**Source of Funds:** General Revenue Fund, Road Fund, Capital Development Fund, State Crime Laboratory Fund, State Police DUI Fund, Medicaid Fraud and Abuse Prevention Fund, State Offender DNA Identification System Fund, Illinois State Police Federal Projects Fund, State Police Services Fund

**Statutory Authority:** 20 ILCS 2605/2605-40

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$56,836.7	\$57,546.5	\$61,152.3	\$55,475.7	\$62,757.7
* Total expenditures - state appropriated funds (in thousands)	\$56,836.7	\$57,546.5	\$61,152.3	\$55,475.7	\$62,757.7
* Average monthly full-time equivalents	670.0	606.0	650.0	608.0	642.0
<b><u>Output Indicators</u></b>					
* Number of two-dimensional diagrams completed within 60 days	164.0	202.0	205.0	173.0	240.0
* Number of two-dimensional diagrams completed	421.0	391.0	475.0	341.0	425.0
* Number of crime scene cases responded to within one hour	2,497	2,506	2,614	2,016	2,500
* Number of crime scenes processed	4,846	4,289	5,000	4,198	3,850
* Number of Deoxyribonucleic Acid (DNA) cases worked	2,703	2,253	1,656	2,812	2,442
* Number of forensic cases worked in all disciplines	109,648	107,947	114,000	110,863	110,044
* Number of Short Tandem Repeat (STR) offender samples worked (a)	2,862	3,508	30,000	24,244	75,393
<b><u>Outcome Indicators</u></b>					
* Percent of Crime Scene Investigators certified by the International Association of Identification	70.7 %	50 %	82 %	58.8 %	82 %
* DNA case backlog	319.0	828.0	138.0	175.0	400.0
* Short Tandem Repeat (STR) offender backlog	672.0	24,078	2,500	69,859	17,500
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percent of two-dimensional diagrams completed within 60 days	41.27 %	54.07 %	80 %	58.38 %	80 %
* Percent of crime scenes responded for user agency within an hour	67.64 %	78.65 %	82 %	68.61 %	82 %
* Percent of DNA cases worked in 30 days	35.89 %	40.78 %	75 %	23.19 %	75 %
* Percent of forensic cases worked within 30 days	76.68 %	74.93 %	75 %	72.37 %	75 %
* Percent of offender samples worked in 30 days	6.42 %	0 %	75 %	0.13 %	75 %
* Percent response to crime scene requests	95.86 %	90.58 %	98 %	91.63 %	98 %

**Explanatory Information**

Due to program realignment fiscal year 2002 and fiscal year 2003 expenditures have been adjusted.

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "Number of Deoxyribonucleic Acid (DNA) cases worked" was changed from 2,425 to 2,253. In fiscal year 2004 ISP changed the way DNA cases worked were counted. In order to be consistent from year to year, the fiscal year 2003 data was adjusted.

**Footnotes**

- (a) In August, 2002, legislation was signed that mandated samples be collected from all convicted felons for inclusion in the FBI's computerized DNA database (CODIS). Prior to this expansion, the ISP only received about 1,800 offender samples per year. As a result of this legislation, the ISP anticipates receiving approximately 105,000 samples per year.

**Division of Internal Investigation**

**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:** 1. Expand our focus on ethics.
- Objectives:**
- a. Expand the identification of ethics violations in state government by assigning ISP personnel to the Inspector Generals Office.
  - b. Train representatives from all agencies, boards and commissions under the Governors jurisdiction on ethics and how to prevent, report and investigate alleged employee misconduct.
  - c. Provide ethics training to all cadets and all ISP code and sworn personnel and emphasize the importance of understanding cultural diversity.
  - d. Diligently investigate specified acts or allegations of wrong-doing by ISP personnel and other public servants.
  - e. Continuously review the actions of officers and the content of ethics training to ensure the conduct of officers is in compliance with State law and ISP policy.

**Source of Funds:** General Revenue Fund, State Police Services Fund **Statutory Authority:** 20 ILCS 2605/2605-50

	<b>Fiscal Year 2002 Actual</b>	<b>Fiscal Year 2003 Actual</b>	<b>Fiscal Year 2004 Target/Projected</b>	<b>Fiscal Year 2004 Actual</b>	<b>Fiscal Year 2005 Target/Projected</b>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,222.1	\$2,241.7	\$2,220.0	\$2,098.9	\$2,139.6
* Total expenditures - state appropriated funds (in thousands)	\$2,222.1	\$2,241.7	\$2,220.0	\$2,098.9	\$2,139.6
* Average monthly full-time equivalents	22.0	16.0	24.0	20.0	24.0
<b><u>Output Indicators</u></b>					
* Number of investigative hours saved by use of retirees	7,955	3,900	3,000	1,985	3,000
* Total Division of Internal Investigation cases opened	N/A	477.0	530.0	429.0	528.0
* Number of ethics/integrity events conducted	34.0	17.0	24.0	21.0	24.0
<b><u>Outcome Indicators</u></b>					
* Percent of ISP personal complaints cleared	44.9 %	45.05 %	30 %	46.41 %	30 %
* Percent of random drug tests conducted that were negative	99.92 %	99.62 %	100 %	100 %	100 %
* Percent of ISP employees who completed ethics training	N/A	N/A	100 %	100 %	100 %
* Percent change in substantiated citizen complaints per 1,000 officers.	N/A	N/A	4.6 %	14.6 %	10 %
<b><u>External Benchmarks</u></b>					
* Metropolitan Police (Scotland Yard): number of complaints per 1,000 officers	260.0	248.0	250.0	237.0	250.0
* Metropolitan Police (Scotland Yard) Percent of complaints substantiated	50 %	48 %	50 %	46 %	50 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percent of background investigations completed by retirees	26.48 %	9.9 %	40 %	3.94 %	50 %
<b><u>Explanatory Information</u></b>					

Due to program realignment fiscal year 2002 and fiscal 2003 expenditures have been adjusted.

# PUBLIC SAFETY: ILLINOIS EMERGENCY MANAGEMENT AGENCY

## Illinois Emergency Management Agency (Appropriated Spending in Thousands)

<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Homeland Security Preparedness	\$0.0	0.0	\$19,563.4	4.0
Management and Support	\$0.0	0.0	\$9,833.0	59.0
Disaster Assistance and Preparedness	\$0.0	0.0	\$8,460.0	19.0
Nuclear Facility Safety	\$0.0	0.0	\$6,935.6	49.0
Environmental Safety	\$0.0	0.0	\$4,923.5	31.0
Operations	\$0.0	0.0	\$4,754.5	51.0
Radiation Safety	\$0.0	0.0	\$3,891.3	36.5
<b>Totals</b>	\$0.0	0.0	\$58,361.3	249.5

**Explanatory Notes** The Illinois Emergency Management Agency (IEMA) and the Department of Nuclear Safety (through Executive Order 12 2003) combined functions into one agency during fiscal year 2003. Fiscal year 2003 amounts are not available due to program reorganizations.

## Mission and Organization

The primary responsibility of the Illinois Emergency Management Agency (IEMA) is to better prepare the State of Illinois in emergency management and homeland security from any natural, manmade or technological disasters, hazards, or acts of terrorism. The Illinois Emergency Management Agency (IEMA) is responsible for the coordination, management and administration of the state's emergency management and homeland security resources. IEMA operates a 24-hour communications center, the State Emergency Operations Center, and 14 agency worksites throughout Illinois (Springfield, Mazon, West Chicago, Dixon, Ottawa, Des Plaines, Champaign, Collinsville, Flora, and Marion). Through IEMA, the State Emergency Operations Center (SEOC) acts as lead in crisis/consequence management response and operations to notify, activate, deploy and employ state resources in response to any threat or act of terrorism. IEMA also assists local governments with multi-hazard emergency operations plans and maintains the Illinois Emergency Operations Plan. IEMA is the State Administrative Agency (SAA) for the Homeland Security Grant Program (HSGP) awarded by the United States Department of Homeland Security.

To realize more efficient use of facilities, interoperable communications, and to better coordinate specialized expertise, the Illinois Emergency Management Agency (IEMA) began fiscal year 2004 through consolidation. IEMA and the Department of Nuclear Safety (through Executive Order 12 – 2003) combined functions into one agency consisting of the Bureaus of Disaster Assistance and Preparedness, Environmental Safety, Nuclear Facility Safety, Operations, Radiation Safety, Finance, Personnel, Information Technology and the Illinois Terrorism Task Force (ITTF). Management and Support consists of staff from the Director's Office, Assistant Director's Office, Legal, and Legislative. This consolidation effort has reduced unneces-

sary costs and burdens to the State of Illinois in office space utilization/leasing expenses, simplified the reporting relationships, improved processes for efficiency of operations and effectiveness of services; and increased public accountability.

IEMA's Division of Nuclear Safety (DNS) is responsible for protecting Illinois residents from the potentially harmful effects of ionizing radiation. DNS administers over two dozen programs to protect citizens and the environment, including the nation's most comprehensive monitoring system for the 11 operating nuclear power reactors at six nuclear stations licensed to generate electricity in Illinois; extensive emergency planning and response efforts; training for local responders for response to accidents involving radiation; inspection and escort of spent nuclear fuel shipments; inspection and regulation of 750 radioactive materials licenses, 30,000 x-ray machines in about 10,800 facilities; and the accreditation of 11,000 medical radiation technologists.

The Illinois Terrorism Task Force (ITTF), a working partner within IEMA, develops and helps to implement the state's terrorism preparedness and prevention strategy as an advisory body to the Governor. The Illinois Terrorism Task Force serves as the catalyst for centralized coordination of and communication among various federal, state and local governments in the prevention of terrorism and represents some 60 agencies, trade and professional associations in and out of government. It includes every prevention and response discipline: law enforcement, the fire service, emergency management, and public health, and represents all geographic regions of the state. Serving as an advisory body to the Governor, the task force provides statutory recommendations and guidance on policies, protocol and procedures.

**Homeland Security Preparedness**

**Mission Statement:** Maximize federal, state, and local resources in terrorism preparedness

- Program Goals:** 1. Combine Federal, State, and Local law enforcement, fire, public health and emergency management resources through the Illinois Terrorism Task Force (ITTF) to effectively maximize resources and develop and deploy tiered protective measures and teams.
- Objectives:**
- Develop seven layers of response: three State(Weapons of Mass Destruction Teams, Illinois Medical Emergency Response, and Urban Search & Rescue teams), three Local (Level-A Hazardous Materials, Technical Rescue and Regional Containment teams) and one Federal (National Guard Civil Support team) to improve state-wide capabilities that respond to terrorist events.
  - Provide Personal Protective Equipment (PPE) to 30,000 first responders; enhance regional response capabilities through standardized training and exercises; and mutual aid resources in terrorism prevention and domestic preparedness.
  - Provide interoperable communications: Starcom 21 radios, Illinois Transportable Emergency Communications Systems (ITECS) mobile communication suites, and Illinois Radio Emergency Assistance Channel (I-REACH) transmitters around the state.

**Source of Funds:** General Revenue Fund, Federal Civil Preparedness Administrative Fund **Statutory Authority:** Executive Order 17-2003

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$0	\$0	\$19,563.4	\$19,563.4	\$140,309.9
* Total expenditures - state appropriated funds (in thousands)	\$0	\$0	\$19,563.4	\$19,563.4	\$140,309.9
* Average monthly full-time equivalents	0.0	0.0	4.0	4.0	4.0
<b><u>Outcome Indicators</u></b>					
* Percent of Level A Hazmat teams (45 teams in 19 regions and 30-35 on each team)	N/A	N/A	100 %	93 %	100 %
* Percent of Technical Rescue teams (33 teams in 19 regions and 30 on each team)	N/A	N/A	100 %	84 %	100 %
* Percent of Law Enforcement Regional Containment Teams (8 teams in 19 regions and at least one per team)	N/A	N/A	100 %	66 %	100 %
* Percent of Illinois Medical Emergency Response Teams (IMERT) in operation (8 teams and 100 health care professionals on each team)	N/A	N/A	100 %	50 %	100 %
* Percent of Urban Search & Rescue members trained and equipped	N/A	N/A	100 %	30 %	100 %
* Percent of PPE Equipment Distributions	N/A	N/A	100 %	83 %	100 %
* Percent ITECS Mobile Units distributed (1 unit in 8 counties)	N/A	N/A	100 %	13 %	100 %
* Percent of I-REACH transmitters (1 each in 102 counties)	N/A	N/A	100 %	74 %	100 %

**Radiation Safety**

**Mission Statement:** Reduce radiation risks to individuals and facilities in Illinois from the medical and industrial uses of radioactive materials and radiation producing machines

- Program Goals:** 1. Ensure regulatory compliance of radiation usage to protect public safety
- Objectives:**
- Conduct radioactive material and radon licensing; accreditation of medical radiation technologists; certification of industrial radiographers and mammography facilities; registration of radiation producing machines; registration of laser systems; audit radioactive material general licensees; audit distributors of generally licensed devices; registration of diagnostic imaging specialists and therapeutic radiation physicists; registration of radiation machine service suppliers; and conduct radon presentations, continuing education courses, and radon license examinations and answer public radon inquiry responses
  - Ensure radiation facilities comply with federal and state regulations for safety and quality
    - Conduct inspections to ensure compliance.

