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INTRODUCTION

The Public Accountability Project

The Illinois Office of Comptroller (IOC) continues to make it a priority to expand governmental accountability and financial reporting beyond financial data into the area of the performance measurement. This effort will improve the accountability of state governmental agencies to the public they serve by making sure that state resources are used efficiently and effectively to accomplish the purposes for which they were earmarked. This section of the Comprehensive Annual Financial Report (CAFR) contains reports from 57 of our largest state agencies that summarize the results achieved by the programs that they administer.

The format for these reports 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 the usual financial information with the performance (or results) of government programs.

SEA reporting reviews "*Service Efforts*" - the financial and other resources allocated to programs - and "*Accomplishments*" - quantifiable measurements of how well the programs have performed 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.

Reading the Public Accountability Report

Building on prior years' experience, the fiscal year 2001 Public Accountability Report uses a slightly revised format, incorporating more program information into the agency

I. Narrative
The first part is an agency narrative, including a table that summarizes all programs administered by the agency along with the resources (or efforts), in terms of expenditures and staffing, dedicated to them. The narrative also gives the reader a brief description of the agency's mission and organization.

II. Mission and Organization
The second part lays out the purpose and aims of the program, giving the reader a simple understanding of the program through:

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

- *Goals* or broad statements of the overall outcomes that the program was designed to accomplish; and

- *Objectives* that provide measurable targets describing the results that the program is expected to accomplish in the short term.

III. Data Table
The third section is a table containing data on the program's results or accomplishments, including:

- *Outcome Indicators* or measures of how well the program has addressed the stated goals;

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

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

- *Efficiency/Cost-Effectiveness Indicators*, which are measurements 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).

The Goals of Public Accountability

The Public Accountability Report for fiscal year 2001 expands the coverage of the report to 57 (from 19 in fiscal year 1999 and 40 in fiscal year 2000) of the largest agencies in state government. The report offers information 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.

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 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 our 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 then can avail themselves of opportunities 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 at the IOC's web site: http://www.ioc.state.il.us.

Explanatory Notes

Validity and reliability of self-reported SEA information.
The SEA reports contained here are compiled by the state agencies and constitute 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 of SEA reports is ultimately the responsibility of the agencies. The IOC does not verify or reconcile reported expenditures or performance data, including the funding and statutory sources reported by the agencies. None of the reported performance data has been audited, nor does it fall within the scope of the audit opinion. The information provided has been reported or submitted by each agency unless explicitly noted otherwise. The verifiability and reliability of reported performance data remain a challenge for SEA reporting.

Reporting standards.
SEA reporting is in its experimental stages. (Illinois has been re-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 our programs are accomplishing.

Service, Efforts and Accomplishments for Fiscal Year 2001

The Public Accountability Report contains detailed performance reviews of dozens of state programs administered by state agencies. The following summary looks at service efforts and accomplishments in the aggregate and supplies the reader with an outline of the report along with a sample of the information that is available here.
The Public Accountability Report separates state agencies into the same program areas that the governor uses in laying out his budget. Those are:

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

Each section of the report begins with aggregate indicators of the efforts and accomplishments of the various programs that comprise that program area.

Service Efforts.
Service efforts are measured by the expenditures and the number of staff used on a program. The table below ranks, in terms of expenditures, the efforts of the State of Illinois in the program areas cited earlier. More information on the spending and staffing of state agencies and programs is available in the full report.

In fiscal year 2001, *Human Services* continued to rank as the largest sector of spending in the Illinois State budget, followed by *Government Services* and *Education*. Nonetheless, *Human Services* spending declined as a percentage of the total budget, as did spending for *Education*. Illinois' efforts, in terms of expenditures, increased for *Economic Development and Infrastructure* and *Public Safety* and increased slightly for *Government Services* and *Environment and Business Regulation*.

Accomplishments.
What was accomplished with the efforts and resources allocated to these various program areas? This part of the report reviews some of the big-picture outcomes that state programs are established to affect. By no means can state government efforts alone control these outcomes, but the results in these areas, particularly compared to other states or national averages, provide an important perspective on where Illinois stands and where more or different efforts are needed. The individual SEA reports of the state agencies in the body of this report give a more detailed look at how our state programs are functioning.

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

Program Area	FY 2000	FY 2001	FY 2000 % of Budget	FY 2001 % of Budget
Human Services	**$12,720.2**	**$13,786.9**	**33.4%**	**33.3%**
Government Services	**$9,758.8**	**$10,789.1**	**25.7%**	**26.1%**
Education	**$8,540.7**	**$9,138.5**	**22.5%**	**22.1%**
Elementary and Secondary Education	$6,266.5	$6,656.9	16.5%	16.1%
Higher Education	$2,274.2	$2,481.6	6.0%	6.0%
Economic Development and Infrastructure	**$4,506.6**	**$4,967.0**	**11.8%**	**12.0%**
Economic Development	$1,232.9	$1,406.7	3.2%	3.4%
Infrastructure (Transportation)	$3,273.7	$3,560.3	8.6%	8.6%
Public Safety	**$1,699.4**	**$1,804.6**	**4.5%**	**4.4%**
Environment & Business Regulation	**$814.2**	**$905.5**	**2.1%**	**2.2%**
Environment	$664.3	$748.0	1.7%	1.8%
Business Regulation	$149.9	$157.5	0.4%	0.4%
Total	**$38,039.9**	**$41,391.6**	**100.0%**	**100.0%**

Numbers may not add due to rounding.

EDUCATION

Efforts

($ millions)	FY 2000	FY 2001	$ Change	% Change
Education (State Appropriated Funds)	**$8,540.7**	**$9,138.5**	**$597.8**	**7.0%**
Elementary and Secondary Education	**$6,266.5**	**$6,656.9**	**$390.4**	**6.2%**
Higher Education	**$2,274.2**	**$2,481.6**	**$207.4**	**9.1%**

Elementary and Secondary Education

Operating Expense Per Pupil (All Sources)

	1998-1999	1999-2000	2000-2001
City of Chicago SD 299	$7,826.92	$8,047.10	*
Suburban Cook	$8,567.91	$8,971.74	*
Collar Counties Include:			
DuPage	$7,500.68	$7,776.21	*
Kane	$6,560.25	$6,911.23	*
Lake	$7,922.88	$8,303.50	*
McHenry	$6,050.40	$6,364.98	*
Will	$5,935.10	$3,697.71	*
Average for Collar Counties	$7,050.39	$7,395.51	*
Downstate (all other counties)	$6,173.88	$6,478.66	*
State Averages by Type			
Elementary	$6,613.22	$6,958.75	*
High School	$10,304.77	$10,764.63	*
Unit	$6,815.95	$7,123.88	*
Illinois State Averages	**$7,146.12**	**$7,483.16**	*

Source: School District Annual Financial Report

** 2000-2001 data not available until March - April 2002.*

Results

Percent of Students NOT Meeting State Standards in Mathematics

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

Source: Illinois State Board of Education

Percent of Students NOT Meeting State Standards in Writing

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

Source: Illinois State Board of Education

Percent of Students NOT Meeting State Standards in Reading

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

Source: Illinois State Board of Education

Results

Six-Year Graduation Rates (All Students and Student-Athletes)

	All Students Beginning Study in 1994-1995	Student-Athletes Beginning Study in 1994-1995
National Average	**52%**	**54%**
Chicago State Univ.	12%	36%
Eastern Illinois Univ.	68%	71%
Illinois State Univ.	55%	54%
Northeastern Univ.	50%	52%
Northern Illinois Univ	47%	53%
Western Illinois Univ.	47%	69%
SIU - Carbondale	37%	59%
Univ. Of Illinois - Champaign	76%	72%
Univ. Of Illinois - Chicago	37%	57%

Source: 2001 NCAA Graduation Rates Report

Degrees Conferred by Illinois Colleges and Universities

	1980	1990	1999	2000
All Degrees	86,342	100,002	113,009	115,080
Associate Degrees	19,599	23,660	26,009	25,917
Bachelor's Degrees	44,020	49,863	53,542	55,232
Master's Degrees	16,406	19,655	26,233	26,937
Doctorate Degrees	1,887	2,421	2,674	2,484
Professional Degrees	4,430	4,403	4,551	4,510
Total Enrollment	551,379	530,248	533,553	533,884

Source: Illinois Board of Higher Education

Median Annual Income by Level of Education

	1991	1995	1997	1998
Men:				
High School Graduate	$26,779	$29,510	$31,215	$31,477
Bachelor's Degree	$40,906	$45,266	$48,616	$51,405
Master's Degree	$49,734	$55,216	$61,690	$62,244
Doctorate Degree	$57,418	$65,336	$76,234	$75,078
Professional Degree	$73,996	$79,667	$85,011	$94,737
Women:				
High School Graduate	$18,836	$20,463	$22,067	$22,780
Bachelor's Degree	$29,079	$32,051	$35,379	$36,559
Master's Degree	$34,949	$40,263	$44,949	$45,283
Doctorate Degree	$43,303	$48,141	$53,037	$57,796
Professional Degree	$46,742	$50,000	$61,051	$57,565

Source: U.S. Department of Education

Percent Population over 25 with Bachelor Degree or Higher

	1991	1995	1999	2000
National	21.4%	23.0%	25.2%	25.6%
Illinois	24.0%	24.6%	25.6%	27.1%

Source: U.S. Census Bureau

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

	1990	1995	1997	1998	% change 1990-98
National Need-Based Aid	$1,529.4	$2,422.0	$2,555.7	$2,735.7	98.5%
Illinois Need-Based Aid	$171.4	$244.4	$272.9	$288.9	112.6%

Source: U.S. Department of Education

HUMAN SERVICES

Efforts

($ millions)	FY 2000	FY 2001	$ Change	% Change
Human Services	**$12,720.2**	**$13,786.9**	**$1,066.7**	**8.0%**

Results

Proportion of Earned Income to TANF Available to Work Caseload

	1999	2000	*2001
Average Number Employed	480,117	322,588	156,906
Average Monthly Caseload	1,037,329	706,024	368,869

Source: Illinois Department of Human Services

* Data from 1/01-9/01

Infant Mortality

(Deaths under age 1 per 1,000 live births)

	1980	1990	1995	1997
National Average	12.6	9.2	7.6	7.2
Illinois	14.8	10.7	9.4	8.4
White	11.7	7.9	7.2	6.4
Black	26.3	22.4	18.7	17.1
State Ranking	**47**	**44**	**44**	**38**

Source: Statistical Abstract of the United States, 2000

Life Expectancy

(At birth in years)

	1989-91	
	Illinois	U. S.
Male	71.34	71.83
Female	78.31	78.81
White	76.16	76.13
Black	67.46	69.16
Total	**74.90**	**75.37**

Illinois State Ranking: 35

Source: National Center for Health Statistics

Child Abuse and Neglect in Illinois

	1996	1997	1998	1999	2000	2001
Alleged Victims	125,221	119,447	114,011	106,903	103,573	100,413
Indicated Victims	44,465	41,833	36,858	33,805	32,746	28,868
Indicated Deaths	85	89	70	76	78	80

Source: Illinois Department of Children and Family Services

Births to Teenagers, Age 15-19

(Per 1,000 women)

	1991	1996	1998	1999
United States	62.1	54.4	51.1	49.6
Illinois	64.8	59.9	53.2	51.1
White	52.8	48.1	45.4	40.3
Black	115.5	91.4	85.3	105.2
Hispanic	106.7	101.8	93.7	102.2
State Ranking	**33**	**34**	**32**	**33**

Source: National Vital Statistics Report, Vol. 49

Percent of People without Health Insurance

	1990	1995	1999	2000
United States	13.9%	15.4%	14.3%	14.0%
Illinois	**10.9%**	**11.0%**	**13.0%**	**13.4%**
State Ranking	**18**	**11**	**21**	**29**

Source: U.S. Census Bureau

Incidence of Disease

		1990	2000	2001	
	U.S.	State Rank	State Rank	Illinois	State Rank
Heart Disease (Deaths per 100,000 population)	276.2	43	34	279.5	31
Cancer Cases (Cases per 100,000 population)	450.6	27	21	457.4	20
Infectious Disease (Cases per 100,000 population)	30.5	19	26	26.5	30

Source: United Health Group: State Health Ranking - 2000 Edition

PUBLIC SAFETY

Efforts

($ millions)	FY 2000	FY 2001	$ Change	% Change
Public Safety	**$1,699.4**	**$1,804.6**	**$105.2**	**6.2%**

Results

Violent Crimes in Illinois
(Crimes per 100,000 population)

	1990	1995	1999	2000
Statewide	980.0	1,030.3	702.6	672.5
Chicago Metro Area	1,325.7	1,237.2	725.4	680.2
Northern Illinois	1,355.9	1,266.4	842.4	802.2
Western Illinois	400.3	578.9	375.2	360.0
Central Illinois	379.0	733.9	525.3	512.7
Southern Illinois	392.4	658.4	545.5	526.5

Source: Crime in Illinois 1990, 1995, 1999, 2000

Murders: Percent Attributed to Firearms

	1990	1995	1999	2000
United States	65.9%	69.0%	N/A	N/A
Illinois	67.3%	66.7%	72.4%	71.0%

Source: U.S. Centers for Disease Control and Prevention

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

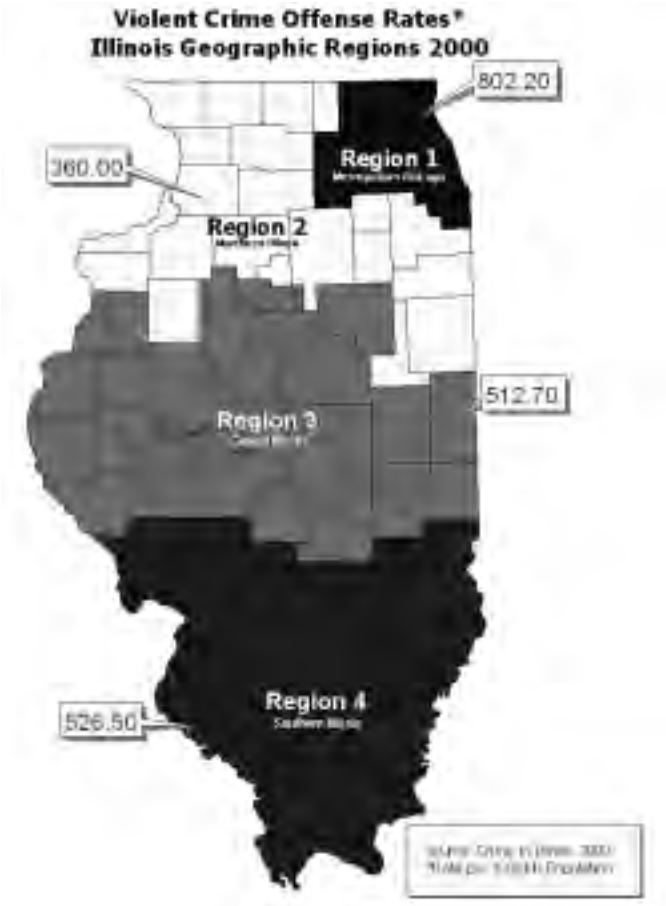
	1990	1995	1999	2000
Assault	520.6	624.7	427.0	410.0
Robbery	393.1	333.6	216.4	207.6
Criminal Sexual Assault	56.0	61.6	51.5	47.7
Murder	10.3	10.4	7.7	7.2

Source: Crime in Illinois 1990, 1995, 1999, 2000

Prisons: Recidivism Rates
(Inmates returned to custody within three years of prior release)

	1995	1997	1998
United States	34.7%	34.2%	32.7%
Illinois Corrections			
Adult Inmates	40.1%	43.7%	44.1%
Juveniles	29.2%	35.8%	35.8%

Source: Illinois Department of Corrections and Corrections Yearbook



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

	1990	1995	1999	2000
Total	**4,969.9**	**4,585.7**	**3,900.5**	**3,725.3**
Theft	3,229.7	3,108.1	2,698.3	2,586.3
Burglary	1,052.7	914.6	707.5	659.6
Motor Vehicle Theft	645.1	532.9	468.1	455.3
Arson	42.3	30.3	26.6	24.1

Source: Crime in Illinois, 1990, 1995, 1999, 2000

Deaths from Fires
(Deaths per 100 fires)

	1990	1995	1999	2000
United States	5,195	4,585	3,570	4,045
Illinois	318	168	180	146
Civilians	317	167	178	145
Firefighters	1	1	2	1

Source: Federal Emergency Management Agency and Office of the State Fire Marshal

ENVIRONMENT AND BUSINESS REGULATION

Efforts

($ millions)	FY 2000	FY 2001	$ Change	% Change
Environment & Business Regulation	**$814.2**	**$905.5**	**$91.3**	**11.2%**
Environment	**$664.3**	**$748.0**	**$83.7**	**12.6%**
Business Regulation	**$149.9**	**$157.5**	**$7.6**	**5.1%**

Results

Environment

Illinois Environmental Rankings for 2000

	Illinois	State Rank
Air Quality		
(Percent of population living in counties that exceed air quality standards, 1999)	69.8%	42
Carbon Dioxide Emissions from Fossil Fuel Use		
(Pounds per capita of carbon dioxide generated by fossil fuel use, 1997)	1,088.40	20
Emissions-to-Job Ratio		
(Pounds of toxic chemical emissions per manufacturing job, 1997)	131.1	25
Energy Consumption		
(Millions of BTUs consumed per capita from all energy sources)	324.7	17
Change in Energy Consumption		
(Percent change in per capita energy consumption from 1992 to 1997)	8.30%	19
Carcinogens in Water		
(Grams per capital of carcinogenic toxins directly discharged to water, 1992-96)	19.33	17
Hazardous Waste Generated		
(Pounds per capita produced, 1997)	366.5	43
Solid Waste Generated		
(Pounds per capita produced, 1998 and 1999)	2,228.7	24
Solid Waste Recycled		
(Percent of solid waste recycled, 1996)	23%	24