**Source of Funds:** Radiation Protection Fund, Indoor Radon Mitigation Fund, Emergency Management Preparedness Fund **Statutory Authority:** 420 ILCS 40

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$0	\$0	\$3,891.3	\$3,891.3	\$4,444.5
* Total expenditures - state appropriated funds (in thousands)	\$0	\$0	\$3,891.3	\$3,891.3	\$4,444.5
* Average monthly full-time equivalents	0.0	0.0	36.5	36.5	40.5
<b><u>Outcome Indicators</u></b>					
* Number of radiation licensing, accreditation, certification & registration performed	N/A	N/A	40,903	40,671	43,703
* Number of radiation facility inspections performed	N/A	0.0	3,530	3,449	3,530

**PUBLIC SAFETY:  
DEPARTMENT OF MILITARY AFFAIRS**

<b>Military Affairs</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Facilities	\$16,448.0	204.0	\$17,008.0	240.0
Lincoln's Challenge Academy	\$8,277.0	0.0	\$8,706.1	0.0
Adjutant General's Office	\$2,296.0	24.0	\$1,593.0	25.0
Illinois Military Family Relief	\$0.0	0.0	\$1,417.0	0.0
<b>Totals</b>	<b>\$27,021.0</b>	<b>228.0</b>	<b>\$28,724.1</b>	<b>265.0</b>

**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 1805) 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 13,200 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 which 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/followership; health, sex education and nutrition; life coping skills; responsible citizenship; and community service.

<b>Facilities</b>					
<b>Mission Statement:</b>	Operate and maintain 53 armories, one state headquarters facility, two outdoor weapons ranges, three training areas, and 43 vehicle storage/maintenance buildings in 47 communities. Three large flying bases are also maintained.				
<b>Program Goals:</b>	1. To provide sufficient facilities to enable the ILNG to be trained and equipped for federal and state missions.				
<b>Objectives:</b>	a. To provide sufficient facilities in a cost effective manner for the ILNG to maintain readiness for federal and state missions.				
<b>Source of Funds:</b>	General Revenue Fund, Federal Support Agreement Revolving Fund, Illinois National Guard Armory Construction Fund		<b>Statutory Authority:</b> 20 ILCS 1805		
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$17,150.0	\$16,448.0	\$35,852.6	\$17,008.0	\$19,939.0
* Total expenditures - state appropriated funds (in thousands)	\$17,150.0	\$16,448.0	\$35,852.6	\$17,008.0	\$19,939.0
* Average monthly full-time equivalents	247.0	204.0	264.0	240.0	240.0
<b><u>Output Indicators</u></b>					
* Number of drill weekends held for Illinois National Guard personnel	12.0	12.0	12.0	12.0	12.0
<b><u>Outcome Indicators</u></b>					
* Number of facilities supported	105.0	105.0	N/A	105.0	105.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per facility (in dollars)	\$163,333.32	\$156,647.40	N/A	\$161,979.00	\$189,898.52

<b>Lincoln's Challenge Academy</b>					
<b>Mission Statement:</b>	To provide residential youth corps program to help high school dropouts earn their GED, improve their life coping skills, and increase employability.				
<b>Program Goals:</b>	1. To prepare LCA attendees for success in the real world.				
<b>Objectives:</b>	a. Have 65% of the LCA graduates obtain their GED. b. Have 100% of the LCA graduates assigned a mentor.				
<b>Source of Funds:</b>	General Revenue Fund, Federal Support Agreement Revolving Fund		<b>Statutory Authority:</b> 20 ILCS 1805		
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$9,108.0	\$8,277.0	\$6,089.7	\$8,706.1	\$9,064.0
* Total expenditures - state appropriated funds (in thousands)	\$9,108.0	\$8,277.0	\$6,089.7	\$8,706.1	\$9,064.0
* Average monthly full-time equivalents	0.0	0.0	169.0	0.0	0.0
<b><u>Output Indicators</u></b>					
* Number of graduates	801.0	761.0	N/A	784.0	650.0
<b><u>Outcome Indicators</u></b>					
* Number of graduates with GED	581.0	476.0	532.0	516.0	422.0
* Number of graduates assigned a mentor	N/A	N/A	N/A	724.0	650.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average cost per graduate (in dollars)	\$10,748.49	\$11,740.81	N/A	\$12,043.11	\$21,478.67
* Percentage of graduates with GED	72.6 %	68.4 %	N/A	66 %	65 %
* Percentage of graduates assigned a mentor	N/A	N/A	N/A	92 %	100 %

**Adjutant General's Office**

**Mission Statement:** To manage the daily operations of the ILNG, be the official channel of communication between the federal government and state regarding military matters, maintain military personnel records, active duty reports, preserve historical military artifacts, and provide military funeral honors.

**Program Goals:** 1. To provide timely and accurate responses and services.  
**Objectives:** a. To provide services in the most cost effective manner possible.

**Source of Funds:** General Revenue Fund, Military Affairs Trust Fund **Statutory Authority:** 20 ILCS 1805

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,590.0	\$2,296.0	\$0	\$1,593.0	\$3,042.0
* Total expenditures - state appropriated funds (in thousands)	\$2,590.0	\$2,296.0	\$0	\$1,593.0	\$3,042.0
* Average monthly full-time equivalents	29.0	24.0	0.0	25.0	25.0
* GRF Appropriation (in dollars)	2,166,600	2,323,000	N/A	\$1,769,600.00	\$1,580,812.00
* Other Funds Appropriation (in dollars)	1,500,000	1,500,000	N/A	\$1,500,000.00	\$90,864.00
<b><u>Output Indicators</u></b>					
* GRF Expenditures (in dollars)	1,873,920	2,115,850	N/A	\$1,502,014.00	\$1,580,812.00
* Other Funds Expenditures (in dollars)	716,089	179,832	N/A	\$90,864.00	\$1,461,200.00
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* % of GRF Appropriation Expended	86.5 %	91 %	N/A	85 %	100 %
* % of Other Funds Appropriation Expended	48 %	12 %	N/A	6 %	100 %

**Illinois Military Family Relief**

**Mission Statement:** Provide grants to families of persons who are members of the Illinois National Guard or Illinois residents who are members of the armed forces of the United States and who have been called to active duty as a result of Sept. 11, 2001 terrorist attacks.

**Program Goals:** 1. To provide grants to eligible military families.  
**Objectives:** a. To provide a minimum grant of \$500 to eligible military families.

**Source of Funds:** Illinois Military Family Relief Fund **Statutory Authority:** 20 ILCS 1805

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$0	\$0	\$0	\$1,417.0	\$5,000.0
* Total expenditures - state appropriated funds (in thousands)	\$0	\$0	\$0	\$1,417.0	\$5,000.0
<b><u>Output Indicators</u></b>					
* Number of grants	0.0	0.0	N/A	2,732	5,000
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Average grant amount (in dollars)	\$0.00	\$0.00	N/A	\$519.00	\$1,000.00
<b><u>Explanatory Information</u></b>					

This program began in fiscal year 2004.

**PUBLIC SAFETY:  
OFFICE OF THE STATE FIRE MARSHAL**

<b>State Fire Marshal</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Fire Prevention	\$5,476.2	31.0	\$2,801.8	27.1
Underground Storage Tank (UST)	\$3,153.0	26.5	\$2,421.8	23.8
General Services	\$2,755.4	28.5	\$2,369.4	23.8
Personnel Standards and Education	\$2,288.0	10.0	\$2,254.2	8.9
Boiler and Pressure Vessel	\$1,990.7	19.0	\$1,714.3	17.7
Arson	\$1,830.1	20.5	\$1,468.1	17.8
Elevator Safety	\$0.0	0.0	\$210.2	1.0
<b>Totals</b>	<b>\$17,493.4</b>	<b>135.5</b>	<b>\$13,239.8</b>	<b>120.1</b>

**Mission and Organization**

The Office of the State Fire Marshal (OSFM) will improve safety by increasing public awareness about fire hazards, public safety codes and fire prevention while also enhancing firefighting and emergency response capabilities to local communities. OSFM personnel are committed to protecting the citizens of Illinois and property from fire and explosions through inspections, investigations, training, education, and statistical fire reports. In keeping with its theme, "In Partnership with the Fire Service to Protect Illinois," the OSFM is committed to working closely with fire service organizations and other proactive groups enabling innovative and increased solutions to fire-related problems around the state allowing for a safer environment in which to live.

The *Division of Fire Prevention* is charged with inspection of state-owned/regulated facilities such as correctional facilities, day care homes and centers, state and county fairs, race tracks, permanently moored vessels, residential facility programs, above-ground storage tanks and self-serve gas stations. The division also licenses Sprinkler Contractors, Fire Equipment Distributors and the Pyrotechnic industry. They are also responsible for plan review for compliance of the Life Safety Code to ensure adherence to all regulations, including the inspection of facilities used for the manufacture, storage and sale of fireworks.

The *Arson Division* investigates suspicious fires and explosions throughout the state. Arson investigators are sworn peace officers authorized to interview witnesses, collect evidence, make arrests and appear in court. Accelerant-detecting Canine teams are available to lead investigators to locations where minute traces of

accelerants may be used in fires. Physical samples are then collected, analyzed and confirmed in special laboratories.

The *Division of Boiler and Pressure Vessel Safety* regulates the construction, installation, operation, inspection and repair of boilers and pressure vessels throughout the state to safeguard Illinois citizens from the potential risks and hazards involved with the extensive usage of boilers and pressure vessels. Currently, there are over 100,000 boilers and pressure vessels registered and inspected on a routine basis by authorized commissioned inspectors.

The Elevator Safety and Regulation Act (PA 92-0873), of 2003 pertains to conveyances located inside structures around the state, requiring the design, construction, operation, inspection, testing, maintenance, alteration and repair of elevators, dumbwaiters, escalators, moving sidewalks, platform lifts, stairway chairlifts, and automated people conveyances be in accordance with all applicable statutes and rules. The *Elevator Safety Division* is responsible for implementing and enforcing state required mandates and regulations through inspections, registrations, certifications and licensing of Illinois conveyances.

The *Division of Personnel Standards and Education* (PS&E) is responsible for assisting local governments to improve the levels of education and training standards offered to local firefighters. This division administers a program of training and certification for over 40,000 Illinois firefighters. The Division of PS&E also disperses the Grants-in-Aid Program for reimbursement of firefighter training costs.

The *Division of Petroleum and Chemical Safety* (DPCS) is responsible for regulating thousands of underground storage tanks (USTs) containing petroleum or other hazardous chemical substances to ensure the protection and safety of public health and the environment. Activities of the division include issuing permits for underground and aboveground storage tanks; self-service and unattended self-service certificates; licensing of contractors to perform UST work; eligibility and deductibility determinations of leaking USTs; inspections of all permitted activity and conducting a triennial certification audit inspection of all active facilities.

The Fire Equipment Exchange Program, established in fiscal year 2004, as a result of the House Task

Force Committee on Fire Protection Funding, allows Illinois fire departments to distribute excess equipment to other departments having a need for specific equipment. Thus far, more than 50 departments have donated their surplus equipment and just as many have benefited from the program. Additionally, in fiscal year 2004 the Zero Percent Fire Truck Revolving Loan Program was established. This program provided \$10 million dollars to be loaned to the neediest fire departments throughout the state in order for them to purchase fire apparatus. The program garnered 237 applications totaling \$45.7 in requests. Sixty-three fire departments will share in the allotted \$10 million.

**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, 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, 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 LP-gas tank 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. 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 mutual aide contact in response to emergencies.

**Source of Funds:** Fire Prevention Fund

**Statutory Authority:** 225 ILCS, 425 ILCS, 430 ILCS

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - state appropriated funds (in thousands)	\$3,847.8	\$5,476.2	\$3,783.4	\$2,801.8	\$4,363.0
* Average monthly full-time equivalents	39.0	31.0	33.5	27.1	46.0
<b><u>Output Indicators</u></b>					
* Total number of fire prevention inspections conducted	19,907	19,915	11,400	13,545	11,000
* Total number of building plans, fire suppression and detection plans reviewed	741.0	703.0	700.0	300.0	350.0
* Total number of employee training-hours delivered to fire prevention personnel	2,407	528.0	520.0	505.5	1,500
<b><u>Outcome Indicators</u></b>					
* 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 %

## Underground Storage Tank (UST)

<b>Mission Statement:</b>	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.	
<b>Program Goals: Objectives:</b>	<ol style="list-style-type: none"> <li>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. <ol style="list-style-type: none"> <li>a. Perform an accurate administrative review through use of current computer records.</li> <li>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.).</li> <li>c. Provide a process for contractor access to select information on the division database.</li> <li>d. Initiate the development processes for the electronic transfer of funds for the payment of permitting, registration and licensing fees.</li> </ol> </li> <li>2. Support the DPCS Mission by the accurate and timely processing of all technical permits in 20 working days or less. <ol style="list-style-type: none"> <li>a. Answer technical questions concerning USTs and division statutory and regulatory requirements.</li> <li>b. Ensure quality through quarterly staff training in the technical aspects of permitting.</li> <li>c. Develop the use of e-mail as a vehicle for permit communications with contractors for receipts, issuance and field inspector communication.</li> <li>d. Conduct regular outreach to contractors and owner/operators regarding compliance issues and the latest advances in UST technology.</li> </ol> </li> <li>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. <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>d. Secure UST Facility File data transmission capacity for field staff interface with the DPCS UST database.</li> </ol> </li> <li>4. Develop and implement a comprehensive Compliance/Enforcement program to insure the safe operation of UST Systems and work on those systems. <ol style="list-style-type: none"> <li>a. Continue to implement the Notice of Violation (NOV) program dealing with non-compliance at UST facilities in such a form to maximize the compliance level of UST systems in Illinois. (a)</li> <li>b. Continue to implement the Contractor Notice of Violation (CNOV) program dealing with contractor violations of operating rules and procedures and work with UST stakeholders to develop a penalty process in 2004. (b)</li> </ol> </li> <li>5. Support the DPCS Mission by processing all eligibility requests in 60 days or less with an internal target of 40 days.</li> <li>6. Support the DPCS Mission by providing contemporary, efficient and effective two-way communication with the UST users and regulators. <ol style="list-style-type: none"> <li>a. Conduct industry group meetings for the purpose of exchange of ideas and information on UST issues in Illinois on a quarterly basis.</li> <li>b. Produce a biannual DPCS UST ALERT newsletter for the UST community in Illinois.</li> <li>c. Meet quarterly with the Chicago Department of Environment and Chicago Fire Department to insure smooth consistent operation of the UST activity in Chicago.</li> </ol> </li> <li>7. Provide 24 hour a day seven days a week (24-7) emergency response capability for the State of Illinois regarding UST. <ol style="list-style-type: none"> <li>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.</li> <li>b. Initiate an outreach program designed to familiarize municipalities of the assistance available from DPCS when they face UST emergencies.</li> <li>c. Provide staff support for the State Emergency Operations Center on request.</li> </ol> </li> </ol>	
<b>Source of Funds:</b>	Underground Storage Tank Fund, Emergency Response Reimbursement Fund, Fire Prevention Division Fund	<b>Statutory Authority:</b> 415 ILCS, 430 ILCS, 225 ILCS

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$3,144.5	\$3,153.0	\$3,219.3	\$2,421.8	\$3,446.4
* Total expenditures - state appropriated funds (in thousands)	\$3,144.5	\$3,153.0	\$3,219.3	\$2,421.8	\$3,446.4
* Average monthly full-time equivalents	30.0	26.5	25.0	23.8	29.0
<b><u>Output Indicators</u></b>					
* Number of active USTs in the State of Illinois	22,739	24,044	24,250	21,731	19,000
* Total number of UST tanks maintained	105,116	106,727	107,000	107,972	108,000
* UST facility inspections	11,708	9,226	9,600	7,986	9,000
* Installation, upgrade and removal permits issued to contractors for UST work	3,688	2,164	3,000	1,899	2,000
* Eligibility applications received	434.0	426.0	500.0	379.0	400.0
* Number of aboveground and self-service gasoline station plan reviews	N/A	N/A	N/A	282.0	500.0

**Underground Storage Tank (UST) (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Outcome Indicators</u></b>					
* Percent of UST inspected for compliance annually in Illinois	33 %	33 %	33 %	33 %	33 %
* Percent of technical permits issued within 20 days of receipt or less	99 %	99.8 %	100 %	99.5 %	100 %
* Percent of UST owners/operators notified within 40 days of eligibility for Leaking Underground Storage Tank (LUST) Fund eligibility (c)	100 %	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 accessibility 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 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 know

**Source of Funds:** Fire Prevention Fund

**Statutory Authority:** 50 ILCS 740, 425 ILCS 25/6

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - state appropriated funds (in thousands)	\$2,250.8	\$2,288.0	\$2,340.3	\$2,254.2	\$2,998.0
* Average monthly full-time equivalents	8.0	10.0	11.0	8.9	11.0
<b><u>Output Indicators</u></b>					
* Total number of fire departments served	1,260	673.0	740.0	698.0	767.0
* Number of fire fighter exams given	17,334	13,413	14,083	11,819	12,410
* Number of fire fighter certifications issued	8,267	9,088	9,996	9,278	9,742
* Number of courses established for certification	44.0	65.0	70.0	43.0	45.0
* Number of fire department training reimbursement claims processed	4,005	4,242	4,666	2,457	2,580
<b><u>Outcome Indicators</u></b>					
* Percent of instances where at least seventy percent of fire departments and districts reported (a)	73 %	70 %	75 %	84 %	84.0

**Footnotes**

- (a) Fire departments will report fire incidents, death, injury, and property loss under the National Fire Incident Reporting Systems (NFIRS).

**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 administrative 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 receipt 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 Certificates 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - state appropriated funds (in thousands)	\$2,037.0	\$1,990.7	\$2,127.9	\$1,714.3	\$2,393.5
* Average monthly full-time equivalents	21.0	19.0	18.0	17.7	22.0
<b><u>Output Indicators</u></b>					
* Total number of active boilers and pressure vessels requiring inspections	102,157	102,350	102,550	101,856	101,500
* Total number of inspections performed	40,256	40,811	37,205	44,110	44,000
<b><u>Outcome Indicators</u></b>					
* Number of violations per 100 inspections in Illinois	5.6	5.0	5.0	5.0	5.0
* Percentage of boiler and pressure vessels that are past due for an inspection to determine whether they are in compliance with Illinois statute and administrative rules	10.8 %	12 %	12 %	11 %	10 %
* Violations reported and corrected within 60 days of the inspection by boiler safety specialist	88 %	100 %	100 %	100 %	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 suspected 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 trained and certified arson investigators who are geographically 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 requirements.
    - 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 department
    - 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 and injuries. Insurance industry representatives have been appointed to standing agency committees.
    - a. Maintain an effective relationship with the insurance industry as a partner in the mission to reduce fires and the resultant deaths and injuries.
    - 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,810.9	\$1,830.1	\$1,822.3	\$1,468.1	\$1,816.3
* Total expenditures - state appropriated funds (in thousands)	\$1,810.9	\$1,830.1	\$1,822.3	\$1,468.1	\$1,816.3
* Average monthly full-time equivalents	21.0	20.5	20.0	17.8	19.0
<b><u>Output Indicators</u></b>					
* Arson arrests	136.0	101.0	50.0	146.0	154.0
* Arson awareness & identification workshops for volunteers	17.0	27.0	24.0	20.0	20.0
* Agency sponsored in-service training for agency investigators and fire department and/or law enforcement personnel	6.0	18.0	24.0	22.0	24.0
* 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	85 %	33 %	100 %	100 %	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	1,082	1,008	1,000	1,064	1,080
* Canine investigations	170.0	138.0	120.0	116.0	130.0
<b><u>Outcome Indicators</u></b>					
* Provide local fire departments with Arson Investigator response in 36 hours or less	100 %	100 %	100 %	100 %	100 %

# PUBLIC SAFETY: LAW ENFORCEMENT TRAINING AND STANDARDS BOARD

<b>Illinois Law Enforcement Training and Standards Board</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Law Enforcement Training	\$12,579.5	24.5	\$12,139.7	25.0
<b>Totals</b>	<b>\$12,579.5</b>	<b>24.5</b>	<b>\$12,139.7</b>	<b>25.0</b>

## Mission and Organization

The Illinois Police Training Act (Act) created the Board in 1965. As subsequently amended, the Act charges the Board with the responsibility of maintaining and enhancing the level of local law enforcement and related support personnel training. 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 2004 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 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 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.

**Input Indicators:** The amount of funding allocated by the Board was \$3,124.2 thousand.

**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 \$3,750 to \$1,570. It is for that reason that the Board looks at costs over time rather than from year to year. In fiscal year 2004 individual academy tuitions were 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 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 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.

**Input Indicators:** The amount of funding allocated by the Board was \$777.5 thousand.

**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 that whose costs range from \$2,114 to \$441. It is for that reason that the Board looks at costs over time rather than from year to year.

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**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 \$4,049.6 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 opportunities.

**Source of Funds:** Traffic and Criminal Conviction Surcharge Fund

**Statutory Authority:** 50 ILCS 705/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$14,345.7	\$14,398.1	\$16,976.5	\$14,248.3	\$15,057.8
* Total expenditures - state appropriated funds (in thousands)	\$12,760.3	\$12,579.5	\$14,630.7	\$12,139.7	\$13,413.8
* Average monthly full-time equivalents	24.0	24.5	25.0	25.0	26.0
<b><u>Output Indicators</u></b>					
* Number of law enforcement officers completing mandated basic training	1,888	1,278	1,920	1,313	1,720
* Number of county corrections officers completing mandated basic training	586.0	636.0	800.0	658.0	900.0
* Number of public safety personnel trained utilizing in-service training delivery system	49,773	53,887	52,600	47,758	50,000
<b><u>Outcome Indicators</u></b>					
* Percent of statutorily maximum reimbursement returned to law enforcement and county corrections agencies	100 %	100 %	100 %	100 %	100 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Reimbursement cost per law enforcement officer trained (in dollars)	\$2,534.00	\$2,493.00	\$2,700.00	\$2,536.00	\$2,700.00
* Reimbursement cost per county corrections officer trained (in dollars)	\$1,458.00	\$1,100.00	\$1,325.00	\$1,224.00	\$1,325.00
* Cost per training manhour for in-service training delivery program (in dollars)	\$6.47	\$7.19	\$7.00	\$7.11	\$7.50

# PUBLIC SAFETY: PRISONER REVIEW BOARD

<b>Prisoner Review Board</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Inmate and Victim Hearings	\$1,401.7	22.2	\$1,312.0	21.0
<b>Totals</b>	<b>\$1,401.7</b>	<b>22.2</b>	<b>\$1,312.0</b>	<b>21.0</b>

## 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 Illinois 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 the 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 have 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 victim's families before the Board.

**Inmate and Victim Hearings**

**Mission Statement:** The Illinois Prisoner Review Board's mission is to function under statutory authority as a quasi-judicial body with a primary focus on public safety. It further acts as a check and balance on other state and local institutions. The Board imposes release conditions for incarcerated individuals who are exiting penal facilities, revokes and restores good conduct credits from inmates, and conducts hearings to determine whether parolees have violated conditions of parole. Also, it notifies victims and their families when an inmate is about to be released from custody. The Board makes recommendations to the Governor relative to clemency petitions.

- Program Goals:**
- Objectives:**
1. For crimes that occurred prior to 1978, 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. Notify victims, family members and interested parties of an inmate's release.
    - a. Protect victims by notification of inmates' release from incarceration.
  3. Conduct Parole, Mandatory Supervised Release, Good Conduct revocation and Clemency Hearings. All which are mandated by law.
    - a. To have the budget dollars available to be able to meet the hearing mandates
  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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,443.9	\$1,401.7	\$1,442.0	\$1,312.0	\$1,333.0
* Total expenditures - state appropriated funds (in thousands)	\$1,443.9	\$1,401.7	\$1,442.0	\$1,312.0	\$1,333.0
* Average monthly full-time equivalents	25.0	22.2	22.8	21.0	20.0
* Number of Board members to conduct hearings	14.0	15.0	15.0	15.0	15.0
<b><u>Output Indicators</u></b>					
* Parole hearings conducted	345.0	249.0	199.0	200.0	175.0
* Pre-release review hearings conducted	30,210	25,909	28,500	26,112	26,000
* Good conduct revocation hearings held	6,018	4,817	5,418	3,630	3,750
* Mandatory supervised release revocation hearings conducted	14,299	12,205	13,252	13,769	13,800
* All other hearings conducted	4,270	4,132	4,250	8,107	8,107
* Clemency hearings conducted	380.0	871.0	812.0	825.0	835.0
<b><u>Outcome Indicators</u></b>					
* Parole requests granted	16.0	9.0	12.0	6.0	18.0
* Good conduct credits approved	4,579	3,269	3,469	2,231	2,225
* Mandatory supervised release Revocations revoked	10,701	9,847	9,890	10,825	11,000
* Clemency hearings granted by the Governor	28.0	109.0	50.0	3.0	50.0
<b><u>External Benchmarks</u></b>					
* Illinois' ranking among states in number of mandatory supervised release hearings performed	4.0	4.0	4.0	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per hearing (in dollars)	\$25.25	\$29.09	\$27.50	\$24.93	\$25.80

**Explanation of Changes to Prior Year Data**

- (1) The 2003 value for "All other hearings conducted" was changed from (the agency added "cases revised/amended" and "cases continued" to the statistics) because of the increased volume of board actions required.
- (2) The 2003 value for "Illinois' ranking among states in number of mandatory supervised release hearings performed" was changed because the International Paroling Authority was only able to collect information from 29 states in the United States. The Prisoner Review Board was not able to complete the external benchmark.