*Source: **Gold and Green 2000**, Institute for Southern Studies*

Percent of Waterways in Good Condition

	1990	1995	1999	2000
National Average	N/A	64.0%	N/A	N/A
Illinois	43.4%	54.4%	59.3%	63.3%

Source: Illinois Environmental Protection Agency

Percentage of Days with Good or Moderate Air Quality
(Illinois Metropolitan Areas)

	1990	1995	1999	2000
Illinois	92.1%	91.2%	92.9%	97.5%
Chicago Metro	98.6%	93.7%	96.7%	99.7%
Metro East	95.3%	94.8%	97.0%	98.9%

Source: Illinois Environmental Protection Agency

Business Regulation

Financial Condition of Key Business Groups

	1990	1995	2000	2001
Percentage of Thrift Institutions in Good Financial Condition	N/A	100.0	93.1	94.0
Percent of Insurance Companies in Receivership - 10-year rolling average				
Life and Health Companies	N/A	N/A	0.45	0.45
Property and Casualty Companies	N/A	N/A	0.44	0.52
Health Maintenance Organizations (HMOs)	N/A	N/A	1.33	0.3

Source: IL Dept. of Insurance

Regulation of Horse Racing
(in thousands)

	1990	1995	2000	2001
Total State Revenue from Racing	$47.8	$44.0	$21.6	$17.2
Total wagering on horse races	$1,280.9	$1,424.5	$1,655.8	$1,764.3
Illinois wagering on Illinois races	$1,239.1	$1,099.9	$372.1	$369.1
Illinois wagering on out-of-state races	$23.0	$91.5	$727.2	$731.8
Out-of-state wagering on Illinois races	$18.8	$233.1	$556.5	$663.4

Source: Illinois Racing Board

Regulation of Licensed Professionals

	2000	2001
Licensees Place on Probation	504	572
Cases Resulting in Disciplinary Orders	4379	5004
Total Licenses	702,541	709,036

Source: IL Dept.of Professional Regulation

ECONOMIC DEVELOPMENT AND INFRASTRUCTURE (TRANSPORTATION)

Efforts

($ millions)	FY 2000	FY 2001	$ Change	% Change
Economic Development and Infrastructure	**$4,506.6**	**$4,967.0**	**$460.4**	**10.2%**
Economic Development	**$1,232.9**	**$1,406.7**	**$173.8**	**14.1%**
Infrastructure (Transportation)	**$3,273.7**	**$3,560.3**	**$286.6**	**8.8%**

Economic Development

Results

Personal Income
(Per capita income and percentage growth)

	1990	1995	1999	2000
Income				
United States	$19,584	$23,272	$27,859	$29,451
Illinois	$20,756	$25,375	$30,274	$31,842
State Ranking	**10**	**7**	**7**	**10**
Percentage Growth				
United States	5.5%	4.1%	3.5%	5.7%
Illinois	5.7%	4.7%	2.7%	5.2%
State Ranking	**24**	**11**	**36**	**25**

Source: Bureau of Economic Analysis

Unemployment Rate

	1990	1995	1999	2000
United States	5.6%	5.6%	4.2%	4.0%
Illinois	6.2%	5.2%	4.3%	4.4%
Chicago Metro Area	6.0%	5.1%	4.1%	4.2%
State Ranking	**40**	**26**	**27**	**38**

Source: Illinois Department of Employment Security

Poverty Rate
(Percent of population in poverty)

	1990	1995	1999	2000
United States	13.5%	13.8%	11.8%	11.3%
Illinois	13.7%	12.4%	9.9%	11.4%
State Ranking	**30**	**21**	**32**	**N/A**

Source: U.S. Census Bureau

Economic Rankings in 2000

	Results	Rank
Overall State Economic Ranking	-	26
Business Start-ups (per 1,000 workers)	6.3	13
Disability Benefits (Workers' compensation: maximum weekly total disability benefits)	$899.91	2
Employment Growth (1994-1999 change in average annual nonfarm employment)	9.0%	41
Income Gap between Rich and Poor (Ratio of average family income of wealthies 20% vs poorest 20%, 1994-96)	10.3	37
Unemployment Duration (Percent of unemployed for more than 27 weeks, but still looking for work, 1998)	15.5%	38
Youth (age 16-19) Unemployment rate	12.5%	21
Percent of African Americans and Latinos holding higher-paying jobs	19.8%	23
Percent of jobs held by women that are higher-paying jobs	16.5%	16
Workplace deaths (Traumatic deaths occurring at work, per 100,000 workers, 1992-96)	4.4	18

Source: Gold and Green 2000, Institute for Southern Studies

Ilinois Exports
(in billions)

	1990	1995	1999	2000
United States	N/A	$583.0	$692.8	$780.4
Illinois	N/A	$32.6	$33.2	$34.4
Percent of U.S.	N/A	5.6%	4.8%	4.4%
State Ranking	N/A	5	6	6

Source: Miser Trade 2000

Agricultural Exports
(in billions)

	1990	1995	1999	2000
United States	$39.5	$56.3	$49.1	$51.6
Illinois	$3.2	$3.4	$2.8	$3.0
Percent of U.S.	8.10%	6.00%	5.70%	5.80%
State Ranking	3	3	5	6

Source: USDA Economic Research Service

Results

Illinois Traffic Fatalities
(Deaths per 100 million miles driven)

	1990	1995	1999	2000
United States	2.1	1.7	1.6	*1.5
Illinois	1.9	1.7	1.4	1.4
Southern	2.4	2.1	1.9	1.9
Chicago Metro Area	1.7	1.4	1.2	1.2
Northern	1.8	2.4	1.7	1.6
Western	2.5	2.1	2.1	1.6
Central	2	2	1.5	1.2
Eastern	2.5	2.2	1.9	1.5
Southern	2.4	2.1	1.9	1.9
State Rank	33	32	32	32

Source: Federal Highway Administration
* Provisional

Delays due to Traffic Congestion
(Chicago Area)

	1990	1995	1998	1999
Annual Hours of Delay per Capita	23.4	27.8	33.7	33.6
Freeways	12.6	14.5	16.5	16.6
Major Streets and Roads	10.8	13.3	17.2	17
State Rank	17	24	21	23
Percent of Daily Travel in Congestion	23%	36%	40%	40%
State Rank	6	5	3	3

Source: 2001 Urban Mobility Report, Texas Transportation Institute. Ranks 68 metropolitan areas by various measures of road congestion.

State System Pavement Condition Centerline Miles

	1990		1995		1999	
	Miles	Percent	Miles	Percent	Miles	Percent
Excellent	3,956	23%	5,102	31%	4,911	30%
Good	4,430	26%	4,353	26%	5,335	33%
Fair	6,675	39%	5,402	33%	4,659	28%
Poor	1,869	11%	1,719	10%	1,548	9%
Total	16,930	100%	16,576	100%	16,453	100%

Source: Illinois Department of Transportation

Illinois Roads and Bridges in Need of Repair

	1990	1995	1999	2000
Miles of Road	2,124	2,072	1,893	1,784
Bridges	882	874	881	693

Source: Illinois Department of Transportation

Modes of Transportation

	1990	1995	2000	2001	% Change 1990-2001
Amtrak Ridership	22,186,300	20,724,862	22,517,264	23,493,783	5.89%
Commercial Air Passengers Enplaned (O'Hare/Midway/Meigs)	33,010,228	36,597,132	42,005,153	*43,800,000	32.69%
Public Transportation Ridership (Bus and rail, upstate and downstate)					
Downstate Urban Total Ridership	23,753,777	23,855,659	28,595,295	30,204,168	27.16%
Northeastern Illinois Total Ridership	681,048,898	556,035,549	568,402,116	574,309,927	-15.67%

Source: Amtrack Finance, FAA and Regional Transportation Authority
* estimated for 2001

Illinois Licensed Drivers and Registered Vehicles

	1990	1995	1999	2000	% Change 1990-2001
Licensed Drivers (millions)	7.29	7.65	7.94	8.46	16.0%
State Rank	7	7	7	7	
Registered Vehicles (millions)	8.07	8.64	9.29	9.54	18.2%
State Rank	7	6	7	6	
Illinois Vehicle Miles Traveled (billions)	83.64	94.32	102.19	102.94	23.10%

Source: Federal Highway Administration

GOVERNMENT SERVICES

Efforts

($ millions)	FY 2000	FY 2001	$ Change	% Change
Government Services	**$9,758.8**	**$10,789.1**	**$1,030.3**	**10.6%**

Results

Electoral Participation - Percent of Eligible Population Casting Votes

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

Source: Federal Election Commission

Other Measures of State Government

	1990	1995	2000	2001
State and local taxes as a percent of personal income	5.5%	5.3%	5.9%	5.6%

Source: U.S. Department of Commerce

Distribution of Lottery and Riverboat Gaming Receipts
($ millions)

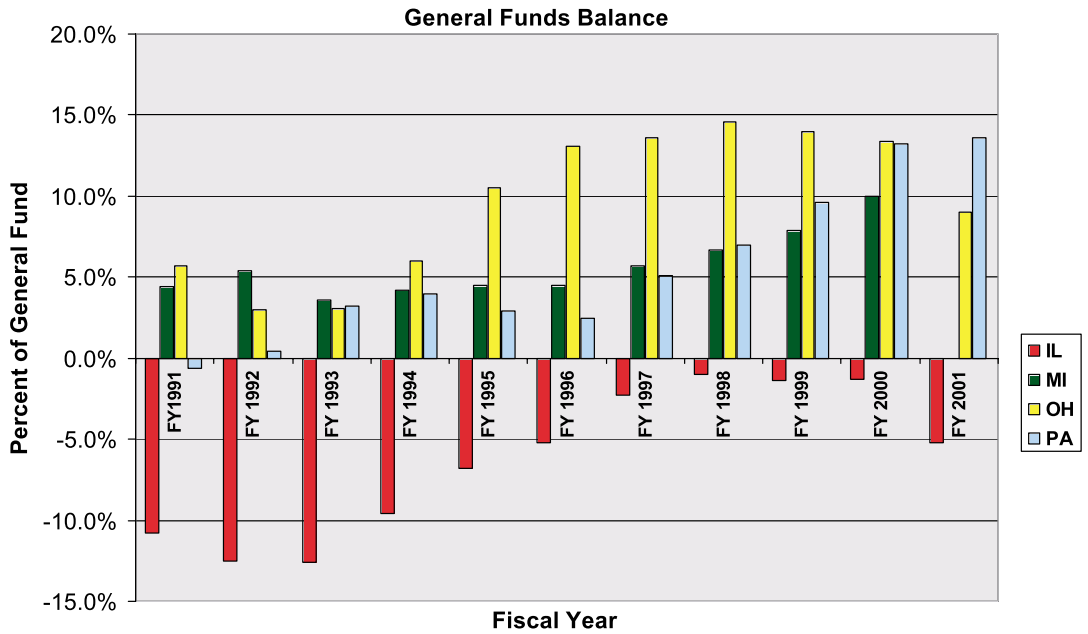
	1990		1995		2000		2001	
	$	%	$	%	$	%	$	%
Lottery Receipts - Total	$1,523.0		$1,630.0		$1,504.0		$1,450.0	
Transfers to Common School Fund	$594.0	39.0%	$588.0	36.1%	$515.3	34.3%	$501.0	34.6%
Prizes	$779.0	51.2%	$876.0	53.7%	$831.2	55.3%	$791.8	54.6%
Retailer and Vendor Commissions	$98.0	6.4%	$107.0	6.6%	$97.0	6.4%	$95.0	6.6%
Operations Expenditures	$52.0	3.4%	$59.0	3.6%	$60.4	4.0%	$61.0	4.3%
State Gaming Fund - Total	$0.0		$266.0		$475.5		$529.0	

Source: Lottery Department and Comptroller's Records

Measures of E-Government

	1995	2000	2001
Percentage of individual income tax returns filed electronically	3.5%	19.2%	22.4%
EFT collections as percentage of Dept. of Revenue receipts	25.0%	38.3%	42.9%
Percentage of paperless commercial vouchers processed	0.0%	93.5%	93.7%

Source: Illinois Comptroller's Office and Department of Revenue



Note: 2001 figures reflect the implementation of GASB Statement 33, *Accounting and Financial Reporting for Nonexchange Transactions* and Statement 36, *Recipient Reporting for Certain Shared Nonexchange Transactions*; therefore they may not be precisely comparable to prior year figures. 2001 figures for Michigan were unavailable at time of publication.

Elementary and Secondary

Efforts

Elementary and Secondary Education Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
Elementary and Secondary Education	$6,266,538.3	$6,656,895.2	6.2%

Operating Expense Per Pupil (All Sources)

	1998-1999		1999-2000		2000-2001	
City of Chicago SD 299		$7,826.92		$8,047.10		*
Suburban Cook		$8,567.91		$8,971.74		*
Collar Counties Include:						
DuPage	$7,500.68		$7,776.21		*	
Kane	$6,560.25		$6,911.23		*	
Lake	$7,922.88		$8,303.50		*	
McHenry	$6,050.40		$6,364.98		*	
Will	$5,935.10		$3,697.71		*	
Average for Collar Counties		$7,050.39		$7,395.51		*
Downstate (all other counties)		$6,173.88		$6,478.66		*
State Averages by Type						
Elementary		$6,613.22		$6,958.75		*
High School		$10,304.77		$10,764.63		*
Unit		$6,815.95		$7,123.88		*
Illinois State Averages		**$7,146.12**		**$7,483.16**		*

Source: School District Annual Financial Report
** 2000-2001 data not available until March - April 2002.*

Results

Percent of Students NOT Meeting State Standards in Mathematics

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

Source: Illinois State Board of Education

Percent of Students NOT Meeting State Standards in Writing

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

Source: Illinois State Board of Education

Percent of Students NOT Meeting State Standards in Reading

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

Source: Illinois State Board of Education

EDUCATION:
STATE BOARD OF EDUCATION

State Board of Education
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Access to Quality Education	$5,454,059.0	110	$5,795,123.0	103
Learning Environments	$435,143.0	11	$461,543.0	10
Student Performance	$226,360.0	291	$240,093.2	273
Education Workforce	$105,612.0	54	$112,020.0	51
Educational Accountability	$45,364.3	321	$48,116.0	302
Totals	$6,266,538.3	787	$6,656,895.2	739

Mission and Organization

The mission of the Illinois system of elementary and secondary schools (Pre-K through grade 12) is to prepare children and youth for their adult lives. They must acquire the knowledge, skills and attitudes that will make it possible for them to (1) succeed in both post-secondary education and the workplace; (2) be life-long learners who can respond to an ever-expanding base of knowledge, and (3) function as effective citizens of our democracy.

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

Primary responsibility of the education of Illinois' students is assigned to the state's 892 public school districts supported by 45 Regional Offices of Education, 3 Intermediate Service Centers, and more than two hundred "cooperatives" that provide special services, such as special education and vocational education.

The State Board of Education is responsible for providing leadership and support for the state's education system. This includes working with various stakeholders to develop specific goals for the education system, advocating for achievement of those goals, setting standards for academic success, providing assistance for local district efforts, distributing funds, and assuring accountability. The overall objective is to assure that Illinois students receive an education that is "second to none."

The results of Illinois' elementary and secondary school system are shaped by a variety of factors or "inputs." These include student enrollment and student characteristics; attendance and chronic truancy; student mobility; characteristics of the delivery system (e.g., number of districts and schools); teachers and administrators; and funding. Illinois public schools served more than 2 million students in 2000-2001, an increase of about 12% in the last decade.

Student Characteristics

Research shows a strong link between low student achievement and student characteristics such as income status, English-language proficiency and disabilities. Since the percentages for each of these groups of students has increased every year during the past decade, the schools face significant challenge in assuring that all students meet or exceed the learning standards.

A second basic factor is the extent to which students actually participate in the educational system. Research has shown that attendance levels are connected to student achievement levels, with schools having high attendance performing better than those with low attendance. In 2000-2001, Illinois schools had an attendance rate of 93.7% and a chronic truancy rate of 2.2%. Both of these rates have remained relatively stable for several years.

Student mobility, which reflects any enrollment change during the school year, is the sum of the students who transferred out and the students who transferred in, divided by the average daily enrollment and multiplied by 100. Individual students may be counted more than once and it is possible for a school's mobility rate to exceed 100%. The statewide mobility rate has declined slightly over the past decade, from 21.9% in 1990 to 17.5% in 2000. However, when local district mobility rates are examined, it is evident that there is great variation among them. Nine districts report a mobility rate of between 75-95% annually, and four districts report a mobility rate greater than 95%.

Another basic factor is the character of the educational delivery system. The Illinois educational system has an exceptionally large number of delivery units. In 1998-99 (the last

date for which national data is available) Illinois was third only to California and Texas in terms of the number of school districts and schools. Moreover, districts and schools vary greatly in enrollment (from 34 to 437,722) and geographic size (from one square mile to 461 square miles).

Administrative and Teaching Force

The character of the teaching and administrative force is a fifth educational system factor. Illinois public schools employ 145,000 full-time teachers and administrators along with 5,000 part-time teachers and administrators. The percent of minority teachers was less than half that of minority students and more than seventy-five percent of the teaching force is now female. In general, Illinois' teaching force is well-educated, with almost half (47%) of the full-time classroom teachers holding a master's degree or above. In addition, Illinois teachers had an average of 14.8 years of teaching experience in 1999-2000, and nearly 40% were at least 50 years old.

Illinois, like most states in the nation, is experiencing a shortage of teachers and administrators. Although these shortages are particularly notable in certain subject areas (e.g., sciences, special education) and regions (e.g., urban schools, rural areas), a significant number of districts in Illinois are unable to fill all of their vacant positions. In fiscal year 2000, more than 2,500 teaching positions and 73 administrative positions were reported as unfilled.

This situation is likely to become worse in the near term, as the age and experience levels of much of Illinois' teaching and administrative workforce make them eligible for retirement. Currently, 17% of the educator workforce is eligible to retire. The percentage of teachers eligible to retire will increase to 40% within the next three years, and the percentage of administrators eligible to retire will increase to 47%.

Funding

Perhaps the most commonly discussed input to the state's education system is funding. Total funding for elementary and secondary education was $17.98 billion in 2000-2001. The state share was 37.7%, while the local and federal shares were 51.9% and 10.4%, respectively.

State funding for education is allocated among numerous line items with the largest components being general state aid ($3.23 billion), categorical purposes like special education and transportation ($1.21 billion), and teachers' retirement ($0.87 billion). Funding is also targeted for specific types of programs that are believed to be important for improving student achievement; examples include early childhood education ($184.2 million), reading improvement ($87.4 million), and technology ($49.3 million). Most of these targeted programs have a required evaluation component to determine whether the purposes of the programs are being met. Other break-out programs are designed to meet the needs of a specific group of students.

Local funds are generated by property values. The average property wealth per pupil was $102,129 in 1999 (most recent data available). Illinois has one of the largest ranges in per pupil expenditures from $3,987 to $17,911 in 2000.

The School System

Output indicators (school or student) measure the system's products and often reflect the resources available to the education system. School output indicators include class size; teacher retention in the profession; teachers teaching with Master Certificates, certified by the National Board of Professional Teaching Standards (NBPTS); use of temporary facilities; new or remodeled schools; curriculum opportunities and access to technology. Student output indicators include drop out rate; graduation rate; GED passing rate; and percentage of 25-year-olds with high school degrees.

Class size is important because of the proven relationship to student achievement, particularly in the primary grades. The average class size in Illinois has been up and down over the past decade, with an increase at all grade levels in the period between 1993-1997. After several years of declining averages, the 2000-2001 levels were at a decade-low in all reported grades except grade six.

The number of teachers graduating from Illinois institutions and eligible for Initial Certification is generally sufficient to meet the demand or need of local districts. However, many newly certified teachers do not choose to teach, or at least not to teach in Illinois. More critically, perhaps, many of those who enter the teaching profession in Illinois schools leave within the first several years. Failure to retain qualified and experienced teachers exacerbates the problems associated with providing a sufficient and high-quality teacher workforce.

Illinois has aligned its highest level of certification - the Master Certificate - with certification by the NBPTS. State, district and higher education incentives and support for participation in the NBPTS program has produced a steady increase in the number of candidates and the number of Illinois teachers who have been National Board-certified. In 1995-96, Illinois had only 2 National Board Certified

Teachers; in 2000-2001 the number had grown to 140.

The increases in student population during the past decade have strained the capacity of Illinois schools. In a State Board survey in 1999 (90% return rate), almost half of the respondents indicated that they were forced to use temporary/leased units to house some of their students. The School Construction Act has made possible the construction of 133 new schools since the law was passed in December 1997. During this period, 485 renovations/additions were undertaken and, under a separate funding program, 877 maintenance grants have been awarded. However, based on the 1999 survey, more than $8 billion of additional construction and repair work is needed within the next five years.

The curriculum of each local district is built around the Illinois Learning Standards, state requirements, local needs and wishes, and availability of resources. The State Board does not collect curriculum information *per se*; however, a survey of district curriculum needs last spring indicated that the areas of greatest need are in advanced courses in the sciences and foreign languages, and in special opportunities such as Advanced Placement. At the elementary level, the greatest needs appear to be in the arts (music and fine art) and foreign languages.

Recent data from the ACT student questionnaire indicate that participation in a core curriculum (as defined by ACT: 4 years English, 3 or more in each math, social science and natural science) does make a difference in achievement. The 42% of ACT-takers who indicated that they had taken the "core curriculum" scored a composite of 22.3, compared to 18.0 for the 52% of Illinois students who reported that they had not taken the core curriculum. It is not clear whether the fact that a majority of students have not participated in a core curriculum is due to a lack of capacity in the schools, enrollment decisions by students and/or their counselors, or other factors.

In 1996, less than one-third of Illinois schools had Internet access of any kind. Today, 95.9% of Illinois schools are connected to the Internet, with more than 70% able to make high-speed connections through the Illinois Century Network. Almost 84% of Illinois schools have at least one classroom with Internet access. The ratio of students to computers is 4.9:1; the ratio of students to Internet-capable computers is 6.3:1. Because of this progress, the Illinois K-12 education system was ranked second in the nation last year in the use of digital technology by the Progress and Freedom Foundation and the Center for Digital Government.

Fewer than six percent of Illinois students (5.7%) dropped out of school in 2000-2001. This state average represents a steady decline from seven percent in 1994. However, the individual district dropout rates vary dramatically, with some schools experiencing rates as high as 25%.

The graduation rate is determined by comparing the number of students who graduate to the number of students who started in that graduating cohort -- i.e., those who made it through the four years of secondary school. The graduation rate in Illinois in 1998-1999 was 81.9%; in 2000-2001 it rose to 83.2%.

In 1999-2000, almost twenty thousand candidates (19,796) qualified for an equivalency certificate or GED. A majority of that group (11,558) were 18-25 years of age and almost 7,000 (6,794) were between 18-20 years of age. This suggests that a substantial number of students who drop out of high school get an equivalency degree within a few years.

The pupil-teacher ratio reflects the number of teachers in any direct instruction capacity in relation to the number of students in a school. The pupil-teacher ratio in Illinois in 2000-2001 was 19.1:1 at the elementary level and 18.0:1 at the secondary level. Pupil-teacher ratios in elementary schools are consistently higher than the pupil-teacher ratios in high schools. Like class size, the pupil-teacher ratios have varied throughout the decade; however, at both the elementary and secondary levels, there has been a decline since 1998. The elementary pupil-teacher ratio is now below the level in 1990.

Student Achievement

The primary outcome indicator for the elementary and secondary education system is student achievement -- i.e., how well students perform against the Illinois Learning Standards. A number of other outcome indicators, such as college remediation rates, would provide useful insights into the effectiveness of the elementary and secondary education system; however, information about these indicators is not available at this time.

The academic performance of Illinois students is measured by several large-scale tests, including four that are used by the State Board of Education as part of its accountability system. These tests include: the Illinois Standards Achievement Test (ISAT), which measures performance by elementary students in reading, writing, mathematics, science and social science and is administered at grades 3, 4, 5, 7 and 8; the Prairie State Achievement Exam (PSAE), which measures the same five learning areas for high school students and incorporates the ACT; the Illinois Alternate Assessment

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

At the elementary level, student achievement in mathematics was particularly impressive, with 74% of the third graders, 61% of fifth graders and 50% of eighth graders meeting or exceeding the Mathematics Learning Standards in fiscal year 2001. At each grade level, the "meet or exceed" percentages represented the third year of successive increases.

Elementary reading scores remained about the same as last year, with about 62% percent of students across all grades (62% of third graders; 59% of fifth graders and 66% of eighth graders) meeting or exceeding the state reading standards.

At the high school level, a majority of the approximately 113,000 students participating in the new 11th grade assessment also met or exceeded the Learning Standards in all but one of the five subject areas tested. Overall, 57% of students met or exceeded the Reading standards and 54% met or exceeded the Mathematics standards.

These statewide averages mask critical achievement differences among students. The performance of elementary students on the ISAT indicated a serious gap in achievement between groups of students. For example, 76% of white, non-Hispanic fifth-graders met or exceeded the Mathematics standards, but only 30% of black students and 41% of Hispanic fifth-grade students achieved comparable scores.

Similar gaps were evident at the high school level, where only 24% of "low income" students met or exceeded the Mathematics standards while 60% of "not low income" achieved at that level.

At the same time that some groups of students were performing poorly on ISAT and PSAE, other Illinois students were demonstrating exceptionally high levels of achievement on other measures. The scores of Illinois students on the SAT, a national college entrance exam, increased by 6% over the last decade. Last year's graduating class had an average total score of 1,165 on the verbal and math portions of the SAT, compared to a national composite average of 1,020. Similar increases have been seen on the ACT, with Illinois being one of seven states in the nation to improve its scores last year. Illinois students had the largest percentage of perfect scores on the ACT, and they obtained the highest scores in the nation on the Advanced Placement (AP) tests.

Illinois scores on the Third International Mathematics and Science Study-1999 (TIMSS) were above the national and international averages, and students at Naperville District #203 scored higher in science than the students in any other country, state or district in the world. The "First in the World Consortium" -- a group of 18 northwest suburban districts -- performed similarly to the top-performing countries in both math and science.

The State of Illinois provides funding for numerous programs that are targeted for improving student achievement and/or meeting the needs of specific groups of students. The following outcomes have been identified for several of these programs.

Reading Improvement (generally level reading and writing performance over a three-year period, at all grade levels)-sixty-two percent of third grade students who had participated in the program met or exceeded the reading standards.

Pre-Kindergarten Programs for At-Risk Students-follow-up students indicate that teachers rate 82% of at-risk pre-K program participants proficient in most or all areas of kindergarten readiness. From kindergarten through 8th grade, more than 77% of former at-risk pre-K students were recommended for placement in the next grade without additional support. More than half of the students who participated in pre-kindergarten programs in districts outside Chicago met or exceeded reading and mathematics goals. The achievement of Chicago program participants was substantially below that of downstate students.

Jobs for Illinois Graduates (Illinois' model of a national program that provides services for high school students who are at risk of dropping out)-Illinois has consistently exceeded the national government's four national performance standards in graduation, employment rates and placement rates. Ninety-five percent of Jobs for Illinois Graduates students receive a high school diploma and 91% go on to college or a full-time job.

Summer Bridges (program that provides children at-risk of academic failure with increased reading opportunities)-more than 80% of the participating districts reported that 60% or more of their students showed improvement. Ninety-four percent of parents surveyed indicated that the summer program was effective in improving their child's reading.

Conclusion

Two factors are particularly important to evaluating the progress of education in Illinois. The first is the fact that the challenges facing Illinois' elementary and secondary schools have never been greater. The percentage of students with characteristics that put them at risk of academic failure has increased every year during the past decade, so that there are not only more students to be served, but more difficult students to be served. There is substantial evidence that schools with high proportions of students who are at risk can meet the challenge -- but it is not a simple proposition. The second factor is the variability in Illinois around virtually all indicators. Whether it is enrollment, wealth, class size, curriculum or student achievement, there are significant differences among districts. Statewide averages are helpful but they cannot provide the full picture of Illinois inputs, outputs and outcomes.

To meet these challenges, the State Board of Education is continuously working with various stakeholders to develop an education system that is responsive to the needs of all its students. The Board's overall objective is to assure that each and every Illinois student receives an education that is "second to none."

Elementary & Secondary/Comprehensive

Mission Statement: The State Board of Education will provide leadership, advocacy, and support for the work of local school districts, policymakers, teachers, students, and citizens in making Illinois education "Second to None."

Program Goals: Objectives:

1. All students achieve high academic standards and leave high school prepared to succeed in post-secondary education and the workplace.
2. All students have equitable access to educational programs and services that will help them to reach high standards.
3. All students have competent, caring and qualified teachers and administrators.
4. All schools are safe and conducive to learning.
5. All participants in public schools are accountable for results and for continuous improvement.

Source of Funds: General Revenue Fund, General Revenue - Common School Special Account Fund, Education Assistance Fund, Drivers Education Fund, State Board of Education State Trust Fund, School Construction Fund, SBE Department of Health and Human Services Fund, Special Education Medicaid Matching Fund, SBE Federal Department of Labor, SBE Federal Department of Agriculture Fund, Common School Fund, School Technology Revolving Fund, SBE Federal Department of Education Fund, Charter Schools Revolving Loan Fund, School Infrastructure Fund, School Technology Revolving Loan Fund

Statutory Authority: 105 ILCS 5

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
ISAT (Grade School Test) Scores: Overall					
* Percent of students meeting or exceeding state goals for reading on ISAT, 3rd grade	61 %	62 %	62 %	62 %	62 %
* Percent of students meeting or exceeding state goals for reading on ISAT, 5th grade	61 %	59 %	59 %	59 %	59 %
* Percent of students meeting or exceeding state goals for reading on ISAT, 8th grade	72 %	72 %	72 %	66 %	72 %
* Percent of students meeting or exceeding state goals for math on ISAT, 3rd grade	68 %	69 %	74 %	74 %	74 %
* Percent of students meeting or exceeding state goals for math on ISAT, 5th grade	56 %	57 %	61 %	61 %	61 %
* Percent of students meeting or exceeding state goals for math on ISAT, 8th grade	43 %	47 %	50 %	50 %	50 %
ISAT Scores: Ethnicity					
* Percent of Black, non-Hispanic students meeting or exceeding standards for 5th grade reading on ISAT	N/A	N/A	N/A	32 %	32 %
* Percent of Black, non-Hispanic students meeting or exceeding standards for 5th grade math on ISAT	N/A	N/A	N/A	30 %	30 %
* Percent of Hispanic students meeting or exceeding standards for 5th grade reading on ISAT	N/A	N/A	N/A	37 %	37 %
* Percent of Hispanic students meeting or exceeding standards for 5th grade math on ISAT	N/A	N/A	N/A	41 %	41 %
* Percent of White, non-Hispanic students meeting or exceeding standards for 5th grade reading on ISAT	N/A	N/A	N/A	72 %	72 %
* Percent of White, non-Hispanic students meeting or exceeding standards for 5th grade math on ISAT	N/A	N/A	N/A	76 %	76 %
ISAT Scores: Income Categories					
* Percent of low income students meeting or exceeding standards for 5th grade reading on ISAT	N/A	N/A	N/A	36 %	36 %
* Percent of low income students meeting or exceeding standards for 5th grade math on ISAT	N/A	N/A	N/A	37 %	37 %
* Percent of not low income students meeting or exceeding standards for 5th grade reading on ISAT	N/A	N/A	N/A	70 %	70 %
* Percent of not low income students meeting or exceeding standards for 5th grade math on ISAT	N/A	N/A	N/A	74 %	74 %

Elementary & Secondary/Comprehensive (Continued)	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
PSAE (High School Test) Scores: Overall					
* Percent of all students meeting or exceeding standards for reading on PSAE	N/A	N/A	N/A	57 %	57 %
* Percent of all students meeting or exceeding standards for math on PSAE	N/A	N/A	N/A	54 %	54 %
PSAE Scores: Ethnicity					
* Percent of Black, non-Hispanic students meeting or exceeding standards for reading on PSAE	N/A	N/A	N/A	31 %	31 %
* Percent of Black, non-Hispanic students meeting or exceeding standards for math on PSAE	N/A	N/A	N/A	19 %	19 %
* Percent of Hispanic students meeting or exceeding standards for reading on PSAE	N/A	N/A	N/A	35 %	35 %
* Percent of Hispanic students meeting or exceeding standards for math on PSAE	N/A	N/A	N/A	28 %	28 %
* Percent of White, non-Hispanic students meeting or exceeding standards for reading on PSAE	N/A	N/A	N/A	65 %	65 %
* Percent of White, non-Hispanic students meeting or exceeding standards for math on PSAE	N/A	N/A	N/A	63 %	63 %
PSAE Scores: Income Catergories					
* Percent of low income students meeting or exceeding standards for reading on PSAE	N/A	N/A	N/A	32 %	32 %
* Percent of low income students meeting or exceeding standards for math on PSAE	N/A	N/A	N/A	24 %	24 %
* Percent of not low income students meeting or exceeding standards for reading on PSAE	N/A	N/A	N/A	63 %	63 %
* Percent of not low income students meeting or exceeding standards for math on PSAE	N/A	N/A	N/A	60 %	60 %
ACT Scores: Overall					
* Illinois ACT average score (state public schools with report card information)	21.5	21.5	N/A	21.7	N/A
External Benchmarks					
* National ACT average score	21.0	21.0	N/A	21.0	N/A
Output Indicators					
Attendance & Completion Rates					
* Attendance rate	93.6 %	93.9 %	N/A	93.7 %	N/A
* Chronic truancy rate	2.3 %	2.4 %	N/A	2.2 %	N/A
* Dropout rate	5.9 %	5.8 %	N/A	5.7 %	N/A
* Graduation rate	81.9 %	82.6 %	N/A	83.2 %	N/A
Enrollments					
* GED certificates	19,676	19,796	N/A	N/A	N/A
* Public school enrollment	1,962,026	2,027,600	N/A	2,048,792	N/A
Student Characteristics					
* Mobility rate (a)	18.1 %	17.5 %	N/A	17.2 %	N/A
* Black, non-Hispanic enrollment	429,736	432,686	N/A	436,568	N/A
* Hispanic enrollment	279,717	295,896	N/A	315,446	N/A
* White, non-Hispanic enrollment	1,235,033	1,229,943	N/A	1,224,508	N/A
* Limited English proficiency enrollment	6.4 %	6.1 %	N/A	6.3 %	N/A
* Low income enrollment	36.1 %	36.7 %	N/A	36.9 %	N/A
Class Size					
* Average class size--Kindergarten	21.8	21.3	N/A	20.9	N/A
* Average class size--Grade 1	22.3	21.6	N/A	21.6	N/A
* Average class size--Grade 3	23.0	22.4	N/A	22.3	N/A
* Average class size--Grade 6	23.8	23.9	N/A	24.0	N/A
* Average class size--Grade 8	23.1	22.9	N/A	22.6	N/A
* Average class size--Grades 9-12	18.3	18.4	N/A	18.2	N/A

Elementary & Secondary/Comprehensive (Concluded)					
[Output Indicators]	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Teachers					
* Teachers with national board certification	53.0	98.0	N/A	140.0	200.0
* Teacher retention	91.6	90.3	N/A	N/A	N/A
Input Indicators					
Funding					
* Education revenues - local (in millions)	$8,571.1	$8,907.0	N/A	$9,331.6	N/A
* Education revenues - state (in millions)	$5,654.4	$6,354.0	N/A	$6,785.1	N/A
* Education revenues - federal (in millions)	$1,434.3	$1,565.8	N/A	$1,868.0	N/A
Structures					
* Total number of districts	900.0	899.0	N/A	892.0	N/A
* Number of public schools	4,251	4,290	N/A	4,282	N/A
Staffing					
* Public school administrators	7,537	7,718	N/A	7,940	N/A
* Number of full-time certified teachers	121,179	124,279	N/A	127,324	N/A
* Number of full-time certified staff	20,599	21,025	N/A	21,672	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instructional expenditure per pupil	$4,291.0	$4,425.0	N/A	$4,642.5	N/A
* Operating expenditure per pupil	$7,146.0	$7,483.0	N/A	$7,883.7	N/A
* Teacher-pupil ratio for elementary level	19.6	19.3	N/A	19.1	N/A
* Teacher-pupil ratio for secondary level	18.1	18.1	N/A	18.0	N/A

Explanatory Information

The funds listing for this program does not include all funds, but only those with comparatively large expenditures, reflecting the vast majority of total expenditures for the agency.