# ENVIRONMENT AND BUSINESS REGULATION

## PART 1: ENVIRONMENT

Environment Expenditures (Appropriated Spending in Thousands)			
Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
Environmental Protection Agency	\$506,401.3	\$590,310.0	16.6%
Pollution Control Board	\$2,286.2	---	NA
Department of Natural Resources	\$326,297.6	\$284,600.5	-12.8%
Drycleaner Council	\$2,396.5	\$3,439.0	43.5%
Environmental Protection Trust Fund Commission	\$2,995.0	\$0.0	-100.0%
<b>TOTAL</b>	<b>\$840,376.6</b>	<b>\$878,349.5</b>	<b>4.5%</b>

*Numbers may not add due to rounding*

*In fiscal year 2004, the Pollution Control Board was merged with the Environmental Protection Agency.*

Illinois State Parks and Recreation Areas							
	1990	1995	2000	2001	2002	2003	2004
Illinois Acreage (thousands of acres)	393.3	409.3	402.3	417.5	440.5	450.8	455.0
Number of visitors (in millions)	39.8	40.0	43.5	43.2	41.8	43.8	41.0
Percent of highly satisfied visitors (per parks survey)	N/A	N/A	90.0%	89.0%	92.3%	89.1%	87.0%

*Source: Illinois Department of Natural Resources*

Protecting Illinois' Natural Areas						
	1999	2000	2001	2002	2003	2004
Protected natural area acreage	58,550	63,821	66,649	71,163	76,179	82,957
Number of protected natural areas	436	465	485	508	535	557

*Source: Department of Natural Resources*

# ENVIRONMENT AND BUSINESS REGULATION: PART 1

## ENVIRONMENTAL PROTECTION AGENCY

<b>Environmental Protection Agency</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Clean Water	\$265,443.9	374.0	\$381,541.8	398.0
Clean Land	\$158,166.4	441.0	\$131,163.0	452.0
Clean Air	\$82,790.2	338.0	\$77,605.2	351.0
<b>Totals</b>	<b>\$506,400.5</b>	<b>1,153.0</b>	<b>\$590,310.0</b>	<b>1,201.0</b>

### 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 2004 the IEPA expended \$590.3 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 1,201 people in fiscal year 2004, including engineers, biologists, attorneys and other professionals with skills necessary to carry out the functions of the agency.

Activities of the agency include issuing permits for air, land and water to restrict pollutants 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 nonattainment areas. The IEPA also administers grants and loans to local governments for wastewater and drinking water treatment facilities and for brown-fields 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. Implement programs to sustain designated uses of streams, lakes, and groundwater.
    - a. Protect and maintain existing high quality waters.
    - b. Eliminate use impairments in Illinois waters with identified problems.
    - c. By 2005, reduce water segments impacted by nonpoint source pollution by 20% from 1999 levels.
    - d. Promote nutrient management practices.
    - e. Work toward science-based standards (nutrients, bacteria, dissolved oxygen, sulfate) and more accurate use classifications.
    - f. Address non-continuous but recurring pollutant discharges related to wet weather conditions.
    - g. Develop a permit program for surface-discharging septic systems.
  2. Ensure that public water supply systems provide water that is consistently safe to drink.
    - a. Reduce the population served by community water supplies with violations of drinking water standards to less than 5% by 2005.
    - b. Work toward enhancing rules for groundwater protection, source water protection, and wellhead protection areas.
  3. Protect and restore Lake Michigan.
    - a. Maintain the percentage of open shoreline miles in Good condition.
  4. Reduce mercury in the Illinois environment.
    - a. Identify release reduction opportunities in current and new programs.
    - b. Implement reduction programs.
    - c. Identify and assess current levels of mercury in the Illinois water environment.
    - d. Complete power plant mercury reduction study.
  5. Move from Facility Planning to watershed protection.
    - a. Develop 25 Total Maximum Daily Loads (TMDLs) for waters that fail to meet the use for which they have been designated.
    - b. Align IEPA program activities on a watershed basis.
    - c. Pilot a watershed management approach in the Kishwaukee and Green River watersheds.
    - d. Foster local watershed management planning.

**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, Illinois Clean Water Fund, Hazardous Waste Fund, Environmental Protection Permit and Inspection Fund, Build Illinois Bond Fund

**Statutory Authority:** 415 ILCS 5/1 et seq.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$303,878.4	\$265,768.5	\$964,420.4	\$382,089.7	\$1,053,459.6
* Total expenditures - state appropriated funds (in thousands)	\$303,582.4	\$265,443.9	\$964,127.3	\$381,541.8	\$1,052,652.6
* Average monthly full-time equivalents	425.0	374.0	435.0	398.0	433.0
<b><u>Output Indicators</u></b>					
* Drinking water permits issued	5,181	4,946	5,000	5,337	5,000
* Wastewater permits issued	3,263	3,996	3,800	5,060	4,500
* Drinking water facilities inspected	466.0	616.0	550.0	579.0	550.0
* Wastewater facilities inspected	1,047	872.0	800.0	859.0	800.0
* Infrastructure grants	7.0	5.0	5.0	2.0	2.0
* Wastewater loans	16.0	23.0	30.0	12.0	20.0
* Drinking water loans	21.0	41.0	35.0	37.0	35.0
* Non-point source control projects	20.0	20.0	25.0	26.0	20.0
* Lake restoration/protection grants (a)	9.0	12.0	11.0	13.0	0.0
<b><u>Outcome Indicators</u></b>					
* Good quality groundwater	N/A	74 %	77 %	77 %	77 %
* Good water quality in streams	N/A	64 %	65 %	62 %	65 %
* Good water quality in lakes	N/A	40 %	40 %	41 %	40 %
* Percent of compliant major dischargers	N/A	97 %	96 %	98 %	96 %
* Safe drinking water from community water supplies	N/A	93 %	95 %	93 %	95 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per facility permitted (in dollars)	\$807.00	\$826.00	\$825.00	\$978.00	\$1,000.00
<b><u>Explanatory Information</u></b>					
The Differences in the Clean Water program's fiscal year 2005 input targets and the fiscal year 2004 actuals reflect appropriations and re-appropriations for fiscal year 2005 and actual cash flow expenditures for fiscal 2004 for the wastewater and drinking water loan programs. The appropriations reflect the full obligation of the loans, but the expenditures occur over multiple fiscal years and thus, the expenditures each fiscal year are much lower than the appropriations. The PAP reports have reflected the same expenditure and target levels for the past several years.					
<b><u>Footnotes</u></b>					
(a) The target of "0" for the Lake restoration/protection grants for fiscal year 2005 is due to no new funding from Conservation 2000 for this program. The agency anticipates funding for this program to be available again in fiscal year 2006.					

**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. Ensure that hazardous and nonhazardous wastes are managed in an environmentally sound manner.
  - a. Review and evaluate permit applications for hazardous, non-hazardous and special waste management facilities.
  - b. Complete closure of all inactive waste management units.
  - c. Review permitted groundwater monitoring programs, interpret groundwater standards, and offer assistance concerning impacts on groundwater.
  - d. Perform compliance inspections at waste generating facilities.
2. Encourage the recycling and recovery of waste materials.
  - a. Oversee a cleanup program for used tires.
  - b. Administer household hazardous waste collection programs with local governments and waste collections with K-12 schools.
  - c. Seek authority to allow reuse of waste in innovative non-regulated ways.
  - d. Implement Responsible Ideas for Disposal (RID).
3. Clean up sites with environmental releases.
  - a. Investigate, reduce, eliminate, and manage impacts of contaminated land and contaminated groundwater.
  - b. Provide opportunities for the cleanup and reuse of brownfields.
  - c. Clean up abandoned landfills.
  - d. Pursue insurance recovery for abandoned waste sites; target sites to be referred to the Attorney General.
  - e. Explore remediation of abandoned schools with environmental hazards.

**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, Anti-Pollution 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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$111,037.1	\$158,490.9	\$226,371.3	\$131,810.3	\$184,672.6
* Total expenditures - state appropriated funds (in thousands)	\$110,741.2	\$158,166.4	\$226,040.9	\$131,163.0	\$183,738.4
* Average monthly full-time equivalents	472.0	441.0	457.0	452.0	467.0
<b><u>Output Indicators</u></b>					
* Facility permits issued	741.0	649.0	600.0	649.0	625.0
* Facilities inspected	5,055	4,340	4,700	4,727	4,800
* Solid waste administrative citations	47.0	24.0	50.0	65.0	50.0
* Superfund constructions completed	3.0	1.0	3.0	2.0	3.0
* State cleanup projects completed	3.0	7.0	6.0	6.0	12.0
* Household hazardous waste collections	34.0	26.0	34.0	39.0	35.0
* LUST (Leaking Underground Storage Tanks) incidents reported	702.0	581.0	450.0	633.0	600.0
<b><u>Outcome Indicators</u></b>					
* Permit efficiencies	0 %	97 %	95 %	97 %	95 %
* Waste facilities in corrective action	N/A	45 %	45 %	45 %	45 %
* Waste diverted from landfills by household hazardous waste collections (measured in drums)	N/A	8,196	7,300	8,879	7,500
* Waste diverted from landfills by tire collections (measured in tons)	N/A	9,666	11,000	9,129	10,000
* Land remediated (measured in acres)	0.0	2,918	9,100	7,798	3,000
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per household hazardous waste collection (in dollars)	\$56,498.00	\$51,845.00	\$56,000.00	\$49,900.00	\$50,000.00
* Cost per facility permitted (in dollars)	\$6,500.00	\$6,400.00	\$6,600.00	\$5,700.00	\$6,000.00

**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. Ensure that all federal and state air quality standards are being achieved.
    - a. Issue permits; conduct inspections, compliance activities, and air monitoring; and track air quality trends.
    - b. Assess the status of air quality through data collection, modeling and analysis.
  2. Implement air pollution control strategies to reduce industrial emissions.
    - a. Provide recommendations on appropriate emissions limits for power plants to the General Assembly.
    - b. Tighten power plant emission limits by establishing requirements necessary to meet federal and state standards.
    - c. Promote clean coal technologies and encourage the development of new clean coal energy plants.
  3. Reduce emissions from mobile sources (i.e., transportation) that impact air quality in the state.
    - a. Continue and expand Illinois Drive Green programs to reduce mobile source emissions.
    - b. Reduce emissions from diesel school buses.
    - c. Educate school administrators and bus drivers about reducing emissions from diesel school buses.
    - d. Encourage use of pollution control retrofit devices, construction equipment on IDOT projects, and other diesel vehicles.
    - e. Promote clean burning alternate fuels.
    - f. Design, develop, implement, and maintain an effective and efficient vehicle emissions testing program.

**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.

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$79,434.9	\$83,114.7	\$99,463.0	\$78,116.4	\$102,115.5
* Total expenditures - state appropriated funds (in thousands)	\$79,138.9	\$82,790.2	\$99,191.5	\$77,605.2	\$101,359.0
* Average monthly full-time equivalents	380.0	338.0	371.0	351.0	373.0
<b><u>Output Indicators</u></b>					
* Number of permits issued to non-Title V sources	2,387	2,326	2,400	1,020	1,100
* Number of initial vehicle emission tests performed	2,034,430	2,091,897	2,000,000	2,083,930	2,150,000
* Number of pollutant emitting facilities inspected	2,350	2,350	2,200	2,149	2,200
* Number of permits issued to large pollutant emitting facilities (Title V) for the operation of such facilities	882.0	769.0	670.0	237.0	200.0
<b><u>Outcome Indicators</u></b>					
* Customer service survey for vehicle emissions test program	N/A	N/A	N/A	4.68 %	4.5 %
* Reduce pollution from diesel school buses (in pounds)	N/A	N/A	N/A	12,171	15,279
* Air quality conditions in Chicago (percent healthy days)	N/A	N/A	97 %	98 %	97 %
* Air quality conditions in St. Louis area (percent healthy days)	N/A	N/A	95 %	98 %	95 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost of inspecting and permitting each small (non-Title V) pollutant-emitting facility (in dollars)	\$1,496.00	\$942.00	\$1,200.00	\$3,494.00	\$4,778.00
* Cost of inspecting and permitting each large (Title V) pollutant-emitting facility (in dollars)	\$9,002.00	\$9,045.00	\$13,500.00	\$13,932.00	\$12,409.00
* Cost per vehicle tested in the Chicagoland and Metro-East areas to ensure compliance with state and federal air quality standards (in dollars)	\$27.00	\$28.00	\$30.00	\$25.00	\$28.00

# ENVIRONMENT AND BUSINESS REGULATION: PART 1

## DEPARTMENT OF NATURAL RESOURCES

<b>Natural Resources</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Natural and Cultural Resource Protection	\$153,800.6	706.0	\$140,186.2	752.0
Resource-Compatible Recreation	\$112,550.8	808.0	\$82,979.2	819.0
Science, Education and Culture	\$45,495.1	482.0	\$48,130.7	462.0
Resource-Related Public Safety	\$14,451.1	153.0	\$13,304.4	155.0
<b>Totals</b>	<b>\$326,297.6</b>	<b>2,149.0</b>	<b>\$284,600.5</b>	<b>2,188.0</b>

### 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, further the public's understanding and appreciation of those resources, and promote the education, science and public safety of our natural resources for present and future generations. DNR manages over 313 sites totaling more than 488,000 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 a 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 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:** The mission of the Illinois Department of Natural Resources is to manage, protect, and sustain Illinois' natural and cultural resources, further the public's understanding and appreciation of those resources, and promote the education, science and public safety of our natural 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, Abandoned Mined Lands Reclamation Council Federal Trust

**Statutory Authority:** 20 ILCS 801-880 and others

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$177,419.4	\$154,453.4	\$206,680.0	\$142,613.2	\$241,834.4
* Total expenditures - state appropriated funds (in thousands)	\$177,010.0	\$153,800.6	\$204,447.0	\$140,186.2	\$241,834.4
* Average monthly full-time equivalents	870.0	706.0	780.0	752.0	680.0
<b><u>Output Indicators</u></b>					
* Number of acres reforested	68,746	24,567	30,000	22,657	18,000
* Number of protected natural areas	508.0	535.0	560.0	557.0	585.0
* Number of Ecosystem Partnerships designated	39.0	39.0	40.0	41.0	42.0
* Number of acres annually enrolled in Conservation Reserve and Enhancement Program (CREP) (a)	31,524	4,696	10,000	666.4	20,000
* Amount of seedlings produced for reforestation	4,591,000	3,556,225	4,200,000	3,938,150	3,800,000
* Coal mine reclamation inspections performed	1,410	1,278	1,175	1,225	1,200
* Number of abandoned mine lands sites reclaimed	26.0	21.0	22.0	22.0	30.0
* Number of oil/gas field inspections	19,943	16,195	16,000	16,967	16,000
* Number of oil/gas permits issued	5,456	3,257	4,250	3,438	4,000
* Number of landowners receiving technical assistance with resource management	N/A	41,393	46,500	34,598	35,000
<b><u>Outcome Indicators</u></b>					
* Percent of the state covered by Ecosystem Partnerships (b)	82 %	82 %	84 %	85 %	87 %
* Tons of carbon removed from the atmosphere by reforestation (c)	59,621	22,110	26,000	20,391	18,000
* Conservation Reserve and Enhancement Program (CREP) enrollment percentage (a)	45.5 %	47.5 %	52 %	47.8 %	56 %
* Number of deer harvested	152,500	159,500	165,000	169,000	175,000
* Protected natural area acreage	71,163	76,179	81,200	82,957	90,000
* Acquired land (acres)	23,267	9,209	4,900	2,071	3,500
* Acres of abandoned mine land reclaimed	232.0	33.0	140.0	250.0	250.0
* Number of oil/gas wells plugged or restored	383.0	528.0	500.0	278.0	500.0
* Number of new acres protected by resource management plans	N/A	719,980	800,000	632,147	630,000

**Explanation of Changes to Prior Year Data**

(1) The 2003 value for "Acquired land (acres)" was changed from (10,072) because of an error in the Realty database that has been corrected.