Footnotes

(a) The Mobility Rate reflects any enrollment change during the school year. It is the sum of the students who transferred out and the students who transferred in, divided by the average daily enrollment multiplied by 100. Individual students may be counted more than once. It is possible for a school's mobility rate to be more than 100%.

EDUCATION

Higher Education

Efforts

Higher Education Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
University of Illinois	$719,054.0	$768,080.2	6.8%
Illinois Student Assistance Commission	$496,826.2	$603,172.9	21.4%
Illinois Community College Board	$308,642.5	$327,950.6	6.3%
Southern Illinois University	$220,741.0	$236,451.8	7.1%
Board of Higher Education	$111,193.4	$104,702.5	-5.8%
Northern Illinois University	$106,153.2	$112,038.0	5.5%
Illinois State University	$83,324.5	$87,764.2	5.3%
Western Illinois University	$58,180.7	$61,700.4	6.0%
Eastern Illinois University	$47,638.0	$51,092.6	7.3%
Northeastern Illinois University	$42,429.7	$43,533.6	2.6%
Chicago State University	$39,288.3	$41,405.8	5.4%
Governors State University	$24,854.5	$26,748.1	7.6%
Illinois Math & Science Academy	$14,713.6	$15,767.9	7.2%
State University Civil Service Merit Board	$1,129.4	$1,178.1	4.3%
TOTAL	**$2,274,168.8**	**$2,481,586.7**	**9.1%**

Numbers may not add due to rounding

Results

Median Annual Income by Level of Education

	1991	1995	1997	1998
Men:				
High School Graduate	$26,779	$29,510	$31,215	$31,477
Bachelor's Degree	$40,906	$45,266	$48,616	$51,405
Master's Degree	$49,734	$55,216	$61,690	$62,244
Doctorate Degree	$57,418	$65,336	$76,234	$75,078
Professional Degree	$73,996	$79,667	$85,011	$94,737
Women:				
High School Graduate	$18,836	$20,463	$22,067	$22,780
Bachelor's Degree	$29,079	$32,051	$35,379	$36,559
Master's Degree	$34,949	$40,263	$44,949	$45,283
Doctorate Degree	$43,303	$48,141	$53,037	$57,796
Professional Degree	$46,742	$50,000	$61,051	$57,565

Source: U.S. Department of Education

Six-Year Graduation Rates (All Students and Student-Athletes)

	All Students Beginning Study in 1994-1995	Student-Athletes Beginning Study in 1994-1995
National Average	**52%**	**54%**
Chicago State Univ.	12%	36%
Eastern Illinois Univ.	68%	71%
Illinois State Univ.	55%	54%
Northeastern Univ.	50%	52%
Northern Illinois Univ	47%	53%
Western Illinois Univ.	47%	69%
SIU - Carbondale	37%	59%
Univ. Of Illinois - Champaign	76%	72%
Univ. Of Illinois - Chicago	37%	57%

Source: 2001 NCAA Graduation Rates Report

Degrees Conferred by Illinois Colleges and Universities

	1980	1990	1999	2000
All Degrees	86,342	100,002	113,009	115,080
Associate Degrees	19,599	23,660	26,009	25,917
Bachelor's Degrees	44,020	49,863	53,542	55,232
Master's Degrees	16,406	19,655	26,233	26,937
Doctorate Degrees	1,887	2,421	2,674	2,484
Professional Degrees	4,430	4,403	4,551	4,510
Total Enrollment	551,379	530,248	533,553	533,884

Source: Illinois Board of Higher Education

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

	1990	1995	1997	1998	% change 1990-98
National Need-Based Aid	$1,529.4	$2,422.0	$2,555.7	$2,735.7	98.5%
Illinois Need-Based Aid	$171.4	$244.4	$272.9	$288.9	112.6%

Source: U.S. Department of Education

Percent Population over 25 with Bachelor Degree or Higher

	1991	1995	1999	2000
National	21.4%	23.0%	25.2%	25.6%
Illinois	24.0%	24.6%	25.6%	27.1%

Source: U.S. Census Bureau

EDUCATION:
BOARD OF HIGHER EDUCATION

Mission and Organization

Illinois' system of higher education ranked first among the fifty states in Measuring Up 2000, the first-ever national report card for higher education that was developed and compiled by the National Center for Public Policy and Higher Education. Higher education systems were ranked on six key criteria: preparation, participation, affordability, completion, benefits, and student learning. Illinois received A's in three categories, a C+ in completion, and a B- in benefits. All states were issued an incomplete in student learning because the National Center found no reliable, comparable data to evaluate states. In Illinois, the higher education system is guided by six statewide goals articulated in The Illinois Commitment: Partnerships, Opportunities, and Excellence, a strategic plan adopted by the Illinois Board of Higher Education (IBHE). These statewide goals are:

· 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.

The higher education system in Illinois consists of 185 degree-granting institutions, of which twelve are public universities, 48 are community colleges, 99 are private, non-profit institutions, and 26 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.

Higher education is supported by a number of related agencies, including the Illinois Student Assistance Commission (ISAC), which administers student financial aid programs enables thousands of financially needy students to further their education beyond high school, and the Illinois Mathematics and Science Academy (IMSA), 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.

IBHE is responsible for the planning and coordination of higher education and conducts a variety of activities including analysis of the aims, needs and requirements of higher education; development of an annual state budget; review and approval for degree-granting programs offered by public and independent institutions; and the review and approval of the operating authority for independent post-secondary institutions. The IBHE also administers grant programs for health education, engineering equipment, cooperative work-study, professional development for teachers, matching funds for federal and other agency contributions, and grants authorized by the Higher Education Cooperation Act and the Financial Assistance Act for Non-public Institutions of Higher Education. 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.

Indicators

The higher education system recognizes the importance of performance indicators in evaluating our progress in meeting the statewide goals set forth in The Illinois Commitment. To that end, the 2001 Public Accountability Report has been expanded to include detail on all three of the primary missions of Illinois' public universities; instruction, public service, and research. The 2001 report also includes first-time performance detail for the IMSA, and a section outlining performance indicators for ISAC. In developing the 2001 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.

According to the 2000 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: (1) Doctoral/Research Universities (Extensive), which include the University of Illinois campuses at Chicago and Urbana-Champaign, Northern Illinois University, and Southern Illinois University Carbondale; (2) Doctoral/Research Universities (Intensive), which includes Illinois State University); and (3) Master's Colleges and Universities I, which include 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. The Public Accountability Report for 2001 recognizes these differences through the selection of performance indicators that are germane to the particular institutions and agencies included in the report. A discussion of the key indicators within each reporting category follows.

Outcome Indicators and External Benchmarks
The success of college graduates in finding employment is an important outcome indicator. It is well documented that the earnings potential of college graduates far exceeds that of wage earners with a high school diploma or less. IBHE conducts an annual survey of college graduates that solicits student input on employment status, as well as other key output indicators involving post-secondary attainment and student satisfaction with their undergraduate education and post-graduate employment. The Baccalaureate Follow-Up Survey is conducted annually on a rolling cycle that surveys university graduates one, five, and nine years after graduation. Results for the two most recently completed surveys are included as outcome indicators in the 2001 Public Accountability Report.

This report also includes outcome indicators that reveal institutional passage rates for key licensing and certification examinations required for employment in particular fields of study. This year's report shows results (and state or national benchmarks) for the State Bar Examination, the United States Medical Licensing Examination, and for programs in accountancy, speech-language pathology, physical therapy, and other disciplines.

Provided for the first time in the 2001 report are indicators measuring freshman-sophomore retention rates and six-year graduation rates. Statewide benchmarks provide some context for the data, but while both measures are important performance indicators, they should not be considered as indicators of the "quality" of an institution. As noted in the report, graduation rates are dramatically affected by the percentage of part-time enrollment at a particular institution. A high percentage of part-time students will result in lower graduation rates, but other factors can be equally important in affecting graduation rates. For example, 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 retention and 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.

Output Indicators
Illinois colleges and universities enrolled 742,949 students in fall 2000, the most recent year for which information is available (this number excludes those enrolled in noncredit coursework). More than 53 percent of these students were enrolled on a full-time basis. Sixty-six percent were enrolled in undergraduate coursework, 17.7 percent in continuing education or pre-collegiate coursework, and 15.9 percent were enrolled in a master's, first professional, or doctoral program. Of the total number of students enrolled for fall 2000, 64.6 percent were White, Non-Hispanic, 12.8 percent were Black, Non-Hispanic; 10.6 percent were Hispanic; 5.8 percent were Asian or Pacific Islander; and 3.4 percent were American Indian or Alaskan Native (0.3 percent) or Non-Resident Alien (3.1 percent).

Another outcome indicator for higher education is the number of degrees and certificates awarded. Illinois colleges and universities conferred a total of 129,044 degrees in academic year 1999-2000. Included in that total are 25,917 Associate degrees (20.1 percent), 55,232 Baccalaureate degrees (42.8 percent), 26,937 Master's degrees (20.9 percent), 6,994 First Professional and Doctoral degrees (5.4 percent), and 13,964 Less-Than-Four Year Certificates (10.8 percent).

Input Indicators
The most basic input measure for higher education is funding. State general funds appropriations for higher education in fiscal year 2002 total $2.7 billion. These funds support public university and community college operations, Illinois Mathematics and Science Academy operations, student financial aid programs administered by the Illinois Student Assistance Commission, a variety of competitive and formula-driven grant programs benefiting community colleges, public universities, and independent institutions, and higher education support agencies including the State Universities Retirement System. State general funds at public universities and community colleges support a proportion of operating costs: tuition revenue, federal funds, and local tax revenue for community colleges provide the remainder of the resources necessary. The report also includes total staffing levels for each of the public universities, as well as mission-specific (Instruction, Public Service, Research) staffing totals for each of those institutions.

Efficiency/Cost-Effectiveness Indicators and Benchmarks
Included in this category are indicators providing the instructional cost per credit hour for all public universities

(all instructional levels) with that data benchmarked by the statewide average for all public universities. Instructional cost averages vary widely among the different levels of instruction, with the 2001 statewide instructional cost per credit hour ranging from $261.80 for undergraduate level one (freshmen/sophomores) to $702.88 for graduate level two (first professional/doctoral candidates). Institutions that serve a large number of upper division and graduate students will have higher instructional costs for those students, resulting in higher instructional cost per credit hour averages when all levels are combined for comparison purposes.

Chicago State University: Instruction

Mission Statement: The mission of the instruction program at Chicago State University is to provide a quality education to students with an emphasis on meeting the educational needs of students whose academic and personal growth potential may have been inhibited by lack of social, economic, or educational opportunity.

Program Goals: Objectives:

1. To recruit, retain, and graduate a culturally and economically diverse student body.
2. To employ a 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 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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of graduates employed full-time (a)	85.4 %	84.8 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	8.3 %	5.1 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	2.1 %	3.8 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	76.8 %	67.1 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	31.7 %	29.1 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided through the undergraduate educational experience (a)	93.7 %	84.7 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	92 %	90.3 %	N/A	N/A	N/A
* Institutional pass rate: Health Information Administration	100 %	70 %	N/A	N/A	75 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	63.3 %	59.9 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen (b)	12.2 %	16.3 %	N/A	11.6 %	N/A
External Benchmarks					
* National pass rate: Health Information Administration	N/A	71 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average (b)	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	6,336	5,585	5,585	5,060	5,060
* Graduate headcount enrollment	2,080	1,995	1,995	1,854	1,854
* Total headcount enrollment	8,416	7,580	7,580	6,914	6,914
* Percent: part-time student enrollment (b)	50.9 %	52.2 %	N/A	48.8 %	48.8 %
* Baccalaureate degrees conferred	883.0	844.0	N/A	787.0	N/A
* Master's degrees conferred	310.0	259.0	N/A	325.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	95.6 %	95.4 %	N/A	94.7 %	N/A
* Minority Graduates: percent of total master's degrees conferred	73.5 %	70.3 %	N/A	70.8 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (c)	$75,777.7	$83,068.9	N/A	$83,622.6	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$33,331.6	$37,132.7	N/A	$33,878.6	N/A
* All funds staff levels: university total staff years (d)	1,361	1,349	N/A	1,266	N/A
* All funds staff levels: Instruction/Academic Support (d)	792.4	749.0	N/A	727.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures percent of total expenditures (c)	44 %	44.7 %	N/A	40.5 %	N/A
* Instructional cost per credit hour, all levels	$255.25	$291.54	N/A	$335.03	N/A

Chicago State University: Instruction (Concluded)					
External Benchmarks	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Public universities all funds expenditures: (billions (c)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour: public university average, all levels (e)	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated for the 2000 Public Accountability Report.

Footnotes

(a) Data regarding graduate employment, attainment and satisfaction with career path preparation was obtained from the Illinois Board of Higher Education's Baccalureate Follow-up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after after graduation. Data provided reflects the class of 1994 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

Chicago State University: Public Service

Mission Statement: The mission of the public service program at Chicago State University is to contribute to society in general and the local community, in particular, through partnerships with elementary and secondary schools, community colleges, other universities, business, industry, government and community organizations.

Program Goals: Objectives:

1. To recruit, retain and graduate a culturally and economically diverse student body.
2. To employ a culturally diverse faculty.
3. To offer curricula that address major dimensions of the arts, humanities, business, and science and technology, and to encourage the development of communication skills and critical thinking.
4. 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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* CSU Works: number of enrolled participants (a)	N/A	N/A	N/A	185.0	200.0
* Family Life Center: number of students served (b)	60.0	60.0	N/A	60.0	60.0
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (c)	$4,332.1	$5,797.1	N/A	$6,636.9	$6,700.0
* Total spending (state funds) for public service (in thousands) (c)	$1,243.6	$1,483.1	N/A	$1,628.1	$1,800.0
* Percent change in state funds for public service	1.5 %	19.3 %	N/A	9.8 %	10.6 %
* Number of public service staff paid from all funding sources (d)	73.1	114.1	N/A	114.7	115.0
* Number of public service staff paid from state funds (d)	22.6	20.1	N/A	12.5	13.0
* CSU Works: federal grant funding received (in thousands) (a)	N/A	N/A	N/A	$1,597.5	$1,597.5
* Family Life Center: federal grant funding received (in thousands)	$250.0	$250.0	N/A	$250.0	$250.0
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (c)	5.7 %	7 %	N/A	7.9 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures (c)	2.6 %	2.8 %	N/A	3 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff (d)	5.4 %	8.5 %	N/A	9.1 %	N/A
* Percent of state funds spent for public service compared to state funds spent for all university staff (d)	2.2 %	2.1 %	N/A	1.3 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands) (c)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands) (c)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (d)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (d)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) CSU Works (Welfare to Work) is a comprehensive employment and training program that targets residents of the Far South and Southeast communities of Chicago who are survivors of domestic violence. Career-oriented opportunities that promote personal growth and development are achieved through collaborations with employers, service providers and other community partners.

(b) The Family Life Center is funded by a $250,000 annual grant from the Office of Minority Health and is in its sixth year of operation. The program provides community violence prevention services to African-American and Hispanic youth aged 12 to 18.

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Chicago State University: Research

Mission Statement: The mission of the research program at Chicago State University is to support faculty members to secure the time, financial support, and collaborative opportunities needed to maximize their success in research, scholarship, grantsmanship and other creative activities.

Program Goals: Objectives:

1. To recruit, retain and graduate a culturally and economically diverse student body.
2. To employ a culturally diverse faculty.
3. To offer curricula that address major dimensions of the arts, humanities, business, and science and technology, and to encourage the development of communication skills and critical thinking.
4. 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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Input Indicators					
* Total expenditures for research (in thousands) (a)	$3,172.5	$2,369.9	N/A	$1,829.9	N/A
* State funds expended for research (in thousands) (a)	$712.6	$1,846.7	N/A	$801.4	N/A
* Percent change in state funds for research	42.2 %	159.1 %	N/A	-56.6 %	N/A
* Number of research staff paid from all funding sources (b)	51.1	27.2	N/A	17.3	N/A
* Number of research staff paid from state sources (b)	12.9	15.4	N/A	4.7	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percent of total university expenditures (a)	4.2 %	2.9 %	N/A	2.2 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds (a)	1.5 %	3.5 %	N/A	1.5 %	N/A
* Research staff as a percentage of all university staff (b)	3.8 %	2 %	N/A	1.4 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (b)	1.3 %	1.6 %	N/A	0.5 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands) (a)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (a)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (b)	8,118	8,518	N/A	N/A	N/A
* Research staff in all Illinois public universities paid by state funds (b)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Eastern Illinois University: Instruction

Mission Statement: The mission of the instruction program at Eastern Illinois University is to provide a quality program of instruction in an environment where students refine their abilities, reason and communicate clearly, and become responsible citizens in a diverse world.

Program Goals: Objectives:

1. To enhance student literacy and communication.
2. To encourage students to think critically.
3. To introduce students to knowledge central to responsible global citizenship.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 665

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	91.8 %	85.4 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	4 %	6.5 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	2.4 %	7 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	77.6 %	75 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	26.2 %	35.7 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided through the undergraduate educational experience (a)	89.9 %	89.4 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	95.3 %	94.9 %	N/A	N/A	N/A
* Institutional pass rate: Certified Manufacturing Technologist Examination (f)	N/A	100 %	N/A	100 %	100 %
* Institutional pass rate: Registered Dieticians Examination	100 %	63 %	N/A	92 %	92 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	81.3 %	81.9 %	N/A	80.7 %	N/A
* Six-year graduation rate: first-time, full-time freshmen (b)	66.1 %	64.6 %	N/A	67.8 %	N/A
External Benchmarks					
* State pass rate: Certified Manufacturing Technologist Examination (f)	N/A	60 %	N/A	60 %	N/A
* State pass rate: Registered Dieticians Examination	100 %	63 %	N/A	80 %	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-year graduation rate: statewide average (b)	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	10,174	9,861	9,861	9,346	9,346
* Graduate headcount enrollment	1,561	1,365	1,365	1,291	1,291
* Total headcount enrollment	11,735	11,226	11,226	10,637	10,637
* Percent: part-time student enrollment	16.6 %	15.1 %	N/A	16.1 %	N/A
* Baccalaureate degrees conferred	2,271	2,284	N/A	2,175	N/A
* Master's degrees conferred	483.0	569.0	N/A	529.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	6.4 %	7.5 %	N/A	9.6 %	N/A
* Minority Graduates: percent of total master's degrees conferred	10.8 %	11.4 %	N/A	11.5 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (c)	$134,436.2	$144,251.9	$154,205.3	$146,430.2	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$51,467.4	$54,646.5	$58,417.1	$57,624.5	N/A
* All funds staffing levels: university total staff years (d)	2,014	1,985	1,985	2,072	N/A
* All funds staffing levels: Instruction/Academic Support (d)	903.6	897.0	897.0	910.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures: percent of total (c)	38.3 %	37.9 %	37.9 %	39.4 %	N/A
* Instructional cost per credit hour, all levels	$206.58	$221.27	N/A	$248.91	N/A

Eastern Illinois University: Instruction (Concluded)

External Benchmarks	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
* Public universities all funds expenditures: (in billions (c)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour, public university average, all levels (e)	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated in the FY 2000 Public Accountability Report..

Footnotes

(a) Data regarding graduate employment, attainment, and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 1994 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

(f) The Certified Manufacturing Technologist Examination is administered every two years. The last examination was administered in fiscal year 2000.

Eastern Illinois University: Public Service

Mission Statement: The mission of the public service program at Eastern Illinois University is to provide a quality program of instruction in an environment where students refine their abilities, reason and communicate clearly, and become responsible citizens in a diverse world.

Program Goals: Objectives: 1. To provide community service in areas of expertise.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 665

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Peace Meal Senior Nutrition Program: number of persons served meals	4,477	4,447	N/A	4,000	4,200
* Peace Meal Senior Nutrition Program: number of persons served home-delivered meals	2,244	2,169	N/A	2,020	2,200
* Peace Meal Senior Nutrition Program: number of persons served by assessment service	1,938	1,977	N/A	1,954	2,050
* Child Care Resource and Referral: number of counties served	6.0	6.0	N/A	6.0	6.0
* Child Care Resource and Referral: number of parents receiving assistance	559.0	652.0	N/A	690.0	700.0
External Benchmarks					
* Peace Meal Senior Nutrition Program: federal and state contributions (in thousands)	N/A	N/A	N/A	$1,200.0	$1,200.0
* Peace Meal Senior Nutrition Program: participant contributions (in thousands)	N/A	N/A	N/A	$650.0	$650.0
Output Indicators					
* Peace Meal Senior Nutrition Program: value of volunteer hours (in thousands)	N/A	N/A	N/A	$100.0	$100.0
* Peace Meal Senior Nutrition Program: value of graduate assistants and student workers (in thousands)	N/A	N/A	N/A	$13.7	$13.7
* Child Care Resource and Referral: number of graduate assistants and student workers	11.0	11.0	N/A	12.0	10.0
* Child Care Resource and Referral: number of parents receiving referrals	717.0	716.0	N/A	714.0	715.0
* Child Care Resource and Referral: number of child care providers in CCR&R database	297.0	339.0	N/A	304.0	313.0
* Child Care Resource and Referral: number of workshops offered to child care providers	104.0	100.0	N/A	139.0	114.0
* Peace Meal Senior Nutrition Program: number of meals served	395,377	384,613	N/A	383,261	380,500
* Peace Meal Senior Nutrition Program: number of home-delivered meals served	203,280	214,527	N/A	207,298	210,500
* Peace Meal Senior Nutrition Program: number of persons served home-delivered meals	2,244	2,169	N/A	2,020	2,200
* Peace Meal Senior Nutrition Program: number of assessment hours	4,021	4,443	N/A	3,888	4,000

Eastern Illinois University: Public Service (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (a)	$7,526.6	$9,708.1	N/A	$7,698.9	N/A
* Total spending (state funds) for public service (in thousands) (a)	$550.8	$528.6	N/A	$570.0	N/A
* Percent change in state funds for public service (a)	-18.3 %	-4 %	N/A	7.8 %	N/A
* Number of public service staff paid from all funding sources (b)	140.0	132.0	N/A	144.0	N/A
* Number of public service staff paid from state funds (b)	12.0	11.0	N/A	10.0	N/A
* Child Care Resource and Referral: total funding (in thousands)	$330.6	$376.6	N/A	$494.1	$501.8
* Peace Meal Senior Nutrition Program: in-kind contributions (in thousands)	N/A	N/A	N/A	$80.7	$80.7
Efficiency/Cost-Effectiveness Indicators					
* Total public service expeditures as a percentage of all expenditures (a)	5.4 %	6.7 %	N/A	5.3 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures (a)	0.8 %	0.7 %	N/A	0.7 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff (b)	7 %	6.7 %	N/A	7 %	N/A
* Percent of state funds spent for public service staff compared to state funds spent for all university staff (b)	1 %	0.9 %	N/A	0.8 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands) (a)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands) (a)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (b)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (b)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accounta-. bility Report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Eastern Illinois University: Research

Mission Statement: The mission of the research program at Eastern Illinois University is to provide a quality program of instruction in an environment where students refine their abilities, reason and communicate clearly, and become responsible citizens in a diverse world.

Program Goals: Objectives: 1. To promote scholarly research to aid students and faculty.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 665

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	N/A	14.0	N/A	19.0	N/A
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	N/A	$289.4	N/A	$519.1	N/A
Output Indicators					
* Number of external grants and contracts applications, sponsored research	N/A	28.0	N/A	40.0	N/A
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	N/A	$1,080.4	N/A	$3,729.6	N/A
Input Indicators					
* Total expenditures for research (in thousands) (a)	$809.8	$945.4	N/A	$943.3	N/A
* State funds expended for research (in thousands) (a)	$460.5	$601.6	N/A	$548.9	N/A
* Percent change in state funds for research (a)	-17.8 %	30.6 %	N/A	-8.8 %	N/A
* Number of research staff paid from all funding sources (b)	12.0	9.0	N/A	12.0	N/A
* Number of research staff paid from state funds (b)	6.0	5.0	N/A	5.0	N/A
* Percentage change: external/non-appropriated research expenditures (a)	-14.5 %	-1.6 %	N/A	14.7 %	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percentage of total university expenditures (a)	0.6 %	0.7 %	N/A	0.6 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds (a)	0.7 %	0.8 %	N/A	0.7 %	N/A
* Research staff as a percentage of all university staff (b)	0.6 %	0.4 %	N/A	0.6 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (b)	0.5 %	0.4 %	N/A	0.4 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands) (a)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (a)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (b)	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds (b)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report. Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) devoted to a particular function.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Governors State University: Instruction

Mission Statement: Governors State University (GSU) seeks to offer a demonstrably excellent education that meets the demands of the region and the 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. To cultivate and enlarge a diverse and intellectually stimulating community of learners guided by a culture that embodies: open communication; diverse backgrounds, experiences and perspectives; mutual respect and cooperation; critical inquiry and continuing assessment; and on-going research and scholarship.
2. To strengthen and enhance the development of the region through partnerships with governmental, educational, civic and other organizations.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 670

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	78 %	83.2 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	11.6 %	9.3 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	7.3 %	5.6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	70.9 %	69.7 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	37.8 %	36 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	94.7 %	83.6 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	92.6 %	95.8 %	N/A	N/A	N/A
* Institutional pass rate: Physical Therapy (MS), first-time attempts	80 %	100 %	N/A	N/A	100 %
* Institutional pass rate: Speech Pathology (MS), first-time attempts	N/A	88.4 %	N/A	88.2 %	90 %
External Benchmarks					
* National pass rate: Physical Therapy (MS), first-time attempts	84.1 %	91.9 %	N/A	N/A	N/A
* National pass rate: Speech Pathology (MS), first-time attempts	79 %	N/A	N/A	N/A	N/A
Output Indicators					
* Undergraduate headcount enrollment	3,065	3,069	3,069	3,020	3,020
* Graduate headcount enrollment	3,099	3,081	3,081	3,085	3,085
* Total headcount enrollment	6,164	6,150	6,150	6,105	6,105
* Percent: part-time student enrollment	76.9 %	76.1 %	N/A	77 %	N/A
* Baccalaureate degrees conferred	769.0	850.0	N/A	848.0	N/A
* Master's degrees conferred	623.0	587.0	N/A	713.0	N/A
* Minority Graduates: percent of total Baccalaureate degrees conferred	30.7 %	31.4 %	N/A	33 %	N/A
* Minority Graduates: percent of total Master's degrees conferred	33.4 %	32.5 %	N/A	39.4 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (b)	$55,574.8	$60,570.4	N/A	$59,714.0	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (b)	$23,519.0	$24,578.9	N/A	$24,940.6	N/A
* All funds staffing levels: university total staff years (c)	973.6	955.0	N/A	990.0	N/A
* All funds staffing levels: Instruction/Academic Support (c)	526.8	487.0	N/A	518.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures: percent of total	42.3 %	40.6 %	N/A	41.8 %	N/A
* Instructional cost per credit hour, all levels	$274.36	$289.99	N/A	$306.40	N/A
External Benchmarks					
* Public universities all funds expenditures: dollars in billions (b)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour, all public universities, all levels (d)	$254.51	$261.80	N/A	$273.21	N/A

Governors State University: Instruction (Concluded)

Explanatory Information

Nearly 75 percent of the students (undergraduate and graduate) at GSU pursue their degrees on a part-time basis. Most classes are offered in the evenings or on weekends; many are offered at off-campus locations or through the electronic media (telecourse, Internet, video disk).

Information provided updates prior year data in cases where that data was unavailable or estimated for the 2000 Public Accountability Report.

Footnotes

(a) Data regarding graduate employment, attainment, and career path preparation was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-up Survery. 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 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

(b) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(d) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

Governors State University: Public Service

Mission Statement: Governors State University (GSU) seeks to offer a demonstrably excellent education that meets the demands of the region and the 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. To cultivate and enlarge a diverse community of learners guided by a culture that embodies: open communication; diverse backgrounds, experiences and perspectives; mutual respect and cooperation; critical inquiry and continuing assessment; and on-going research and scholarship.
2. To strengthen and enhance the development of the region through partnerships with governmental, educational, civic and other organizations.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 670

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Project HOPE: Percentage of HOPE participants promoted to next grade level at year end (a)	N/A	98 %	N/A	99 %	99 %
* Percentage of high school senior HOPE participants graduating at year end (a)	N/A	94 %	N/A	100 %	100 %
* Percentage of HOPE participants (high school graduates) entering higher education in the subsequent fall term (a)	N/A	72 %	N/A	82 %	85 %
* Smart Start: Percent of parents reporting an increase in awareness of the importance of parent-child relationships (b)	N/A	59.1 %	N/A	72.7 %	80 %
* Smart Start: percent of parents reporting an increase in setting appropriate limits with young children (b)	N/A	47.7 %	N/A	50 %	60 %
* Smart Start: Percent of parents reporting an increase in time spent playing/talking with children (b)	N/A	70.5 %	N/A	90.9 %	95 %
* Smart Start: percent of parents reporting an increase in positive attitudes toward school and parent/school partnerships (b)	N/A	36.4 %	N/A	63.6 %	70 %
External Benchmarks					
* Project HOPE: National percentage of Hispanic high school graduates entering higher education in the subsequent fall term (a)	N/A	53 %	N/A	N/A	N/A
Output Indicators					
* Project HOPE: number of students served by the HOPE program (a)	N/A	400.0	N/A	365.0	400.0
* Smart Start: number of families receiving direct institutional services (b)	N/A	538.0	N/A	729.0	750.0
* Smart Start: number of children receiving direct institutional services (b)	N/A	344.0	N/A	570.0	375.0

Governors State University: Public Service (Concluded)					
	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (c)	$10,125.5	$12,207.4	N/A	$9,891.1	$13,250.0
* Total spending (state funds) for public service (in thousands) (c)	$2,033.4	$1,170.4	N/A	$1,188.1	$1,260.0
* Percent change in state funds for public service (c)	65.2 %	-42.4 %	N/A	1.5 %	N/A
* Number of public service staff paid from all funding sources (d)	182.6	184.6	N/A	180.3	N/A
* Number of public service staff paid from state funds (d)	19.9	18.3	N/A	27.1	N/A
* Project HOPE: budgeted funding for the HOPE Program (in thousands) (a)	N/A	$123.6	N/A	$125.0	$125.0
* Smart Start: budgeted funding for the Smart Start Program (in thousands) (b)	N/A	$99.9	N/A	$309.3	$340.6
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (c)	18.2 %	20.2 %	N/A	16.6 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures (c)	6.2 %	3.3 %	N/A	3.2 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff (d)	18.8 %	19.3 %	N/A	18.2 %	N/A
* Percent of state funds spent on public service staff compared to state funds spent for all university staff (d)	3 %	2.8 %	N/A	3.9 %	N/A
External Benchmarks					
* Total expenditures by all public universities for public services (in thousands) (c)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands) (c)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (d)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (d)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Project HOPE (Hispanic Opportunity Program Enhancement) offers tutoring, mentoring and support services to Latino students in grades 5-12. The main objective is to improve elementary and secondary completion rates and college participation rates for Hispanic students.

(b) The Smart Start program is a program of early intervention in family life that includes training programs for parents of children from birth to age five, a hospital/clinic/high school-based prevention program for parents (and children) at risk, and a pre-kindergarten. The primary goal of Smart Start is to increase the rates of academic success for the children it serves through early intervention and support for parents and families.

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Governors State University: Research

Mission Statement: Governors State University (GSU) seeks to offer a demonstrably excellent education that meets the demands of the region and the 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. To cultivate and enlarge a diverse community of learners guided by a culture that embodies: open communication; diverse backgrounds, experiences and perspectives; mutual respect and cooperation; critical inquiry and continued assessment; and on-going research and scholarship.
2. To strengthen and enhance the development of the region through partnerships with governmental, educational, civic and other organizations.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 670

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Dollar value of external grants and contracts awarded, sponsored research (in thousands) (a)	N/A	N/A	N/A	N/A	N/A
Output Indicators					
* Number of external grants and contracts awarded, sponsored research (a)	N/A	N/A	N/A	N/A	N/A
* Number of external grants and contract applications, sponsored research (a)	N/A	N/A	N/A	N/A	N/A
* Dollar value of external grants and contract applications, sponsored research (in thousands) (a)	N/A	N/A	N/A	N/A	N/A
Input Indicators					
* Total expenditures for research (in thousands) (b)	$197.1	$202.2	N/A	$197.1	N/A
* State funds expended for research (in thousands) (b)	$196.8	$202.2	N/A	$196.8	N/A
* Percent change in state funds for research (b)	2.7 %	2.7 %	N/A	-2.7 %	N/A
* Number of research staff paid from all funding sources (c)	1.8	6.1	N/A	5.5	N/A
* Number of research staff paid from state funds (c)	1.8	6.1	N/A	4.5	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percentage of total university expenditures (b)	0.4 %	0.3 %	N/A	0.3 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds (b)	0.6 %	0.6 %	N/A	0.5 %	N/A
* Research staff as a percentage of all university staff (c)	0.2 %	0.6 %	N/A	0.6 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (c)	0.3 %	0.9 %	N/A	0.7 %	N/A
External Benchmarks					
* Total spending on research by all Illiois public universities (in thousands) (b)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (b)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (c)	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds (c)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

As examples of research initiatives addressed during fiscal year 2001, GSU faculty engaged in evaluation research projects to assess the effectiveness of an emergency housing assistance program, alternative approaches in the delivery of therapeutic services for children, and an infant/family intervention program. Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Faculty at Governors State University engage in a variety of contracted or grant supported projects, with the vast majority of those coded as public service initiatives in keeping with the predominant purposes they are designed to serve. Traditional grants and contracts measures are not applicable to this institution.

(b) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Illinois Mathematics and Science Academy: Instruction

Mission Statement: The mission of the Illinois Mathematics and Science Academy (IMSA), a pioneering educational community, is to transform mathematics and science teaching and learning by developing ethical leaders who know the joy of discovering and forging connections within and among mathematics, science, the arts, and the humanities by means of an exemplary laboratory environment characterized by research, innovative teaching, and service.

Program Goals: Objectives:

1. By the year 2003, IMSA will be a recognized exemplar and a national leader in mathematics and science teaching and learning.
   a. There will be a generally accepted paradigm for teaching and learning mathematics and science that embodies interconnections as the basis for understanding.
2. By the year 2006, IMSA will be a recognized pioneer and architect in the design of a new system of learning that is inquiry-based, problem-centered and integrative, and that enables learners to acquire, generate, and use knowledge for the world.
   a. The achievement of Illinois students in mathematics and science will be defined and assessed by a new system of indicators.
   b. Materials and methods inspired or developed by IMSA and its partners will be so good that they will be the choice of Illinois educators for the foundation of their mathematics and science programs.