**Footnotes**

- (a) CREP is a federal/state partnership to assist landowners to protect 232,000 acres along the Illinois River. The indicator reflects 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.

**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, Wildlife Prairie Park Fund, Illinois and Michigan Canal 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$116,507.2	\$112,613.4	\$113,236.0	\$82,981.5	\$210,574.5
* Total expenditures - state appropriated funds (in thousands)	\$116,476.0	\$112,550.8	\$113,186.0	\$82,979.2	\$210,574.5
* Average monthly full-time equivalents	945.0	808.0	841.0	819.0	780.0
<b><u>Output Indicators</u></b>					
* Acreage owned and managed	440,465	450,814	455,714	456,039	459,500
* Number of camper days (a)	1,277,340	1,248,960	1,300,000	1,365,910	1,365,000
* Number of grants awarded (b)	166.0	122.0	87.0	110.0	115.0
* Total dollar amount of grants awarded (in thousands) (b)	\$48,081.0	\$41,520.4	\$24,500.0	\$26,934.8	\$27,385.0
* Number of fishing licenses issued (c)	793,034	743,947	721,600	754,767	755,000
* Number of hunting licenses issued (c)	326,570	318,164	315,000	321,998	323,000
* Site attendance	41,781,000	43,819,584	43,000,000	41,086,927	41,100,000
* Number of deer permits issued (d)	565,955	572,636	580,000	558,182	570,000
* Number of fish produced and stocked	58,118,800	43,481,528	44,000,000	38,282,826	38,000,000
* Total number of active registered boats (e)	401,190	399,384	398,000	396,988	396,000
<b><u>Outcome Indicators</u></b>					
* Miles of bike trails acquired/developed through grants	84.2	35.9	53.0	24.1	20.0
* Amount of grantee acquired acreage	1,678	2,172	1,485	3,897	2,900
* Percentage of highly satisfied park visitors (f)	92.27 %	89.1 %	89 %	87 %	87 %
* Percentage of visitors highly satisfied with park cleanliness (f)	94.26 %	93.8 %	93 %	93.1 %	93 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Cost per acre managed (in dollars)	\$92.61	\$89.07	\$89.62	\$92.04	\$92.00
* Cost per visitor (in dollars)	\$0.98	\$0.92	\$0.93	\$1.02	\$1.02

**Footnotes**

- (a) Camper days information is reported on a calendar year basis. Information for fiscal year 2004 SEA report reflects camper activity in calendar year 2003.
- (b) 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 recreation activities.
- (c) Hunting and fishing license information is reported on a license-year basis. Information shown for fiscal year 2004 is for license-year 2003 (April 1, 2003 through March 31, 2004).
- (d) Deer permit information is reported on a calendar year basis. Information for the fiscal year 2004-SEA report reflects permits issued in calendar year 2003.
- (e) The number of active registered boats is reported on a calendar year basis. Information for the fiscal year 2004 SEA report reflects the number of active registered boats as of the end of calendar year 2003.
- (f) Percentage of visitor survey scores of 4 or more on a 5-point scale (5=excellent).

**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, Used Tire Management Fund, Hazardous Waste Research Fund, Natural Resources Information Fund, Park and Conservation Fund

**Statutory Authority:** 20 ILCS 801-880 and others

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$56,158.9	\$47,688.0	\$68,089.0	\$49,650.5	\$70,810.6
* Total expenditures - state appropriated funds (in thousands)	\$53,884.0	\$45,495.1	\$67,389.0	\$48,130.7	\$70,810.6
* Average monthly full-time equivalents	507.0	482.0	479.0	462.0	430.0
<b><u>Output Indicators</u></b>					
* Number of field education programs	3,695	4,030	4,000	3,500	3,000
* Number of teachers completing ENTICE training (a)	289.0	423.0	500.0	551.0	450.0
* Number of outdoor Illinois subscriptions	27,951	28,633	32,000	28,964	30,000
* Number of active science research projects	955.0	1,006	973.0	896.0	823.0
* Number of user sessions on science institutions' Websites (b)	4,928,763	5,971,466	6,350,000	7,315,303	8,000,000
<b><u>Outcome Indicators</u></b>					
* Percentage of site visitors expressing high satisfaction with interpretive programs (c)	86 %	88.5 %	88 %	81.6 %	81 %
* Number of continuing professional education (CPE) hours awarded to teachers via "ENTICE" and other programs (a)	11,760	6,245	10,000	3,857	3,000
* Attendance at Museum facilities	404,459	375,718	385,000	372,721	380,000

**Explanation of Changes to Prior Year Data**

- (1) The 2002 value for "Number of outdoor Illinois subscriptions" was changed from (27,808) because prior number did not reflect actual circulation records.
- (2) The 2003 value for "Number of outdoor Illinois subscriptions" was changed from (29,021) because prior number did not reflect actual circulation records.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$14,770.0	\$14,469.4	\$14,928.0	\$13,473.6	\$14,153.8
* Total expenditures - state appropriated funds (in thousands)	\$14,770.0	\$14,451.1	\$14,524.0	\$13,304.4	\$14,153.8
* Average monthly full-time equivalents	178.0	153.0	158.0	155.0	113.0
<b><u>Output Indicators</u></b>					
* Number of safety education classes held (a)	650.0	694.0	590.0	573.0	590.0
* Number of mine safety certifications issued	364.0	432.0	300.0	443.0	300.0
* Number of mine safety accident prevention contacts	30,855	28,257	28,000	27,182	23,000
* Number of mine laboratory analysis performed	5,002	5,536	5,000	4,942	4,000
* Number of blasting and explosives licenses and certifications issued	1,428	1,551	1,250	1,321	1,250
* Number of blasting and explosives inspections performed	1,578	1,541	1,500	1,572	1,400
* Number of dams inspected	179.0	75.0	100.0	117.0	100.0
* Number of floodway permit applications processed	1,242	1,175	1,100	1,215	1,100
<b><u>Outcome Indicators</u></b>					
* Percentage of visitors expressing high satisfaction with park safety (b)	88 %	89.4 %	89 %	88.2 %	88 %
* Number of students certified by safety education classes (a)	25,848	26,740	23,000	20,248	20,250

**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).

# ENVIRONMENT AND BUSINESS REGULATION

## PART 2: BUSINESS REGULATION

<b>Business Regulation Expenditures</b> (Appropriated Spending in Thousands)			
Agency	FY 2003 Expenditures	FY 2004 Expenditures	Percent Change
Illinois Commerce Commission	\$36,949.2	\$33,966.4	-8.1%
Department of Insurance	\$32,452.3	\$30,214.2	-6.9%
Office of Banks and Real Estate	\$29,553.4	\$27,327.7	-7.5%
Department of Professional Regulation	\$23,984.3	\$22,141.4	-7.7%
Industrial Commission	\$10,265.7	\$12,747.7	24.2%
Department of Human Rights	\$8,750.9	\$8,369.0	-4.4%
Department of Financial Institutions	\$8,460.5	\$7,664.9	-9.4%
Commission on Human Rights	\$1,346.6	\$1,194.5	-11.3%
<b>TOTAL</b>	<b>\$151,762.9</b>	<b>\$143,625.8</b>	<b>-5.4%</b>

*Numbers may not add due to rounding*

<b>Insurance Companies in Receivership</b>					
	2000	2001	2002	2003	2004
Percent of Insurance Companies in Receivership - 10-year rolling average:					
Life and Health Companies	0.45	0.45	2.70	2.80	2.80
Property and Casualty Companies	0.44	0.52	4.90	6.50	6.14
Health Maintenance Organizations (HMOs)	1.33	1.55	6.70	7.00	3.23

*Source: Illinois Department of Insurance*

# ENVIRONMENT AND BUSINESS REGULATION: PART 2

## ILLINOIS COMMERCE COMMISSION

<b>Commerce Commission</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Public Utility Program	\$22,257.3	231.0	\$20,561.0	211.5
Transportation	\$14,692.0	79.8	\$13,397.0	69.0
<b>Totals</b>	<b>\$36,949.3</b>	<b>310.8</b>	<b>\$33,958.0</b>	<b>280.5</b>

### 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 focus is also 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, 9-1-1 oversight, wireless emergency telephone safety act responsibilities, issuance of certifi-

cates of convenience and necessity, consumer complaint issues, evaluation of tariff changes and rate increase requests, and facility citing issues.

**Transportation Program:** The Commission has varied responsibilities with regard to transportation industries, regulating railroads, intrastate household goods carriers, certain relocation towers and motor carriers of freight with regard to safety, fitness and financial responsibility. The Commission inspects registered rail carriers’ track, grade crossing signal systems, operating practices, and railroad facilities and equipment used to transport hazardous materials for compliance with state and federal regulations. The Commission, through the Grade Crossing Protection Fund, also helps local communities and railroads improve safety at public highway-rail crossings. The ICC has been able to improve its proactive approach to grade crossing safety improvements, through implementation of a grade crossing signal system inspection program, 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 intrastate 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 five 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 strategies.
    - 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 Generals 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, Illinois Underground Utility Facilities Damage Prevention Fund, Capital Development Fund, Statistical Services Revolving Fund, Wireless Service Emergency Fund, Wireless Carrier Reimbursement Fund, Restricted Call Registry Fund, Digital Divide Elimination Infrastructure Fund

**Statutory Authority:** 220 ILCS 5

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)(a)	\$23,097.7	\$22,257.3	\$28,707.2	\$20,561.0	\$100,289.0
* Total expenditures - state appropriated funds (in thousands) (a)	\$23,097.7	\$22,257.3	\$28,707.2	\$20,561.0	\$100,289.0
* Average monthly full-time equivalents	243.0	231.0	218.8	211.5	218.0
<b><u>Output Indicators</u></b>					
* Number of hearings held/hearing notices	2,008	2,266	2,256	2,320	2,300
* Number of docketed cases closed	818.0	774.0	780.0	802.0	800.0
* Average number of man-days in the field for pipeline safety investigators	119.0	120.3	122.0	117.0	118.0
* Number of electric distribution circuits inspected/tree inspections	52.0	59.0	27.0	60.0	60.0
* Number of cases filed	812.0	842.0	840.0	819.0	810.0
* Number of utility tariff filings	2,185	2,447	2,447	2,174	2,200
* Number of non-compliance's written by pipeline safety inspectors	9.0	5.0	0.0	19.0	10.0
* Number of formal public utility complaints closed	90.0	74.0	84.0	80.0	75.0

**Public Utility Program (Concluded)**

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Outcome Indicators</u></b>					
* Percentage of Illinois population served by 9-1-1 system	98 %	100 %	100 %	100 %	100 %
* Percentage of Alternative Retail Electric Suppliers (ARES) certified by the Commission and published within 45 days	100 %	100 %	100 %	100 %	100 %
* Number of customers switching electric suppliers	10,989	3,152	2,500	4,344	5,000
* Number of gas customers using a competitive supplier	157,750	220,216	220,216	219,843	220,000
* Number of gas pipeline safety incidents caused by gas system operator non-compliance	3.0	0.0	0.0	0.0	0.0
* Number of investigated gas pipeline safety incidents caused by 3rd party damage to the pipeline	3.0	3.0	0.0	0.0	2.0
* Percent of consumer complaints and inquires resolved in a single call.	59.5 %	54.4 %	54.4 %	68.7 %	54.4 %
* Number of outage inquiries and complaints to the ICC	553.0	346.0	277.0	285.0	280.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of inquiries/ complaints resolved per consumer counselor	2,099	2,032	2,032	2,514	2,350
* Cost per man-day in the field for pipeline safety investigators (in dollars)	\$715.28	\$674.70	\$530.94	\$732.18	\$778.46

**Footnotes**

- (a) For fiscal year 2005, the administration moved the Wireless Emergency Telephone Safety Act (WETSA) program from Central Management Services (CMS) to the ICC. This program provides grants and support for wireless 9-1-1 services. The program represents an increase of \$80.2 million in the ICC's fiscal year 2005 projected expenditures.

**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 strategies.
    - 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$14,478.0	\$14,692.0	\$16,606.5	\$13,397.0	\$18,259.0
* Total expenditures - state appropriated funds (in thousands)	\$14,478.0	\$14,692.0	\$16,606.5	\$13,397.0	\$18,259.0
* Average monthly full-time equivalents	83.0	79.8	70.9	69.0	65.0
<b><u>Output Indicators</u></b>					
* Number of grade crossing projects ordered by the Commission	175.0	497.0	480.0	1,022	500.0
* Number of track miles inspected by railroad track inspectors	8,880	8,288	7,200	6,399	6,500
* Number of transportation tariff filings	456.0	453.0	560.0	542.0	540.0
<b><u>Outcome Indicators</u></b>					
* Number of collisions at public crossings (excluding those involving trespassers and/or suicide attempts)	183.0	142.0	160.0	143.0	150.0
* Administrative citations written for certain violations of the Illinois Commercial Transportation Law	2,747	2,821	2,496	2,632	2,800
* Investigations of violations under the Illinois Commercial Transportation Law, generally involves an administrative audit of companies	1,295	1,486	1,319	1,710	1,500

## ENVIRONMENT AND BUSINESS REGULATION: PART 2

### DEPARTMENT OF INSURANCE

<b>Insurance</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Financial/Corporate Division	\$17,425.1	217.0	\$15,999.7	192.0
Consumer Market Division	\$12,445.9	166.0	\$11,408.6	141.0
Other	\$2,790.0	0.0	\$2,805.9	0.0
<b>Totals</b>	<b>\$32,661.0</b>	<b>383.0</b>	<b>\$30,214.2</b>	<b>333.0</b>

### 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 Divisions.

All of the Department of Insurance budget appropriation comes 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 investiga-

tion, and periodic on-site market conduct examinations. In addition, this program includes the Senior Health Insurance Plan (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 2004 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, Public Pension Regulation Fund, Insurance Producer Administration Fund, Insurance Financial Regulation Fund

**Statutory Authority:** 20 ILCS 1405/1405-5

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$17,384.6	\$17,425.1	\$18,029.0	\$15,999.7	\$17,523.3
* Total expenditures - state appropriated funds (in thousands)	\$17,384.6	\$17,425.1	\$18,029.0	\$15,999.7	\$17,523.3
* Average monthly full-time equivalents	210.0	217.0	192.0	192.0	173.0
<b><u>Output Indicators</u></b>					
* LA&H and P&C financial exams started	96.0	89.0	86.0	113.0	95.0
* LA&H/HMO/P&C limited exams started	13.0	14.0	5.0	6.0	6.0
* LA&H, P&C & HMO annual financial statements reviewed	470.0	502.0	463.0	496.0	334.0
* LA&H, P&C & HMO quarterly financial statements reviewed	1,150	1,044	1,128	960.0	1,029
* LA&H/HMO/P&C exams scheduled	121.0	112.0	86.0	86.0	95.0
* LA&H/HMO/P&C limited exams scheduled	14.0	10.0	5.0	2.0	6.0
* LA&H/P&C annual financial statements received	1,811	1,860	1,987	1,889	1,830
* LA&H and P&C quarterly financial statements received	4,307	4,099	3,993	3,018	990.0
* Corrective orders, stipulation and consent orders, and notices of impairment issued	43.0	14.0	37.0	17.0	6.0
* Certificates of authority renewed	1,445	1,394	1,480	1,408	1,410
* Cease and desist and consent orders issued	9.0	7.0	20.0	15.0	13.0
* Service contract provider registrations-new & renewal	144.0	167.0	135.0	188.0	140.0
* Risk retention groups registered	48.0	50.0	55.0	69.0	12.0
* Investigations initiated	10.0	21.0	15.0	10.0	20.0
* Pension fund exams completed	42.0	75.0	72.0	80.0	82.0
* Pension fund annual statements reviewed (a)	738.0	310.0	626.0	2,420	680.0
* Pension Fund annual statements received (b)	728.0	8.0	N/A	2,420	680.0
* Number of company transaction requests reviewed	734.0	832.0	2,729	863.0	1,129
* Number of certification transactions processed annually	26,705	18,309	10,350	22,866	22,950
* Number of corporate change transactions processed annually	592.0	534.0	540.0	659.0	1,005
* Number of surplus lines producers - licensing - new and renewal	549.0	531.0	410.0	615.0	730.0
* Number of summons issued - for service of process on foreign and alien insurers	2,175	2,056	2,050	1,957	1,410
* Number of purchasing group registrations	12.0	8.0	15.0	22.0	47.0
* Pension Fund exams started	38.0	77.0	72.0	80.0	82.0

Financial/Corporate Division (Concluded)

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Outcome Indicators</u></b>					
* Percentage of financial analysis issues resolved	100 %	100 %	98 %	100 %	100 %
* Ten (10) year rolling average of Life, Accident & Health (LA&H) companies in receivership (c)	2.7 %	2.8 %	0 %	2.8 %	1.87 %
* Ten (10) year rolling average of Property & Casualty (P&C) companies in receivership (c)	4.9 %	6.5 %	0 %	6.14 %	5.81 %
* Ten (10) year rolling average HMOs in receivership (c)	6.7 %	7 %	0 %	3.23 %	3.23 %
* Percentage of LA&H companies operating compared to previous year	98.3 %	92.8 %	100 %	94.1 %	100 %
* Percentage of P&C companies operating compared to previous year	100.5 %	101 %	100 %	98.5 %	100 %
* Percentage of HMOs operating compared to previous year	87.9 %	98.8 %	100 %	100 %	100 %
<b><u>External Benchmarks</u></b>					
* National Association of Insurance Commissioners Accreditation Awarded	Yes	Yes	N/A	Yes	N/A

**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 37 days.
    - b. To maintain the average number of days required to investigate and close a property and casualty (P&C) insurance complaint at 29 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 29 market conduct examinations during the fiscal year, as follows:
      - 1) Complete market conduct examinations for 14 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 15 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, approximately 400 investigations and examinations will be conducted each year.
  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 conducting 25 presentations for Medicare beneficiaries and caregivers at senior citizen centers, and by conducting 200 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 215 radio presentations, with an estimated audience of approximately 4 million listeners, 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. By conducting 12,604 one-on-one counseling sessions with Medicare beneficiaries during fiscal year 2004, SHIP counselors provide a wealth of information to seniors and their caregivers.

**Source of Funds:** Senior Health Insurance Program Fund, Insurance Producer Administration Fund, **Statutory Authority:** 20 ILCS 1405/1405-5 Insurance Financial Regulation Fund

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$14,150.7	\$12,445.9	\$14,345.0	\$11,408.6	\$12,150.9
* Total expenditures - state appropriated funds (in thousands)	\$13,678.1	\$12,445.9	\$14,345.0	\$11,408.6	\$12,150.9
* Average monthly full-time equivalents	173.0	166.0	144.0	141.0	128.0
<b><u>Output Indicators</u></b>					
* Number of market conduct corrective orders issued	24.0	29.0	28.0	15.0	22.0
* Number of new/renewal licenses processed by Producer Licensing Section	72,834	80,187	79,000	66,618	70,000
* Number of LA&H and P&C form and rate filings processed	69,437	77,902	67,641	61,137	75,550
* Number of volunteer hours	10,936	10,602	21,000	10,496	15,000
* Number of people reached by Senior Health Insurance Plan (SHIP) activities (a)	584,413	415,531	750,000	2,970,906	1,000,000
* Number of SHIP 800 calls	26,418	19,189	30,000	16,161	20,000
* Number of LA&H & P&C consumer complaints closed	14,214	14,503	15,000	12,900	15,000
* Number of written inquiries responded to (oral, written, internet) also includes Chicago	40,746	43,606	44,000	55,121	60,000
* Number of LA&H and P&C market conduct exams completed	26.0	39.0	30.0	25.0	29.0
* Number of Office of Consumer Health Insurance Calls	16,549	18,575	23,880	18,526	20,090
* Cost Containment-Civil penalties collected (in dollars) (b)	\$10.0	\$28.8	N/A	\$118.30	N/A
* Utilization Review Applications Processed	36.0	112.0	150.0	61.0	150.0
* PPO Annual Renewal Applications	84.0	168.0	170.0	N/A	170.0

<b>Consumer Market Division (Concluded)</b>					
	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
* HMO complaints closed	1,806	1,578	2,100	1,317	1,680
* HMO policy form filings processed	2,211	1,681	2,100	547.0	600.0
* Number of people reached by Outreach's radio presentations (c)	2,168,000	2,523,000	2,100,000	5,273,000	4,000,000
<b><u>Outcome Indicators</u></b>					
* Reduction in number of P&C companies whose average consumer complaint response time is greater than 21 days	2.0	2.0	2.0	3.0	2.0
* Reduction in number of LA&H companies whose average consumer complaint response time is greater than 21 days	9.0	6.0	8.0	10.0	8.0
* Percentage of auto/homeowners insurers complying with prompt payment standards	95 %	95 %	100 %	95 %	100 %
* Percentage reduction in companies not in compliance with previous market conduct exam orders	40 %	50 %	50 %	50 %	60 %
* Percentage of insured private passenger drivers insured by the Illinois Automobile Insurance Plan	N/A	N/A	N/A	N/A	N/A
* Additional claim dollars paid to consumers (in dollars)	\$60,584.00	\$81,424.00	\$55,000.00	\$66,551.00	\$73,500.00
* Dollars saved for Illinois Medicare beneficiaries as a result of Medicare and health insurance counseling sessions (in dollars)	\$1,594,025.00	\$1,600,827.00	\$1,500,000.00	\$1,227,937.00	\$1,500,000.00
* Premium overcharges returned to consumers (in dollars) (d)	\$18,816.00	\$18,094.00	\$7,000.00	\$1,316.00	\$1,300.00
<b><u>External Benchmarks</u></b>					
* Percent of insured private passenger drivers nationwide insured by residual market program	N/A	N/A	N/A	N/A	N/A
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Percentage of completed new license applications processed within one day.	N/A	97 %	100 %	91 %	95 %
* Percentage of completed renewal applications processed within one day.	N/A	99 %	100 %	96 %	95 %

**Footnotes**

- (a) Fiscal year 2004 people reached by Outreach radio presentations was uncommonly higher than predicted due to a syndicated radio program that reached at least 2.5 million people in one month.
- (b) The large increase in Cost Containment Civil Penalties from 2003 to 2004 can be attributed to two extraordinarily large civil penalties collected within 2004 in excess of \$90,000.
- (c) The large increase can be attributed to radio/tv audience outreach. When we report on the reach of tv or radio we use their estimated viewing/listening audience.
- (d) The \$7,000 was estimated for fiscal year 2004. Rating errors are becoming less frequent since companies have converted to computerized rate tables and somewhat eliminated the element of human error.