Source of Funds: General Revenue Fund, Education Assistance Fund, Illinois Mathematics and Science Academy Income Fund

Statutory Authority: 105 ILCS 305

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Student performance: exiting SAT scores, IMSA average	1,391	1,365	N/A	1,354	1,380
* Student performance: exiting ACT scores, IMSA average	30.6	29.7	N/A	29.6	30.0
* Student reported: percent of graduates enrolling in college (a)	99.5 %	97.9 %	N/A	99.5 %	99.5 %
* Student reported: percent of graduates enrolling in college in a math or science major (a)	55 %	52 %	N/A	50 %	55 %
* Student reported: percent of graduates enrolling at an Illinois college (a)	36.4 %	48.1 %	N/A	53.8 %	45 %
* Student reported: percent of graduates satisfied with high school academic preparation (a)	100 %	90 %	N/A	94.4 %	95 %
* Student reported: percent of graduates completing college within four years (a)	97 %	65 %	N/A	75 %	80 %
* Student reported: percent of graduates completing a double major (a)	28 %	26 %	N/A	27.7 %	28 %
* Student reported: percent of graduates enrolling in graduate school (a)	52 %	39 %	N/A	41.6 %	50 %
External Benchmarks					
* Student performance: exiting SAT scores for high school graduates, statewide average	1,154	1,154	N/A	1,165	N/A
* Student performance: exiting ACT scores for high school students, statewide average	21.4	21.5	N/A	21.6	N/A
* Consortium comparison group: percent of graduates enrolling in college (b,c)	99 %	97 %	N/A	N/A	N/A
* Consortium comparison group: percent of graduates enrolling in college in a math or science major (b,c)	61 %	58 %	N/A	N/A	N/A
* Consortium comparison group: percent of graduates satisfied with high school academic preparation (b,c)	96 %	96 %	N/A	N/A	N/A
* Consortium comparison group: percent of graduates completing college within four years (b,c)	68 %	67 %	N/A	N/A	N/A
* Consortium comparison group: percent of graduates completing a double major (b,c)	14 %	22 %	N/A	N/A	N/A
* Consortium comparison group: percent of graduates enrolling in graduate school (b,c)	49 %	54 %	N/A	N/A	N/A
Output Indicators					
* ALL STUDENT enrollment: applications received	700.0	655.0	N/A	600.0	650.0
* ALL STUDENT enrollment: invitations extended	242.0	220.0	N/A	247.0	245.0
* ALL STUDENT enrollment: number enrolled	262.0	203.0	N/A	218.0	220.0
* ALL STUDENT enrollment: percent of enrolled students graduating IMSA	85.5 %	N/A	N/A	N/A	88 %
* UNDERREPRESENTED GROUPS enrollment: applications received (d)	111.0	89.0	N/A	80.0	90.0
* UNDERREPRESENTED GROUPS enrollment: invitations extended (d)	42.0	37.0	N/A	26.0	35.0
* UNDERREPRESENTED GROUPS enrollment: number enrolled (d)	42.0	38.0	N/A	25.0	35.0

Illinois Mathematics and Science Academy: Instruction (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Outut Indicators]					
* UNDERREPRESENTED GROUPS enrollment: percent of enrolled students graduating IMSA (d)	78.6 %	N/A	N/A	N/A	84 %
* FEMALE STUDENT enrollment: applications received	338.0	300.0	N/A	271.0	293.0
* FEMALE STUDENT enrollment: invitations extended	121.0	110.0	N/A	124.0	146.0
* FEMALE STUDENT enrollment: number enrolled	126.0	98.0	N/A	109.0	110.0
* FEMALE STUDENT enrollment: percent of enrolled students graduating IMSA	90.5 %	N/A	N/A	N/A	90 %
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: applications received	403.0	412.0	N/A	397.0	416.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: invitations extended	118.0	124.0	N/A	152.0	149.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: number enrolled	137.0	107.0	N/A	135.0	136.0
* SUBURBAN CHICAGO/COLLAR COUNTIES enrollment: percent of enrolled students graduating IMSA	85.4 %	N/A	N/A	N/A	90 %
* CHICAGO/OTHER enrollment: applications received (e)	297.0	243.0	N/A	203.0	234.0
* CHICAGO/OTHER enrollment: invitations extended (e)	124.0	96.0	N/A	95.0	96.0
* CHICAGO/OTHER enrollment: number enrolled (e)	125.0	96.0	N/A	83.0	84.0
* CHICAGO/OTHER enrollment: percent of enrolled students graduating IMSA (e)	85.6 %	N/A	N/A	N/A	85.7 %
Input Indicators					
* All funds expenditures: total operations and grants (in thousands)	$16,108.4	$16,496.3	N/A	$17,811.2	$18,167.4
* All funds expenditures: instruction and academic support - includes residential (in thousands)	$14,568.1	$15,178.9	N/A	$16,195.0	$16,518.9
* All funds expenditures: instruction and academic support - excludes residential (in thousands)	$11,671.0	$12,343.0	N/A	$12,929.6	$13,188.1
* All funds staff levels: total staff years (f)	N/A	229.0	N/A	235.0	237.0
* All funds staff levels: total instruction and academic support (f)	N/A	76.0	N/A	73.0	74.0
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support: percent of total expenditures	90 %	92 %	N/A	91 %	91 %
* Instructional cost per student per year - includes residential (in thousands)	$17.9	$18.5	N/A	$19.5	$19.9
* Instructional cost per student per year - excludes residential (in thousands)	$13.5	$14.1	N/A	$14.5	$14.7
External Benchmarks					
* Instructional cost per student per year, statewide average - excludes residential (in thousands)	$4.3	$4.4	N/A	N/A	N/A

Explanatory Information

FY 2000 Academic Best Practice (Student Inquiry and Research)was an iterative process of investigation into a problem, problemmatic situation, model or phenomenon that challenges students to get inside the learning situation; to probe, question and test ideas with collaborative projects assigned based on a class theme.

FY 2001 Academic Best Practice (Mathematical Investigations) provides an integrated learning experience that introduces math concepts and skills from across the mathematics curriculum and emphasizes problem solving, written and oral communication, individual and team exploration, the use of technology and connections among the various mathematics areas.

IMSA Resident Scholar: students and faculty have access to a Nobel Prize-winning scientist.
Faculty Achievement: All IMSA faculty hold advanced degrees with 39 percent holding a Ph.D.Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Student reported data was obtained from a longitudinal study that annually surveys IMSA graduates five years after graduation.
(b) Consortium Comparison Group data was obtained from a longitudinal study that surveys graduates of like institutions that are included as members of the National Consortium for Specialized Secondary Schools of Mathematics, Science, and Technology, of which IMSA is a member. Consortium members include comparably selective and discipline focused institutions from across the southern and eastern regions of the United States.
(c) Consortium Comparison Group institutions are not located in Illinois.
(d) Underrepresented groups measures include data for black, hispanic and native American students only.
(e) Downstate measures include all students from outside Chicago and the five-county Chicago suburban region.
(f) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) devoted to a particular function.

Illinois Mathematics and Science Academy: Public Service and Research

Mission Statement: The mission of the Illinois Mathematics and Science Academy, a pioneering educational community, is to transform mathematics and science teaching and learning by developing ethical leaders who know the joy of dicovering and forging connections within and among mathematics, science, the arts, and the humanities by means of an exemplary laboratory environment characterized by research, innovative teaching, and service.

Program Goals: Objectives:

1. By the year 2003, IMSA will be a recognized exemplar and a national leader in mathematics and science teaching and learning.
   a. There will be a generally accepted paradigm for teaching and learning mathematics and science that embodies interconnections as the basis for understanding.
2. By the year 2006, IMSA will be a recognized pioneer and architect in the design of a new system of learning that is inquiry-based, problem-centered and integrative, and that enables learners to acquire, generate, and use knowledge for the world.
   a. The achievement of Illinois students in mathematics and science will be defined and assessed by a new system of indicators.
   b. Materials and methods inspired or developed by IMSA and its partners will be so good that they will be the choice of Illinois educators for the foundation of their mathematics and science programs.

Source of Funds: General Revenue Fund, Education Assistance Fund, Illinois Mathematics and Science Academy Income Fund

Statutory Authority: 105 ILCS 305

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Illinois Student Programs: percent of participating students meeting program objectives (a)	58.1 %	60.6 %	N/A	63.5 %	N/A
* Illinois Educator Programs: percent of products rated satisfactory (b)	N/A	92.1 %	N/A	82.9 %	N/A
* Illinois Educator and Student Programs: percent of products rated satisfactory (educators)	N/A	N/A	N/A	100 %	N/A
* Illinois Educator and Student Programs: percent of products rated satisfactory (students)	N/A	N/A	N/A	100 %	N/A
* Smithsonian Research and Diffusion Network: percent of products rated satisfactory (c)	N/A	79 %	N/A	75 %	N/A
* Smithsonian Research and Diffusion Network: percent of observations rated satisfactory (c)	N/A	94 %	N/A	92 %	N/A
Output Indicators					
* Illinois Student Programs: number of participating students (a)	171.0	262.0	N/A	743.0	N/A
* Illinois Student Programs: number of participating schools (a)	58.0	111.0	N/A	151.0	N/A
* Illinois Educator Programs: number of participating educators (b)	49.0	664.0	N/A	526.0	N/A
* Illinois Educator Programs: number of participating schools (b)	29.0	211.0	N/A	136.0	N/A
* Illinois Educator and Student Programs: number of participating educators	50.0	29.0	N/A	300.0	N/A
* Illinois Educator and Student Programs: number of participating students	74.0	83.0	N/A	336.0	N/A
* Illinois Educator and Student Programs: number of participating schools	74.0	72.0	N/A	91.0	N/A
* Smithsonian Research and Diffusion Network: number of participating schools (c)	N/A	10.0	N/A	10.0	12.0
* Smithsonian Research and Diffusion Network: number of participating teachers (c)	N/A	35.0	N/A	34.0	37.0
* IMSA Research: number of students participating in research: inquiry projects (d)	14.0	96.0	N/A	101.0	100.0
* IMSA Research: number of students participating in research: mentorship projects (e)	134.0	140.0	N/A	134.0	140.0
* IMSA Research: number of external grants and contracts awarded	2.0	3.0	N/A	5.0	5.0
* IMSA Research: dollar value of external grants and contracts awarded (in thousands)	$277.0	$236.9	N/A	$2,386.1	$2,231.0
* Research: number of external grants and contract applications	2.0	4.0	N/A	5.0	N/A
Input Indicators					
* All funds expended for professional development activities (in thousands)	$340.3	$391.4	N/A	$479.8	N/A
* All funds expended for student math and science enrichment activities (in thousands)	$38.5	$110.0	N/A	$541.6	N/A

Illinois Mathematics and Science Academy: Public Service and Research (Concluded)

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Illinois Student Programs include math and science enrichment programs, problem-based learning experiences, and programs designed to serve economically disadvantaged students in improving their skills in math, science and communication/English. IMSA developed programs exported for use by Illinois students.

(b) Illinois Educator Programs include an Illinois teacher alternative certification program, problem-based learning training programs, on-line learning, and participation in the Illinois Virtual High School. IMSA developed programs exported for use by Illinois educators.

(c) The Smithsonian Research and Diffusion Network, supported by a grant from the Smithsonian Institute, is designed to gather evidence to determine the ways in which competency-driven, inquiry-based, problem-centered, and integrated curriculum/instructional approaches and models are transforming the educational experience in Illinois schools, particularly in math and science.

(d) IMSA Research: inquiry projects involve student-directed plans of inquiry that are created, designed, and developed around students' questions and guided by faculty and staff.

(e) IMSA Research: mentorship projects involve student conduct of high-level research with scientists and scholars in area museums, corporations, universities and research laboratories.

Illinois State University: Instruction

Mission Statement: The mission of the instruction program at Illinois State University (ISU) is to provide individualized attention by placing the learner at the center of teaching and research.

Program Goals: Objectives:

1. To provide individualized attention by placing the learner at the center of teaching and research.
2. To provide public opportunity by providing access to the opportunities of a large university.
3. To foster the active pursuit of learning.
4. To celebrate and encourage diversity.
5. To facilitate the creative response to change.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 675

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	91.1 %	81 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	5.2 %	6.4 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	3.4 %	11.1 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	80.1 %	77.6 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree	23.6 %	35.9 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	89.7 %	91.1 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	82.8 %	84.2 %	N/A	N/A	N/A
* Institutional pass rate: Registered Health Information Administrator Exam (RHIA)	86.6 %	83.3 %	N/A	93.8 %	93.8 %
* Institutional pass rate: Registered Dietician Examination	100 %	90 %	N/A	100 %	100 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	76 %	79 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen	53 %	53 %	N/A	55 %	N/A
External Benchmarks					
* National pass rate: Registered Health Information Administrator exam (RHIA)	93.3 %	90.1 %	N/A	85.5 %	N/A
* National pass rate: Registered Dietician Examination	N/A	86 %	N/A	80 %	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	17,518	17,705	17,705	18,025	18,472
* Graduate headcount enrollment	2,876	2,765	2,765	2,730	2,768
* Total headcount enrollment	20,394	20,470	20,470	20,755	21,240
* Percent: part-time student enrollment (b)	9 %	9 %	N/A	8 %	8 %
* Baccalaureate degrees conferred	3,572	4,070	N/A	4,041	N/A
* Master's degrees conferred	649.0	669.0	N/A	675.0	N/A
* Doctorate degrees conferred	45.0	43.0	N/A	32.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	10.2 %	10.3 %	N/A	10.5 %	N/A
* Minority Graduates: percent of total master's degrees conferred	18.2 %	17.8 %	N/A	19 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred	28.9 %	18.6 %	N/A	25 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (c)	$233,412.6	$241,674.0	$255,691.1	$256,638.5	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$87,383.6	$93,655.9	$99,087.9	$102,586.7	N/A
* All funds staffing levels: University total staff years (d)	3,700	3,771	3,771	3,901	N/A
* All funds staffing levels: Instruction/Academic Support (d)	1,660	1,742	1,742	1,864	N/A

Illinois State University: Instruction (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support: percent of total expenditures	37.4 %	38.7 %	38.7 %	40 %	N/A
* Instructional cost per credit hour (e)	$227.52	$226.40	N/A	$235.17	$235.17
External Benchmarks					
* Public universities all funds expenditures: dollars in billions	$3.6	$3.9	N/A	$4.1	N/A
* Instructional cost per credit hour, all public universities	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was either unavailable or estimated for the 2000 report.

Footnotes

(a) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education (IBHE) Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 1991 nine years out (FY 2000) and the class of 1994 five years out (FY 1999)

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds, including university income funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

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

Illinois State University: Public Service

Mission Statement: The mission of the public service program at Illinois State University (ISU) is to provide individualized attention by placing the learner at the center of teaching and research.

Program Goals: Objectives:

1. To provide individualized attention by placing the learner at the center of teaching and research.
2. To provide public opportunity by providing access to the opportunities of a large university.
3. To foster the active pursuit of learning.
4. To celebrate and encourage diversity.
5. To facilitate the creative response to change.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 675

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* WGLT FM Radio: dollar value of external support (in thousands) (a)	$612.0	$656.0	N/A	N/A	$688.8
* WGLT FM Radio: number of clients served	18,600	15,500	N/A	19,600	20,500
* Extended University: dollar value of external support (in thousands) (b)	$3,337.7	$2,972.5	N/A	$3,116.1	$3,116.1
* Extended University: number of clients served	11,474	15,533	N/A	12,699	13,080
External Benchmarks					
* WGLT FM Radio: external support as a percentage of total support	67 %	66 %	N/A	N/A	69 %
* Extended University: external support as a percentage of total support	87 %	86 %	N/A	86 %	86 %
Output Indicators					
* WGLT FM Radio: local programming, annual hours	4,800	4,800	N/A	4,800	4,800
* WGLT FM Radio: community attendance at WGLT events	N/A	10,500	N/A	13,000	15,000
* Extended University: instructor training days	601.0	431.0	N/A	570.0	570.0
* Extended University: computer training certificates earned	122.0	63.0	N/A	116.0	116.0
Input Indicators					
* Total spending (all funds) by univeristy for public service (in thousands) (c)	$12,965.2	$12,781.2	N/A	$13,257.5	N/A
* Total spending (state funds) for public service (in thousands) (c)	$2,666.2	$3,190.4	N/A	$2,839.7	N/A
* Percent change in state funds for public service	-25.3 %	19.7 %	N/A	-11 %	N/A
* Number of public service staff paid from all funding sources (d)	151.0	151.0	N/A	147.0	N/A
* Number of public service staff paid from state funds (d)	45.0	55.0	N/A	56.0	N/A

Illinois State University: Public Service (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures	5.6 %	5.3 %	N/A	5.2 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures	2.1 %	2.4 %	N/A	2 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff	4.1 %	4 %	N/A	3.8 %	N/A
* Percent of state funds spent for public service staff compared to state funds spent for all university staff	2 %	2.3 %	N/A	2.3 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities)	1,308	1,309	N/A	N/A	N/A

Footnotes

(a) WGLT is an FM band public radio station within the National Public Radio network that provides service 24 hours a day and seven days a week.

(b) The Extended University (EU) at ISU helps to organize and coordinate the vast array of activities and services available at the University. The primary goals of the EU are to: extend the educational resources of ISU beyond the campus; develop new and innovative programs to meet evolving regional needs; and to build educational partnerships between ISU and local communities and constituencies.

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Illinois State University: Research

Mission Statement: The mission of the research program at Illinois State University is to provide individualized attention by placing the learner at the center of teaching and research.

Program Goals: Objectives:

1. To provide individualized attention by placing the learner at the center of teaching and research.
2. To provide public opportunity by providing access to the opportunities of a large university.
3. To foster the active pursuit of learning.
4. To celebrate and encourage diversity.
5. To facilitate the creative response to change.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 675

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	$24,541.6	$69,021.6	N/A	$54,001.6	$61,021.8
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual	-7.5 %	-9.3 %	N/A	1.9 %	0 %
* Number of external grants and contracts awarded, sponsored research	269.0	288.0	N/A	271.0	290.0
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$12,081.5	$17,314.8	N/A	$19,835.4	$22,215.7
* Number of external grants and contracts applications, sponsored research	356.0	373.0	N/A	N/A	N/A
Input Indicators					
* Total expenditures for research (in thousands) (a)	$14,739.2	$14,277.6	N/A	$14,520.4	$14,520.4
* State funds expended for research (in thousands) (a)	$1,858.4	$2,598.3	N/A	$2,613.4	$2,613.4
* Percent change: state funded research program expenditures (annual)	9.2 %	39.8 %	N/A	0.6 %	0 %
* Number of research staff paid from all funding sources (b)	247.0	229.0	N/A	242.0	242.0
* Number of research staff paid from state funds (b)	29.7	30.0	N/A	39.0	39.0
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percent of total university expenditures	6.3 %	5.9 %	N/A	5.7 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds	1.4 %	1.9 %	N/A	1.9 %	N/A
* Research staff as a percentage of all university staff	6.7 %	6.1 %	N/A	6.2 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds	1.3 %	1.3 %	N/A	1.6 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was either unavailable or estimated during initial preparation of the 2001 report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted funds.