# ENVIRONMENT AND BUSINESS REGULATION: PART 2

## OFFICE OF BANKS AND REAL ESTATE

<b>Office of Banks and Real Estate</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Bureau of Banks and Trust Companies	\$19,052.9	171.0	\$17,917.2	160.4
Bureau of Real Estate Professions	\$5,299.3	51.0	\$5,038.2	48.2
Bureau of Residential Finance	\$4,267.7	38.0	\$3,685.8	33.8
Community Relations	\$933.5	11.0	\$686.5	9.2
<b>Totals</b>	<b>\$29,553.4</b>	<b>271.0</b>	<b>\$27,327.7</b>	<b>251.6</b>

### Mission and Organization

The Illinois Office of Banks and Real Estate oversees the regulation and licensure of state-chartered banks and thrifts, ATMs not owned by financial institutions, corporate fiduciaries, real estate professions, appraisers, time-share/land sales, mortgage bankers and brokers, pawnbrokers, auctioneers, home inspectors, leasing agents, and check printers. The agency is authorized a headcount of 242 employees with headquarters in Springfield and Chicago and five remote offices located in 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. 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 enti-

ties. 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 the associations representing the banking and real estate industries. 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, 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 percent 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 percent of final reports (sent to institutions) will be amended.
    - c. 50 percent of pawnshop industries will be examined each year (every-other-year exams).
  2. Provide adequate prior notice of examinations.
    - a. 100 percent 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 percent of appeals of bureau findings will be upheld.
  4. Provide for timely, fair, and consistent decision making on corporate applications.
    - a. 100 percent of decisions will be made within established time frames.
    - b. 100 percent 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/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$18,017.7	\$19,052.9	\$19,042.3	\$17,917.2	\$16,850.2
* Total expenditures - state appropriated funds (in thousands)	\$18,017.7	\$19,052.9	\$19,042.3	\$17,917.2	\$16,850.2
* Average monthly full-time equivalents	175.0	171.0	166.0	160.4	147.0
<b><u>Output Indicators</u></b>					
* Number of Domestic Commercial Banks	509.0	501.0	495.0	492.0	492.0
* Number of Foreign Bank Offices	18.0	17.0	17.0	15.0	15.0
* Number of Domestic Corporate Fiduciaries	217.0	206.0	206.0	203.0	203.0
* Number of Financial Information Systems Entities	569.0	558.0	557.0	544.0	544.0
* Number of Examinations Performed	687.0	582.0	650.0	568.0	568.0
* Number of Pawnbroker Licensees	223.0	208.0	208.0	207.0	207.0
* Number of Applications Reviewed	208.0	229.0	525.0	320.0	320.0
<b><u>Outcome Indicators</u></b>					
* Percentage of examiners earning new certification	0.2 %	0 %	5 %	N/A	N/A
* 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)	0 %	100 %	80 %	100 %	100 %
* Percentage of corporate applications decision made within established time frames	86.9 %	89.8 %	100 %	75 %	75 %
* Percentage of pawnshop complaints investigated within established time frames	100 %	100 %	100 %	100 %	100 %
* Percentage of examination reports sent to institution within 45 days of completion	94.1 %	89.1 %	100 %	48 %	48 %
* Percentage of examination/corporate decisions appeals upheld	100 %	100 %	100 %	100 %	100 %
* Percentage of examination notices sent out at least 30 days prior to examination start date	87.6 %	90.4 %	100 %	83 %	83 %
* Percentage of corporate and supervisory actions posted on Web site within established time frames	100 %	100 %	100 %	100 %	100 %
* Conference of State Bank Supervisors Accreditation Awarded	Yes	Yes	Yes	Yes	Yes

**Bureau of Real Estate Professions**

**Mission Statement:** The mission of the Bureau of Real Estate Professions is to administer and enforce the Illinois Real Estate Act of 2000, the Real Estate Timeshare Act, the Land Sales Registration Act, the Real Estate Appraiser Licensing Act of 2002, Provisions and Rules of the Uniform Standards of Professional Appraisal Practice, the Auction License Act, and the Home Inspector License Act. The Bureau has responsibility for the licensing and regulation of real estate brokers, salespersons, leasing agents, real estate firms, real estate appraisers, auctioneers, auction firms, home inspectors, and home inspector entities. Real estate schools, instructors, and courses, and appraisal, auction, and home inspector schools and courses are also regulated by the Bureau.

- Program Goals:**
- Objectives:**
1. Timely issuance of licenses or deficiency and denial notices.
    - a. Review and process 92.5 percent of all license applications received within eight (8) business days.
  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.
  4. Prosecutions and investigations are thorough and consistent.
    - a. 55 percent of cases are resolved within 105 business days.
  5. Regulatory compliant industry.
    - a. Conduct statewide field compliance inspections of 1,020 of the real estate, appraisal, and auction licensees.
  6. Real estate professionals are protected from unjust prosecution.
    - a. 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.

**Source of Funds:** Road Fund, Appraisal Administration Fund, Auction Regulation Administration Fund, Home Inspector Administration Fund, Real Estate Audit Fund, Real Estate Research and Education Fund, Real Estate License Administration Fund

**Statutory Authority:** 225 ILCS 407/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$5,414.9	\$5,299.3	\$6,361.7	\$5,038.2	\$4,707.6
* Total expenditures - state appropriated funds (in thousands)	\$5,414.9	\$5,299.3	\$6,361.7	\$5,038.2	\$4,707.6
* Average monthly full-time equivalents	50.0	51.0	54.0	48.2	37.8
<b><u>Output Indicators</u></b>					
* Number of real estate complaints investigated	1,057	969.0	1,020	794.0	875.0
* Number of real estate cases prosecuted	862.0	713.0	400.0	350.0	385.0
* Number of complaints received	1,704	1,248	N/A	1,330	1,465
* Number of new real estate licenses issued	7,967	9,313	7,200	11,651	10,800
* Number of new appraisal licenses	1,821	1,168	1,200	3,166	1,260
* Number of new auction licenses issued	177.0	140.0	156.0	121.0	84.0
* Number of real estate licenses renewed	28,549	38,971	27,600	27,264	48,000
* Number of appraisal licenses renewed	4,639	388.0	5,500	3,417	36.0
* Effectiveness of licensee education program - open house, number of attendees	175.0	200.0	200.0	215.0	200.0
* Number of real estate school compliance inspections conducted	12.0	12.0	8.0	N/A	N/A
* Number of real estate exams conducted	919.0	1,453	1,020	2,099	2,099
* Number of auction licenses renewed	1,417	12.0	1,400	1,175	1,400
* Number of new home inspector licenses issued	N/A	1,116	50.0	882.0	600.0
<b><u>Outcome Indicators</u></b>					
* Percentage of license applications processed within 8 days	90.2 %	86.3 %	92.5 %	66 %	40 %
* Percentage of complaints resolved within 105 days of receipt of documentation	77.5 %	49.5 %	55 %	98.2 %	55 %
* Percentage of cases resolved in 105 days	61.3 %	70.5 %	80 %	31.6 %	40 %

## Bureau of Residential Finance

**Mission Statement:** The mission of the Bureau of Residential Finance is to administer fairly the laws and regulations under its jurisdiction and to provide effective and efficient supervision in order to protect the interests of the citizens of the State of Illinois in their dealings with those industries regulated by the Bureau.

- Program Goals:**
- Objectives:**
1. Ensure for the safety and soundness of the state's chartered savings & loans and savings banks.
    - a. Conduct 100 percent of statutorily required exams.
    - 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/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$4,259.3	\$4,267.7	\$3,981.0	\$3,685.8	\$3,422.9
* Total expenditures - state appropriated funds (in thousands)	\$4,259.3	\$4,267.7	\$3,981.0	\$3,685.8	\$3,422.9
* Average monthly full-time equivalents	40.0	38.0	35.0	33.8	28.0
<b><u>Output Indicators</u></b>					
* Number of Thrift Examinations Conducted	25.0	26.0	27.0	31.0	30.0
* Number of Mortgage Examinations Conducted	865.0	687.0	900.0	557.0	600.0
* Number of Residential Mortgage Licensees	1,545	1,828	1,840	2,012	2,200
* Number of Savings and Loans	6.0	6.0	6.0	6.0	6.0
* Number of Savings Banks	50.0	48.0	48.0	48.0	47.0
* Number of Service Corporations	40.0	39.0	39.0	38.0	38.0
* Number of License Applications Processed	1,813	1,876	1,650	436.0	450.0
* Effectiveness of regulated entities education program: day-with-the-commissioner, number of attendees	224.0	375.0	300.0	400.0	100.0
* Effectiveness of licensee education program - licensee forums, number of attendees	159.0	240.0	200.0	129.0	129.0
* Average number of days to process a license	29.0	29.0	29.0	122.0	90.0
* Percentage of increase in Internet examinations conducted	173 %	18.5 %	20 %	N/A	N/A
<b><u>Outcome Indicators</u></b>					
* Percentage of thrift reports reviewed and mailed within 45 business days	100 %	85.7 %	100 %	100 %	100 %
* Percentage of thrift exam notifications sent within 3 weeks of exam start date	100 %	100 %	100 %	100 %	100 %
* Percentage of independent Thrift audits reviewed within 20 business days of receipt	100 %	98.1 %	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	92.5 %	91 %	90 %	91 %	90 %

**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/

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$879.4	\$933.5	\$870.0	\$686.5	\$708.1
* Total expenditures - state appropriated funds (in thousands)	\$879.4	\$933.5	\$870.0	\$686.5	\$708.1
* Average monthly full-time equivalents	10.0	11.0	10.0	9.2	8.2
<b><u>Output Indicators</u></b>					
* Acknowledge all written complaints within five (5) business days	91.8 %	90 %	100 %	80 %	100 %
* Referable complaints sent to appropriate agency/regulator within three (3) business days.	100 %	84 %	100 %	78 %	100 %
* Resolve [regulated] banking and mortgage complaints within 45 business days.	88.9 %	93 %	100 %	74 %	100 %
* Number of all banking and mortgage complaints received	2,216	1,819	N/A	2,057	2,100
* Number of all real estate complaints received	1,704	1,255	N/A	1,330	1,465
<b><u>Outcome Indicators</u></b>					
* Effectiveness of consumer education program, number of attendees	3,502	7,144	N/A	N/A	N/A
* Effectiveness of consumer education programs, number of speeches	124.0	65.0	N/A	N/A	N/A

# ENVIRONMENT AND BUSINESS REGULATION: PART 2

## DEPARTMENT OF PROFESSIONAL REGULATION

<b>Professional Regulation</b> (Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Enforcement	\$15,132.3	158.3	\$14,042.0	139.4
Licensing & Testing	\$8,849.2	119.7	\$8,099.3	105.5
<b>Totals</b>	<b>\$23,981.5</b>	<b>278.0</b>	<b>\$22,141.3</b>	<b>244.9</b>

### Mission and Organization

On April 1, 2004 Governor Rod R. Blagojevich signed an Executive order consolidating the Departments of Financial Institutions, Professional Regulation, Insurance and the Office of Banks and Real Estate into the Illinois Department of Financial and Professional Regulation. The management and staff of this new agency are committed to improving access to services, streamlining delivery and leveraging best practices to better serve the citizens of the State of Illinois.

The new Division of Professional Regulation (DPR), formerly the Department of Professional Regulation, remains 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 their profession. Fiscal year 2004 was the first year the department was self funded.

One hundred percent of the department's expenditures were from non-General Revenue Fund sources provided from various fees and collections paid primarily by licensees and regulated entities. The department regulates the conduct and/or practice of any person or corporation licensed under 51 professional regulatory acts that cover 54 professions with approximately 179 license categories. Some of 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 health, safety and welfare 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: The Division of Administration, Information Technology, Fiscal Operations, Formal Hearings, the Office of Legal Affairs, Public Information, Constituent Information, Probation Compliance/Impaired Program and Records Services

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 now offers the option of renewing licenses through the use of a toll-free telephone number or the Internet with the use of a credit card. E-batch, another license renewal option, allows participating employers (including hospitals, engineering firms and others) to access the department's licensee database over the internet and renew their employee's license. 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 maintains the popular 'License Look Up' feature, which made certain licensee information (including the professional's name, license number, issuance date, expiration date,

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city, state, and the existence of disciplinary actions taken against a licensee) available on the department's website.

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 depart-

ment 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 final phase of replacing the existing licensing and enforcement system database. The new system is scheduled to go live in November, 2004, 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. Replace the departments current enforcement system with the Integrated Licensing & Enforcement System by 12/30/2004.
    - b. 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$14,765.8	\$15,132.3	\$16,442.3	\$14,042.0	\$13,770.4
* Total expenditures - state appropriated funds (in thousands)	\$14,765.8	\$15,132.3	\$16,442.3	\$14,042.0	\$13,770.4
* Average monthly full-time equivalents	169.8	158.3	162.9	139.4	139.4
<b><u>Output Indicators</u></b>					
* Complaints Received	9,165	11,085	11,863	9,781	10,123
* Complaints Closed	3,922	8,643	9,270	11,205	11,597
* Cases closed at investigations	398.0	378.0	407.0	323.0	334.0
* Cases closed at prosecutions	1,107	1,313	1,405	1,270	1,314
* Adjudicative closures	3,724	3,706	3,965	5,597	5,793
* Orders signed by Director	3,997	4,711	5,040	6,297	6,514
* Complaints referred to Investigations	5,243	2,924	3,129	1,424	1,374
* Investigative cases referred to Prosecutions	5,503	7,592	8,123	6,368	6,591
* Licenses put on probation	436.0	603.0	645.0	590.0	611.0
<b><u>Outcome Indicators</u></b>					
* Percentage of complaints closed	42.8 %	78 %	60 %	115 %	118 %
* Percentage of complaints to investigations	57.2 %	26.3 %	25 %	15 %	14 %
* Percentage of cases referred to closure in Prosecutions	20.1 %	11.8 %	10 %	13 %	10 %
* Percentage of Child Support cases processed	6.4 %	1.64 %	2 %	3 %	3 %
* Percentage of Illinois Student Assistance Commission cases processed	15.2 %	5.89 %	5 %	5 %	5 %
* Percentage of Revenue cases processed	0.4 %	1.75 %	1.2 %	1 %	1 %

### 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 5% by the end of fiscal year 2006.
    - b. Decrease caller waiting period to 3 minutes by the end of fiscal year 2006.
    - c. Increase the number of hits via the department's internet/license look up site by 5% by the end of fiscal year 2006.
  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. Continue to promote the "e-batch" license renewal process option for business entities employing large number of licensees in fiscal year 2006.
    - b. Maintain electronic processing time of 2-3 days for renewals in fiscal year 2006.
    - c. Continue to promote the use of the Internet renewal process for all licensees in fiscal year 2006.
    - d. Increase the usage of the Touch-Tone renewal process option for all licensees 5% by the end of fiscal year 2006.

**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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$8,927.8	\$8,849.2	\$9,615.2	\$8,099.3	\$7,942.7
* Total expenditures - state appropriated funds (in thousands)	\$8,927.8	\$8,849.2	\$9,615.2	\$8,099.3	\$7,942.7
* Average monthly full-time equivalents	130.1	119.7	123.1	105.5	105.5
<b><u>Output Indicators</u></b>					
* Phone calls received by call center	322,108	307,630	332,306	311,368	324,681
* New licenses issued	59,068	52,351	23,303	57,257	71,225
* License renewals received	272,721	201,573	425,636	279,651	202,000
* Initial applications received	64,822	59,059	28,737	57,144	68,000
* License look-up searches	449,369	1,545,760	1,618,736	1,819,395	1,950,000
<b><u>Outcome Indicators</u></b>					
* Average call center waiting time (minutes)	2.5	4.5	3.0	5.5	4.7
* Average call center abandonment rate	18.8 %	20 %	15 %	26.2 %	17.5 %
* Percent of mail-in renewals processed	66 %	73 %	67.5 %	61.59 %	55 %
* Percent of E-batch renewals processed	5 %	9.2 %	9 %	5.73 %	7 %
* Percent of Touch Tone renewals processed	16 %	9.6 %	15 %	14.45 %	17 %
* Percent of internet credit card renewals processed	13 %	8.2 %	8.5 %	18.23 %	21 %
* Percent of license renewals processed electronically	33 %	27 %	32.5 %	38.41 %	45 %

# ENVIRONMENT AND BUSINESS REGULATION: PART 2

## FINANCIAL INSTITUTIONS

<b>Financial Institutions</b>				
(Appropriated Spending in Thousands)				
<u>Program</u>	<u>FY2003</u>		<u>FY2004</u>	
	<u>Expenditures</u>	<u>Headcount</u>	<u>Expenditures</u>	<u>Headcount</u>
Credit Union Division	\$2,943.0	31.0	\$3,052.1	31.0
Administration	\$1,480.6	15.0	\$1,870.2	19.0
Consumer Credit Division	\$1,707.4	20.0	\$1,588.1	22.0
Currency Exchange Division	\$1,155.7	13.0	\$1,154.6	13.0
EDP	\$1,173.8	7.0	\$0.0	0.0
<b>Totals</b>	<b>\$8,460.5</b>	<b>86.0</b>	<b>\$7,665.0</b>	<b>85.0</b>

### Mission and Organization

The Department of Financial Institutions is authorized by the Financial Institutions Code (20 ILCS 1205/1) to investigate, examine, license, and regulate financial institutions in the State of Illinois including currency exchanges, credit unions, title insurance companies, foreign exchanges and businesses making loans of \$40,000 or less. The department is comprised of three operating divisions that are overseen by division supervisors.

Management of the department is vested in the Director. The Director is advised in the management of the department by the 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 interest of depositors, borrowers, shareholders, and consumers of the licensed financial institutions operating in the State of Illinois.

The Director heads the **Administration Division**. The various administrative areas under her direction are accounting, human resources, information technology, legislative, legal, public information, and internal audit functions.

The **Consumer Credit Division** provides licenses to non-bank financial institutions that provide consumer loans, finance retail purchases, rent safe deposit boxes, exchange foreign currency, issue negotiable instruments, and provide financial planning and management services. Licensees are examined on an annual basis to insure they are in compliance with all applicable Illinois rules, regulations and statutes. Revenues generated are deposited into the Financial Institution Fund – 0021.

The function of regulating the title insurance industry is also a part of the Consumer Credit Division. The Title

Insurance Section certifies registers and regulates title insurance companies and their registered title agents that guarantee or insure titles to real estate in the State of Illinois. Title insurance companies are examined annually by the department to ensure compliance with the Title Insurance Act, acceptable management practices and to verify their financial stability and that there is no financial impairment. Title insurance agents are examined only upon the showing of good cause and with the cooperation of the title insurance company. The Act also requires the certification of Independent Escrowees which are companies that receive deposits, in trust, of funds or documents, or both, for the purpose of effecting the sale, transfer, encumbrance or lease of property located in Illinois. Revenues generated are deposited into the Financial Institutions Fund – 0021.

The **Credit Union Division** is responsible for regulating and supervising all Illinois state-chartered credit unions according to the Illinois Credit Union Act. This Act provides the authority for the division to conduct biennial examinations of all credit unions. Five key operational areas are evaluated. These include capital adequacy, asset quality, management, earnings, and liquidity. Revenues are deposited into the Credit Union Fund – 0243.

The **Currency Exchange Division** licenses and regulates currency exchanges as specified by the Currency Exchange Act. Community currency exchanges provide various financial services to citizens. These include check cashing, money order sales, motor vehicle and title registration form processing, license plate sales, distribution of public aid checks and food stamps, utility bill payments, and cable TV payments. Ambulatory currency exchanges provide payroll check cashing services for employees on the premises of the employer. Revenues are deposited into the Financial Institution Fund – 0021.

**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. Attend chapter meetings in both a speaking and an observatory role.
    - b. Provide updates on legislation.
  2. Expand the capability of credit unions to obtain mandatory reports electronically from the Credit Union Division.
    - a. Offer various reports and forms on the DFI website for review and downloading by our charters.
    - b. Provide links to industry related websites.
  3. Promote the safety and soundness of the credit union industry.
    - a. Provide specialized assistance to credit unions based on their individual needs.
    - b. Implement an internet electronic data processing (EDP) audit program.
  4. Monitor credit union division expenditures and revenues.
    - a. Ensure fees and fines are collected in a timely manner.
    - b. Evaluate travel expenses and improve scheduling of examinations as required.
  5. Promote credit union services/philosophy to underserved citizens of Illinois.
    - a. Provide field of membership expansion into areas with limited financial services.
    - b. Implement financial literacy programs.
    - c. Participate in industry and governmental community development programs.

**Source of Funds:** Credit Union Fund

**Statutory Authority:** 20 ILCS 1205/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$2,894.3	\$2,943.0	\$3,215.1	\$3,052.1	\$2,855.3
* Total expenditures - state appropriated funds (in thousands)	\$2,894.3	\$2,943.0	\$3,215.1	\$3,052.1	\$2,855.3
* Average monthly full-time equivalents	38.0	31.0	30.0	31.0	28.0
<b><u>Output Indicators</u></b>					
* Number of credit union examinations assigned	374.0	357.0	350.0	290.0	275.0
* Number of credit union examinations completed	355.0	286.0	320.0	304.0	250.0
* Number of special case credit union examinations assigned	46.0	24.0	25.0	39.0	25.0
* Number of special case credit union examinations completed	44.0	24.0	25.0	41.0	25.0
* Total number of state chartered credit unions	433.0	400.0	375.0	381.0	370.0
* Number of Review Comment Letters issued	357.0	272.0	300.0	334.0	300.0
* Number of by-law amendments received	166.0	157.0	165.0	159.0	150.0
* Number of by-law amendments completed	170.0	163.0	165.0	213.0	170.0
* Number of by-law amendments pending	41.0	35.0	25.0	30.0	25.0
* Number of consumer complaints received	86.0	99.0	90.0	77.0	90.0
* Number of consumer complaints resolved	94.0	105.0	90.0	85.0	70.0
* Number of consumer complaints pending	7.0	3.0	5.0	3.0	5.0
* Total number of chapter meeting engagements scheduled	8.0	7.0	9.0	3.0	7.0
* Number of chapter meeting engagements attended	6.0	7.0	9.0	3.0	7.0
* Regulatory fees received (in thousands)	\$3,742.0	\$3,808.0	\$4,916.0	\$4,968.0	\$5,000.0
<b><u>Outcome Indicators</u></b>					
* Number of credit unions that are in compliance with applicable statutes and rules and regulations	376.0	347.0	345.0	335.0	330.0
* Total asset-size of credit unions (in millions)	\$14,810.0	\$18,144.0	\$18,500.0	\$18,961.0	\$19,000.0
* Average number of days to resolve a complaint	40.0	29.0	25.0	28.5	25.0
* Average number of days to complete a by-law amendment	25.0	22.0	25.0	16.0	25.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of examinations completed per examiner	14.0	17.0	15.0	15.2	15.0

**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, U.S. mail, and conferences.
    - b. Meet with consumer groups and various licensees in order to recognize current industry trends.
  2. Promote public awareness and provide consumer education.
    - a. Perform financial education presentations to consumers.
    - b. Provide citizens with various educational materials about short-term lending and mortgage awareness.
  3. Enhance examination procedures to keep pace with current trends.
    - a. 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

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,759.2	\$1,707.4	\$1,784.2	\$1,588.1	\$1,485.1
* Total expenditures - state appropriated funds (in thousands)	\$1,759.2	\$1,707.4	\$1,784.2	\$1,588.1	\$1,458.1
* Average monthly full-time equivalents	22.0	20.0	23.0	22.0	22.0
<b><u>Output Indicators</u></b>					
* Total number of examinations assigned	1,454	1,630	1,500	1,480	1,500
* Total number of Consumer Installment Loan Act examinations assigned	947.0	1,224	1,298	1,249	1,274
* Number of examinations completed	1,454	1,583	1,500	1,480	1,500
* Number of Consumer Installment Loan Act examinations completed	947.0	1,193	1,298	1,249	1,274
* Total number of examination exceptions cited	337.0	1,268	1,100	1,126	1,200
* Total number of examination exceptions processed	337.0	1,268	1,100	1,126	1,200
* Total number of licensees regulated by the division	1,698	1,709	1,900	1,859	1,709
* Number of licenses granted	101.0	150.0	150.0	239.0	200.0
* Total number of financial education presentations scheduled	16.0	15.0	20.0	25.0	25.0
* Number of financial education presentations performed	16.0	23.0	23.0	25.0	25.0
* Number of consumer complaints received	387.0	409.0	400.0	505.0	550.0
* Number of short-term lender complaints received	57.0	40.0	20.0	97.0	125.0
* Number of mortgage complaints received	132.0	196.0	175.0	81.0	90.0
* Number of complaints resolved	360.0	379.0	300.0	435.0	500.0
* Number of short-term lender complaints resolved	41.0	39.0	20.0	90.0	100.0
* Number of mortgage complaints resolved	89.0	140.0	175.0	75.0	75.0
* Average number of days to resolve a complaint	24.0	30.0	25.0	60.0	60.0
* Total revenue received (in thousands)	\$3,514.3	\$5,857.6	\$7,559.8	\$2,229.6	\$2,300.0
<b><u>Outcome Indicators</u></b>					
* Number of individuals attending financial education presentations	918.0	1,200	2,000	1,100	1,500
* Percentage of resolved complaints to total complaints filed	93 %	88.5 %	90 %	86.1 %	85.1 %
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of examinations completed per examiner	164.0	226.0	226.0	185.0	188.0
* Cost to administer each licensee (in dollars)	\$1,028.30	\$999.00	\$939.00	\$910.00	\$950.00

**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. Provide consumer tips regarding currency exchange transactions to the general public.
  2. 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.
  3. Ensure sufficient protection to currency exchange consumers through the examination process.
    - a. Improve process through computerization.
    - b. Improve relations with the currency exchange industry through increased communication.
  4. Increase efficiency of examination staff through better scheduling.

**Source of Funds:** Financial Institution Fund

**Statutory Authority:** 20 ILCS 1205/1

	<i>Fiscal Year 2002 Actual</i>	<i>Fiscal Year 2003 Actual</i>	<i>Fiscal Year 2004 Target/Projected</i>	<i>Fiscal Year 2004 Actual</i>	<i>Fiscal Year 2005 Target/Projected</i>
<b><u>Input Indicators</u></b>					
* Total expenditures - all sources (in thousands)	\$1,236.6	\$1,155.7	\$1,154.4	\$1,154.6	\$1,083.3
* Total expenditures - state appropriated funds (in thousands)	\$1,236.6	\$1,155.7	\$1,154.4	\$1,154.6	\$1,083.3
* Average monthly full-time equivalents	14.0	13.0	13.0	13.0	13.0
<b><u>Output Indicators</u></b>					
* Number of examinations assigned	806.0	724.0	700.0	694.0	700.0
* Number of examinations completed	815.0	805.0	700.0	729.0	700.0
* Total number of community currency exchanges	663.0	656.0	660.0	658.0	660.0
* Total number of ambulatory currency exchanges	310.0	284.0	280.0	243.0	230.0
* Number of licenses granted	58.0	76.0	65.0	40.0	50.0
* Number of new license applications received	109.0	86.0	100.0	38.0	50.0
* Number of new license applications processed	91.0	97.0	100.0	48.0	50.0
* Number of new service requests received	39.0	34.0	35.0	48.0	25.0
* Number of new service requests investigated	28.0	33.0	34.0	48.0	25.0
* Number of new service requests processed	28.0	30.0	30.0	48.0	25.0
* Number of new service requests pending	4.0	4.0	4.0	2.0	4.0
* Number of consumer complaints received	128.0	92.0	100.0	110.0	100.0
* Number of consumer complaints resolved	120.0	94.0	100.0	102.0	100.0
* Number of consumer complaints pending	8.0	6.0	6.0	8.0	8.0
* Total revenue received (in thousands)	\$469.0	\$491.1	\$591.1	\$551.4	\$550.0
<b><u>Outcome Indicators</u></b>					
* Average number of days to resolve a consumer complaint	26.0	26.0	28.0	22.0	20.0
<b><u>Efficiency/Cost-Effectiveness Indicators</u></b>					
* Number of examinations completed per examiner	115.0	115.0	110.0	104.0	100.0
* Average cost to administer each currency exchange (in dollars)	\$1,300.00	\$1,229.00	\$1,228.00	\$1,281.00	\$1,300.00