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

Illinois Student Assistance Commission
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Student Loans	$530,500.0	315	$625,000.0	318
Scholarship and Grant Programs	$366,800.0	71	$397,200.0	74
Prepaid Tuition Program	$74,000.0	6	$79,000.0	5
Outreach	$500.0	4	$600.0	4
Totals	$971,800.0	396	$1,101,800.0	401

Explanatory Notes 1) Prepaid Tuition Program expenditures represent total contract sales. 2) In FY2000, $496.8 million in appropriated funds were used to award state scholarships and grants as well as support all ISAC scholarship, grant, and student loan programs. 3) In FY2001, $603.2 million in appropriated funds were used to award state scholarships and grants as well as support all ISAC scholarship, grant, and student loan programs.

Mission and Organization

The Illinois Student Assistance Commission (ISAC) was created in 1957 to ensure that financial considerations did not prevent Illinois students from realizing their postsecondary educational goals. Since then, the number of students ISAC assists and the number of programs administered have increased steadily.

ISAC, a one-stop financial aid center, offers a comprehensive array of programs and services; acts as a centralized source of information and guidance; administers most of the key state and federal grant, scholarship, loan and prepaid tuition programs available to postsecondary students; and provides over 280,000 awards annually, totaling over $1 billion, to qualified applicants.

Eligibility for grant and scholarship programs is based on factors such as financial need, academic achievement, chosen field of study, or military service. ISAC's primary program is the Monetary Award Program (MAP). ISAC also administers the state's only *Prepaid Tuition Program* (*College Illinois!*). ISAC offers an array of low-interest educational loan programs with reasonable repayment terms. Under the Federal Family Educational Loan Program (FFELP), individuals can apply for subsidized and unsubsidized Stafford (student) loans, and PLUS (parent) loans. Since 1966, ISAC has guaranteed over $12 billion in federally reinsured FFELP loans for qualified students and parents. ISAC operates a secondary market for student loans, which was created in 1977 to ensure the continued availability for educational loan capital. Finally, at the core of ISAC's services are outreach activities, the primary goal of which is to help families navigate the numerous and often confusing steps of the financial aid delivery process.

In fiscal year 2001, MAP provided $348 million to over 139,000 Illinois students for tuition and fees at community colleges, public universities and private institutions. The average taxable income of families eligible for MAP grants was $20,934.

ISAC guaranteed 145,000 Stafford loans, totaling over $625 million, for graduate and undergraduate students in fiscal year 2001. Borrowers who fail to make timely payments on their loans go into default, and ISAC works to reestablish repayment efforts and restore credit records. There are three main types of federal student loans: (1) A subsidized Stafford loan that is a need-based loan and interest on the loan is paid by the federal government while the student is in school, during a six-month grace period after leaving school, and during deferment periods; (2) An unsubsidized Stafford loan that is not based on need and the student pays the interest while they are in school; and (3) A PLUS loan that is not based on need and provides money to qualified parents of dependent undergraduate students.

College Illinois! allows individuals to prepay tomorrow's college tuition and mandatory fees based on today's prices. It offers plans for purchasing public university semesters, community college semesters, or a combined plan that includes two years at each level. Plans can be purchased one semester at a time up to a maximum of nine semesters. Benefits can be used at public universities and private colleges across the country.

Each year ISAC provides financial aid support to applicants and institutions. For example, staff meets with more than 100,000 families at college fairs, workshops, and other outreach events and conducts annual training sessions, which reach over 1,000 high school counselors. Through ISAC's Internet site (www.isac-online.org), families are advised about the availability of financial aid programs, their potential eligibility, and the status of their application. Borrowers have access to debt counseling and can use a repayment calculator that projects future monthly payments.

Student Loans

Mission Statement: To facilitate the delivery of low-interest loans to students and their families by administering the Federal Family Education Loan Program (FFELP) and to improve student access to loans.

Program Goals: Objectives:

1. Provide an efficient means for students and schools to apply for and receive loan funds from participating lenders.
   a. Borrower satisfaction ratings will continue to show satisfaction with ISAC services.
2. Counsel and educate student borrowers who are delinquent on their loan payments.
   a. ISAC's default rate will stay below the national average.
3. Collect outstanding loan balances from defaulted borrowers.
   a. Collections on individual defaulted accounts will be optimized.
4. Provide loan funds to an increasing number of students through institutions that collaborated with both the Illinois guaranty agency and the secondary market.
   a. An increasing number of Illinois students who need to use loans to finance their college education will obtain them from ISAC.

Source of Funds: Federal Student Loan Fund, Student Loan Operating Fund, Federal Reserve Recall Fund, Student Assistance Commission Student Loan Fund, ISAC Loan Purchase Program Payroll Trust Fund

Statutory Authority: 110 ILCS 947/80

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(a,b)	Fiscal Year 2002 Target
Outcome Indicators					
* Number of defaults	11,102	9,855	10,000	9,200	10,000
* ISAC default rate	4.5 %	4.5 %	5 %	4.5 %	4.5 %
* Percent of Illinois student loans guaranteed by ISAC	40.6 %	39.6 %	40 %	40 %	40 %
* Percent of delinquent accounts resolved	83.9 %	83.2 %	83 %	86.7 %	86 %
* Borrower satisfaction ratings	83.6 %	84.3 %	85 %	86.5 %	86 %
* Loan operating expenses (in millions)	$24.9	$26.9	$27.0	$27.9	$29.0
Output Indicators					
* Number of loans guaranteed	131,996	131,580	132,000	145,000	145,000
* Dollar value of new loan guarantees (in millions)	$518.0	$530.5	$540.0	$625.0	$650.0
* Number of defaults averted	78,778	72,386	75,000	60,350	60,000
* Dollar value of default collections (in millions)	$65.8	$60.4	$63.0	$52.5	$55.0
Input Indicators					
* Staff positions of loan operations	292.0	315.0	318.0	318.0	318.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per dollar guaranteed	$0.02	$0.02	$0.02	$0.02	$0.02
* Costs per dollar collected	$0.29	$0.27	$0.32	$0.32	$0.32

Explanatory Information

1) ISAC cohort default rates for 2000 and 2001 are estimated. 2) "Borrower satisfaction ratings" indicate the percent of borrowers who were satisfied or very satisfied with ISAC's secondary market services. 3) Because of improved economy, the number of delinquent loans in FY2000 decreased. 4) Previous years' numbers may be changed to reflect mature data.

Footnotes

(a) Data reported on federal fiscal year.

(b) FY2001 actual numbers are estimated.

Scholarship and Grant Programs

Mission Statement: To reduce financial barriers to postsecondary 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 postsecondary 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 to 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 will remain constant or increase.
5. Increase the number of teachers and workers in designated shortage fields.
   a. The number of students receiving scholarships to pursue careers in worker shortage areas will increase annually.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 110 ILCS 947/35

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual(a,b,c)*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Grant aid as a proportion of tuition and fees	41.3 %	41.1 %	43 %	40.1 %	42 %
* Grant aid per undergraduate full-time-equivalent student	$970.00	$1,036.00	$1,100.00	$1,100.00	$1,150.00
* Percentage of undergraduates receiving state need-based aid	36.7 %	36.4 %	33 %	36.5 %	37 %
* Average constant dollar taxable income of families eligible for MAP Grants	$19,765.00	$19,933.00	$20,000.00	$20,934.00	$21,000.00
* Proportion of merit award winners attending in-state schools	58 %	56 %	65 %	52 %	55 %
External Benchmarks					
* National ranking of maximum award	16.0	12.0	14.0	12.0	12.0
* National ranking of need-based aid per undergraduate student	3.0	3.0	3.0	2.0	2.0
* National ranking of percent receiving aid	7.0	6.0	5.0	6.0	6.0
* National ranking of student aid as a percentage of Higher Education budget	5.0	5.0	5.0	5.0	5.0
Output Indicators					
* Number of students receiving MAP awards	136,456	136,697	140,300	139,421	136,000
* Number of students benefiting from service programs	15,782	15,048	16,550	14,742	14,500
* Number of students participating in teacher and worker shortage programs	744.0	733.0	3,000	1,905	2,100
* Number of applications filed	412,413	418,757	450,000	426,485	445,000
* Number of students receiving merit awards	2,258	3,845	7,000	5,270	6,600
Input Indicators					
* Staff Headcount	71.0	71.0	N/A	74.0	68.0
* Administrative dollars (in thousands)	$5,498.2	$5,410.7	N/A	$5,783.2	$7,000.0
* Total program expenditures (in thousands)	$346,200.0	$366,800.0	N/A	$397,200.0	$420,300.0
Efficiency/Cost-Effectiveness Indicators					
* Proportion of administrative spending per dollar awarded	1.59 %	1.47 %	N/A	1.46 %	1.67 %

Explanatory Information

Previous years' numbers may be changed to reflect mature data.

Footnotes

(a) FY2001 estimated. Data not available until spring 2002.

(b) "Average constant dollar taxable income of families eligible for MAP Grants" is the constant dollar income based on income reported for use in FY2001.

(c) The number of students participating in teacher/worker shortage programs increased in FY2001 as a result of the new Quern Information Technology Grant Program.

Prepaid Tuition Program

Mission Statement: To encourage and better enable Illinois families to finance the cost of higher education.

Program Goals: Objectives:

1. Increase the number of families purchasing College Illinois! contracts.
   a. The number of families participating in College Illinois! and the amount of contracts administered shall increase each year.
2. Expand outreach efforts to meet the informational needs of prospective purchasers.
   a. The effectiveness of program promotional efforts will improve each year.

Source of Funds: Illinois Prepaid Tuition Trust Fund ***Statutory Authority:*** 110 ILCS 947/75

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(a)	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of population covered by TV and Radio ads	85 %	85 %	85 %	85 %	85 %
* Minority beneficiaries as a percent of total contracts	13 %	16 %	N/A	14 %	N/A
* Years of college purchased in fiscal year 2001	37,400	17,400	N/A	16,200	N/A
* Cumulative years of college purchased	37,400	54,800	N/A	71,000	N/A
External Benchmarks					
* College Illinois! national rank among other prepaid tuition programs	9.0	7.0	N/A	8.0	8.0
Output Indicators					
* College Illinois! contracts purchased (excluding cancellations)	11,653	5,436	N/A	5,152	5,000
* Total contract sales (in millions)	$167.7	$74.0	N/A	$79.0	N/A
* Total Internet site visits (through enrollment period)	59,654	120,000	150,000	156,151	180,000
* Total phone calls (through enrollment period)	41,303	12,262	16,000	12,325	12,000
* Total TV/Radio ads aired	9,256	13,099	15,000	16,039	17,500
* Total newspaper articles	722.0	495.0	400.0	363.0	350.0
* Total number of news reports	144.0	114.0	150.0	101.0	120.0
* Cumulative College Illinois! contracts purchased	11,653	17,089	N/A	22,241	27,240
Input Indicators					
* Number of employees	6.0	6.0	5.0	5.0	5.0
* Marketing expenses (in millions)	$1.1	$1.0	$1.0	$1.0	$1.3
* All other expenses (in millions)	$.9	$1.3	$1.3	$1.2	$1.4
Efficiency/Cost-Effectiveness Indicators					
* Media cost per contract	$43.00	$89.00	N/A	$77.00	N/A
* Total marketing cost per contract	$88.00	$184.00	N/A	$190.00	N/A

Explanatory Information

1) Illinois completed one of the nation's most successful prepaid college tuition program launches in its first year (FY1999) with 11,653 contracts. 2) National rank for the College Illinois! Program was reported by actuaries at Rick Kay & Associates/PricewaterhouseCoopers. 3) Previous years' numbers may be changed to reflect mature data.

Footnotes

(a) FY2001 actual numbers are not finalized, and in some cases estimated numbers are not available at this time.

Outreach

Mission Statement: To ensure that students and families have the information and support services they need to plan for their postsecondary education.

Program Goals: Objectives:

1. Increase awareness of college costs and aid availability among potential college students.
   a. The number of potential students and parents utilizing ISAC's Web site will increase annually.
2. Serve as single point of contact for Illinois citizens for information regarding student aid programs.
   a. An increased number of outreach activities will be conducted throughout Illinois to help students and families with college planning.
   b. Participation in outreach activities in non-traditional venues such as community-based organizations will be increased.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 110/ILCS 947/20

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(a)	Fiscal Year 2002 Target
Outcome Indicators					
* Number of website hits: General Information	46,891	47,288	40,000	1,704,247	1,750,000
* Hits for Application Status Information (InfoNet)	27,243	34,298	35,000	36,738	37,000
* Hits for Higher-EdNet Applications	4,521	4,777	13,000	4,952	5,000
Output Indicators					
* Number of financial aid/early awareness presentations	190.0	166.0	200.0	130.0	140.0
* Attendance at financial aid/early awareness presentations	94,660	80,469	80,000	66,817	68,000
* Financial Aid Awareness Month workshop participants	N/A	3,025	3,000	4,301	4,400
* Community agency contacts	114.0	73.0	80.0	54.0	75.0
* State fair contacts	13,677	50,000	50,000	55,000	55,000
* High school counselor seminars	16.0	17.0	17.0	12.0	12.0
* Counselors reached	1,204	1,092	1,000	1,033	1,200
Input Indicators					
* Staff positions	4.0	4.0	4.0	4.0	6.0
* Program expenditures (in thousands)	$450.0	$500.0	N/A	$600.0	$600.0
Efficiency/Cost-Effectiveness Indicators					
* Financial aid sessions per month	16.0	14.0	17.0	11.0	12.0
* Community agency contacts per month	10.0	6.0	7.0	5.0	6.0
* Total Internet site hits per month	6,555	4,307	6,250	145,495	149,333

Explanatory Information

Previous years' numbers may be changed to reflect mature data.

Footnotes

(a) The significant increase in Internet web site hits in FY2001 reflects the use of updated technology that allows a count of all actual hits coming into the site from any location, as opposed to only direct hits.

Northeastern Illinois University: Instruction

Mission Statement: The mission of the instructional program at Northeastern Illinois University (NEIU) is to offer high quality undergraduate and graduate programs to a broad range of students and to foster student growth and development.

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

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 680

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	85 %	81.1 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	8 %	10.1 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	5.9 %	5.7 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	76.5 %	74.4 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	23 %	26.4 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	91 %	91.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	95.2 %	97.9 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: first-time, full-time freshmen	N/A	68.1 %	N/A	N/A	N/A
* Six-year graduation rate: first-time, full-time freshmen (b)	16.9 %	12 %	N/A	14.7 %	N/A
External Benchmarks					
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average (b)	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	7,892	8,205	8,205	8,324	8,382
* Graduate headcount enrollment	2,653	2,732	2,732	2,617	2,617
* Total headcount enrollment	10,545	10,937	10,937	10,941	10,999
* Percent: part-time student enrollment	54.7	54.4 %	N/A	53.9 %	N/A
* Baccalaureate degrees conferred	993.0	1,039	N/A	1,079	N/A
* Master's degrees conferred	487.0	546.0	N/A	518.0	N/A
* Minority graduates: percent of total baccalaureate degrees conferred	41.2 %	43.4 %	N/A	42.5 %	N/A
* Minority graduates: Percent of total master's degrees conferred	23.6 %	27.1 %	N/A	27.2 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (c)	$74,458.3	$78,456.4	$82,928.4	$91,023.6	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$33,749.3	$36,784.2	$35,673.0	$39,794.5	N/A
* All funds staffing levels: university total staff years (d)	1,295	1,304	1,303	1,442	N/A
* All funds staffing levels: Instruction/Academic Support (d)	736.4	779.3	779.3	827.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures percent of total	45.3 %	46.9 %	43 %	43.7 %	N/A
* Instructional cost per credit hour, all levels (e)	$244.58	$240.88	N/A	$256.97	$260.00
External Benchmarks					
* Public universities all funds expenditures (in billions) (c)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour, all public universities, all levels (e)	$254.51	$261.80	N/A	N/A	N/A

Explanatory Information

NEIU continues to be ranked the most diverse university in the Midwest ("U.S. News and World Report"). "Black Issues in Higher Education" ranks NEIU as 80th in the nation in terms of the number of baccalaureate degrees awarded to Hispanic students. NEIU is ranked 32nd in the nation in terms of the number of master's degrees awarded to minority students. In total, undergraduate enrollment at NEIU is more than 50 percent minority and more than 50 percent part-time, and in fiscal year 2001, nearly 80 percent of NEIU students were first-generation college students. The information provided updates prior year data in cases where that data was unavailable or estimated for the 2000 Public Accountability Project Report.

Footnotes

(a) Data regarding graduate employment, attainment, and career path preparation was obtained from the Illinois Board of Higher Education's Baccalaureate Follow-Up Survey. The Survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation Data provided reflects the class of 1994 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois University and Governors State University for FY 2001.

Northeastern Illinois University: Public Service

Mission Statement: The public service mission of Northeastern Illinois University (NEIU) is to prepare students for the multiculturalism that characterizes our society through active involvement in the metropolitan area, on behalf of the residents of Illinois.

Program Goals: Objectives:

1. To provide students and faculty with opportunities to integrate field-based learning, research and public service with classroom instruction.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 680

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Gear-Up: number of Chicago public school students served by the program (c)	N/A	2,206	N/A	4,866	5,650
* Gear-Up: number of Chicago public school teachers served by the program (c)	N/A	89.0	N/A	211.0	240.0
* Upward Bound: number of Chicago public school students served by the program (d)	60.0	60.0	N/A	80.0	80.0
Output Indicators					
* Gear-Up: education and college awareness contact hours with parents (c)	N/A	12,658	N/A	15,800	18,000
* Upward Bound: number of tutoring sessions held (d)	360.0	360.0	N/A	360.0	420.0
Input Indicators					
* Total spending (all funds) for public service (in thousands) (a)	$8,838.3	$10,359.0	N/A	$15,679.4	N/A
* Total spending (state funds) for public service (in thousands) (a)	$3,739.8	$4,027.3	N/A	$4,406.1	N/A
* Percent change in state funds for public service (a)	13.3 %	7.7 %	N/A	9.4 %	N/A
* Number of public service staff paid from all funding sources (b)	157.0	119.9	N/A	185.3	N/A
* Number of public service staff paid from state funds (b)	24.4	23.8	N/A	23.7	N/A
* Gear-Up: percent of all NEIU public service expenditures (c)	N/A	50 %	N/A	65 %	69 %
* Upward Bound: percent of all NEIU public service expenditures (d)	8 %	4 %	N/A	3 %	3 %
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (a)	11.9 %	13.2 %	N/A	17.2 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures (a)	6.7 %	6.9 %	N/A	7.3 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff (b)	12.1 %	9.2 %	N/A	12.9 %	N/A
* Percent of state funds spent for public service compared to state funds spent for all university staff (b)	2.4 %	2.2 %	N/A	2.1 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands) (a)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total spending from state funds by all Illinois public universities (in thousands) (a)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (b)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (b)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(c) The Gear-Up program provides service to more than 15,000 students in disadvantaged middle and secondary schools in Chicago, helping to prepare those students for success in college and in their careers.

(d) The Upward Bound program serves 80 low-income, potentially first-generation college students by providing a number of academic, personal, and social services to Chicago public school students.

Northeastern Illinois University: Research

Mission Statement: The research mission of Northeastern Illinois University (NEIU) is to enrich the teaching and learning experience and enhance program quality.

Program Goals: Objectives:
1. To provide students and faculty with opportunities to integrate field-based learning, research and public service with classroom instruction.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 680

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	7.0	8.0	N/A	4.0	N/A
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$74.6	$143.7	N/A	$223.9	N/A
Output Indicators					
* Number of external grants and contract applications, sponsored reserach	7.0	8.0	N/A	10.0	N/A
* Dollar value of external grants and contract applications, sponsored research (in thousands)	$75.8	$150.7	N/A	$432.1	N/A
Input Indicators					
* Total expenditures for research (in thousands) (a)	$635.7	$746.1	N/A	$827.6	N/A
* State funds expended for research (in thousands) (a)	$531.8	$593.1	N/A	$609.0	N/A
* Percent change in state funds for research (a)	-3.7 %	11.5 %	N/A	2.7 %	N/A
* Number of reserach staff paid from all funding sources (b)	5.9	6.6	N/A	8.2	N/A
* Number of research staff paid from state funds (b)	2.5	2.6	N/A	2.8	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percentage of total university expenses (a)	0.9 %	1 %	N/A	0.9 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds (a)	1 %	1 %	N/A	1 %	N/A
* Research staff as a percentage of all university staff (b)	0.5 %	0.5 %	N/A	0.6 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (b)	0.2 %	0.2 %	N/A	0.3 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands) (a)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (a)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (b)	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds (b)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Northern Illinois University: Instruction

Mission Statement: The mission of the instruction program at Northern Illinois University (NIU) is to provide a full range of liberal arts and professional undergraduate and graduate programs.

Program Goals: Objectives:
1. To provide academic and professional programs that are current, responsive and of the highest quality.
2. To prepare students for effective, responsible and articulate membership in society and in their chosen professions.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 685

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	90.5 %	80.7 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	4.8 %	7.8 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	3.4 %	8.6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	79 %	74 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree	20.3 %	31.3 %	N/A	N/A	N/A
* Percent of students satisfied with career path preparation provided by the undergraduate educational experience (a)	98.8 %	86.1 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	87 %	82 %	N/A	N/A	N/A
* Institutional pass rate: Illinois Bar Examination	69.7 %	73 %	N/A	N/A	65 %
* Institutional pass rate: Physical Therapy program certification	80 %	91 %	N/A	N/A	91 %
* Institutional pass rate: Nursing program licensure	87 %	86 %	N/A	N/A	84 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	76 %	76 %	N/A	77 %	N/A
* Six-Year graduation rate: first-time, full-time freshmen	50 %	49 %	N/A	47 %	N/A
External Benchmarks					
* National pass rate: state bar examinations	66 %	65 %	N/A	N/A	N/A
* National pass rate: Physical Therapy program certification	N/A	90 %	N/A	N/A	N/A
* National pass rate: Nursing program licensure	84 %	84 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	16,341	16,893	16,893	17,151	N/A
* Graduate headcount enrollment	6,132	5,950	5,950	6,097	N/A
* Total headcount enrollment	22,473	22,843	22,843	23,248	N/A
* Percent: part-time student enrollment (b)	25.5 %	25.8 %	N/A	26 %	N/A
* Baccalaureate degrees conferred	3,257	3,277	N/A	3,416	N/A
* Master's degrees conferred	1,226	1,260	N/A	1,278	N/A
* First Professional degrees conferred	93.0	81.0	N/A	90.0	N/A
* Doctorate degrees conferred	116.0	105.0	N/A	94.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	19.9 %	19.3 %	N/A	19.2 %	N/A
* Minority Graduates: percent of total master's degrees conferred	16.8 %	21.3 %	N/A	21.6 %	N/A
* Minority Graduates: percent of total First Professional degrees awarded	21.5 %	21 %	N/A	24.4 %	N/A
* Minority Graduates: percent of total Doctorate degrees awarded	22.4 %	25.7 %	N/A	30.9 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thosands) (c)	$256,007.4	$277,349.7	N/A	$299,061.7	$312,852.7
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$111,972.9	$120,259.8	N/A	$128,644.7	$134,654.8
* All funds staffing levels: University total staff years (d)	4,207	4,234	N/A	4,294	4,312

Northern Illinois University: Instruction (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Input Indicators]					
* All funds staffing levels: Instruction/Academic Support (d)	2,135	2,147	N/A	2,212	2,233
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures percent of total	43.7 %	43.4 %	N/A	43 %	43 %
* Instructional cost per credit hour: all levels	$229.75	$243.50	N/A	N/A	N/A
External Benchmarks					
* Public universities all fund expenditures (in billions) (c)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour, public university average, all levels (e)	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Instructional Highlights:
A fiscal year 2001 survey by the Public Accounting Report ranked NIU 20th among undergraduate accounting programs in the nation. The accountancy program has consistently been ranked in the top 20 programs for the past decade.

In November 2000, a national assessment of all M.S. physics programs conducted by the American Institute of Physics placed NIU's master's program among the 21 most effective programs in the nation in preparing graduates for non-academic careers.

The NIU Steel Band won second place in the 2000 World Steel Band competition held in Port-of-Spain, Trinidad. The NIU Jazz ensemble performed by invitation at the International Association of Jazz Educator's conference in New York City where international jazz figures Jimmy Heath and Wynton Marsalis accepted invitations to play with the ensemble.

In fiscal year 2001, NIU students participated in more than 10,800 experiences in internship, cooperative education, clinical, practicum, clerkship, field, and teaching placement settings at more than 700 sites. Sites included not-for-profit organizations, service agencies, schools, hospitals and health care facilities, small businesses, manufacturing firms, multi-national and international corporations, financial institutions, research labs, government agencies, and others.

Two undergraduate certificates and twenty certificates of graduate study have been approved to meet the changing needs and demands of the workplace.

The Zeke Giorgi Law Clinic in Rockford opened in January 2001 and a supervising attorney was hired to work with third-year law students at the clinic. Since its opening the clinic has served approximately 100 clients and provided experience for five students. Eight third-year students will be assigned to work with clients at the clinic beginning in fall 2001.

NIU is one of only three public universities in Illinois offering a Ph.D program in physics. Information provided updates prior year data in cases where that data was either unavailable or estimated for the 2000 report.

Footnotes

(a) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the IBHE Baccalaureate Follow-Up Survey. The Survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 1991 nine years out (FY 2000) and the class of 1999 five years out (FY 1999).

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

Northern Illinois University: Public Service

Mission Statement: Northern Illinois University (NIU) serves as a regional resource for new knowledge, cultural enrichment, and solutions to contemporary problems; and responds to the changing needs of the region through appropriate instructional, research, and public service initiatives and cooperative interaction with other colleges and universities, business, industry, government, and human service agencies.

Program Goals: Objectives:

1. To contribute to the betterment of the society of which it is a part by preparing students for effective, responsible, and articulate membership in society as well as in their chosen professions.
2. To enrich the institution's instructional mission and its service to the community, and help to convey a respect for rationality, a tolerance for uncertainty, and an appreciation of diversity by promoting active programs in research and artistry.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 685

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Center for Governmental Studies (CGS): Awards received (in thousands) (c)	N/A	$1,000.0	N/A	N/A	N/A
* CGS: Website visits at the Northern Illinois Business and Data Center site at www.nibidc.com	N/A	2,485	N/A	7,221	N/A
* Center for Child Welfare and Education (CCWE): number of interventions in cases of abused and neglected children, annually (d,f)	3,000	3,000	N/A	3,000	N/A
* CCWE: Funding provided by Dept. of Children & Family Services (in thousands)	$2,000.0	$2,000.0	N/A	$2,000.0	N/A
Output Indicators					
* CCWE: persons trained in educational procedures for children and youth who have been abused or neglected, annually	11,000	11,000	N/A	11,000	N/A
* CGS: number of research and/or community assistance projects	N/A	97.0	N/A	N/A	N/A
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (a)	$17,135.6	$21,146.0	N/A	$22,303.7	$22,764.4
* Total spending (state funds only) for public service (in thousands) (a)	$5,101.2	$5,122.7	N/A	$5,275.8	$5,360.2
* Percent change in state funds for public service	8.4 %	0.4 %	N/A	3 %	1.6 %
* Number of public service staff paid from all funding sources (b)	166.0	168.0	N/A	182.0	184.0
* Number of public service staff paid from state funds (b)	49.0	52.0	N/A	53.0	55.0
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (a)	6.7 %	7.7 %	N/A	7.5 %	7.3 %
* State fund expenditures for public service as a percentage of total state fund expenditures (a)	3.4 %	3.2 %	N/A	3.1 %	3 %
* Percent of all funds spent for public service staff compared to spending for all university staff	4 %	4 %	N/A	4.2 %	4.3 %
* Percent of state funds spent for public service staff compared to state funds spent for all university staff	1.8 %	1.9 %	N/A	1.9 %	1.9 %
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

The Center for Government Studies recently conducted a three-year study of educational records involving 200-300 students annually in 82 Illinois school districts and more than 120 schools.

The Center for Child Welfare and Education published four issues of "Policy Profiles" in fiscal year 2000, and also participated on the team that researched and published the book "Illinois Higher Education: Building the Economy and Shaping Society", and assisted the Illinois Department of Commerce and Community Affairs in developing a blueprint for economic development entitled "The Five-Year Regional Development Strategy: A Strategic Plan for Economic Development in Illinois".

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(c) The Center for Governmental Studies is a public service, applied research, and public policy development organization. The Center develops, maintains, and provides access to an extensive array of data reources in a variety of formats including electronic, Internet, print, and thematic maps.

(d) The Center for Child Welfare and Education at NIU was established to ensure academic success and social competence for children in the care and custody of the Illinois Department of Children and Family Services. The first of its kind in the Midwest, the Center engages in activities that span training interventions, research, policy development, the development of assessment models, and other activities.

(e) The Center for Child Welfare and Education serves as the Secretary of the Illinois City/County Management Association, representing 90 percent of city/county managers and administrators in Illinois.

Northern Illinois University: Research

Mission Statement: Northern Illinois University (NIU) responds to the changing needs of its region through appropriate instructional, research, and public service initiatives; cooperative interaction with other colleges and universities, business, industry, government, and human service organizations; and serves as a regional resource for new knowledge and solutions to contemporary problems.

Program Goals: Objectives:

1. To make significant contributions to the expansion and application of knowledge.
2. To enrich the institution's instructional mission and its service to the community, provide an atmosphere of academic freedom in which all are free to inquire and to disseminate scholarly and creative work, and facilitate the publication and dissemination of scholarly works and the performace and display of creative activities by promoting active programs in research and artistry.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 685

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of new patents and copyrights filed	N/A	N/A	N/A	19.0	N/A
* Technology Transfer: number of active entrepreneurial projects	N/A	N/A	N/A	21.0	N/A
* Licensing agreements	N/A	N/A	N/A	10.0	N/A
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$32,200.0	$34,800.0	N/A	$38,800.0	N/A
Output Indicators					
* Percent change in external/non-appropriated research expenditures	-3.5 %	16.2 %	N/A	9 %	11.5 %
* Number of external grants and contracts awarded, sponsored research	281.0	311.0	N/A	270.0	N/A
* Number of external grants and contracts, sponsored research	440.0	485.0	N/A	455.0	N/A
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	$70,600.0	$78,500.0	N/A	$74,300.0	N/A
Input Indicators					
* Total expenditures for research (in thousands) (a)	$13,861.5	$15,576.4	N/A	$16,548.5	$17,504.0
* State funds expended for research (in thousands) (a)	$4,938.3	$5,205.2	N/A	$5,248.5	$4,904.0
* Percent change in state funds for Research	10 %	5.4 %	N/A	0.8 %	-6.6 %
* Number of research staff paid from all funding sources (b)	183.0	204.0	N/A	206.0	212.0
* Number of research staff paid from state funds (b)	56.0	59.0	N/A	67.0	63.0
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percent of total university expenditures	5.4 %	5.6 %	N/A	5.5 %	5.6 %
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds.	3.3 %	3.3 %	N/A	3.1 %	2.7 %
* Research staff as a percentage of all university staff	4.3 %	4.8 %	N/A	4.8 %	4.9 %
* Research staff paid from state funds as a percentage of all university staff paid from state funds	2.1 %	2.2 %	N/A	2.4 %	2.2 %
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds	1,515	1,593	N/A	N/A	N/A

Explanatory Information

The Center for the Study of Family Violence, unique in the Midwest, conducts basic and applied research supported by grants from private/federal agencies and the military. The Center is dedicated to understanding the diverse causes and consequences of physical, emotional and sexual abuse and NIU was recently approved as a full member of University Research Association, Inc., a non-profit consortium of leading research universities.

NIU has a long association with Argonne National Laboratory, Fermi National Accelerator Laboratory, and other research consortia. Through these associations, NIU collaborates on broad and vital research programs focused on experimental fundamental particle physics, synchrotron science, materials science and acoustics funded by grants from the National Science Foundation, the Department of Energy, private industry and other sources.

NIU was awarded $4.2 million (fiscal year 2001) in federal funds for the creation of a scientific center which will collaborate with Fermilab in the development of a new generation of particle accelerators and detectors.The information provided updates prior year data in cases where that data was either unavailable or estimated during initial preparation of the 2001 report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Southern Illinois University at Carbondale: Instruction

Mission Statement: The mission of the instruction program at Southern Illinois University - Carbondale (SIUC) is to provide a quality, academic environment for teaching and learning and promote social and economic initiatives within the community.

Program Goals: Objectives:
1. To develop skills expected of college students.
2. To improve student retention and achievement.
3. To support the economic, social and cultural development of southern Illinois.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	92 %	83.9 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	3.9 %	5.5 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	3.5 %	5.5 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	74.9 %	74.1 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	24.3 %	30.1 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	86.6 %	84.2 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	90.9 %	86 %	N/A	N/A	N/A
* Institutional pass rate: United States Medical Licensing Examination, Step1	97 %	96 %	N/A	87 %	94 %
* Institutional pass rate: United States Medical Licensing Examination, Step2	97 %	91 %	N/A	94 %	98 %
* Institutional pass rate: Illinois Bar Examination	74 %	88 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: first-time, full-time freshmen	72.9 %	72.5 %	N/A	68.2 %	N/A
* Six-year graduation rate: first-time, full-time freshmen (b)	39.3 %	38.5 %	N/A	40.9 %	N/A
External Benchmarks					
* National pass rate: United States Medical Licensing Examination, Step 1	94 %	95 %	N/A	93 %	N/A
* National pass rate: United States Medical Licensing Examination, Step 2	95 %	95 %	N/A	N/A	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-year graduation rate: statewide average (b)	52.4 %	52.1 %	N/A	53.2 %	N/A
* National pass rate: state Bar examinations	66 %	65 %	N/A	N/A	N/A
Output Indicators					
* Undergraduate headcount enrollment	17,939	17,829	17,829	17,788	N/A
* Graduate headcount enrollment	4,312	4,494	4,494	4,764	N/A
* Total headcount enrollment	22,251	22,323	22,323	22,552	N/A
* Percent: part-time student enrollment (b)	18.4 %	18.6 %	N/A	20.1 %	N/A
* Baccalaureate degrees conferred	4,493	4,429	N/A	4,609	N/A
* Master's degrees conferred	838.0	813.0	N/A	800.0	N/A
* First Professional degrees conferred	191.0	191.0	N/A	192.0	N/A
* Doctorate degrees conferred	122.0	119.0	N/A	120.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	22.3 %	21.9 %	N/A	21.6 %	N/A
* Minority Graduates: percent of total master's degrees conferred	30.8 %	34.5 %	N/A	44.6 %	N/A
* Minority Graduates: percent of total first professional degrees conferred	18.8 %	12.5 %	N/A	10.4 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred	36.1 %	30.2 %	N/A	27.5 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (c)	$287,932.3	$295,517.0	N/A	$313,732.2	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$116,349.9	$118,331.3	N/A	$123,979.6	N/A
* All funds staffing levels: university total staff years (d)	4,684	4,716	4,716	4,706	N/A
* All funds staffing levels: Instruction/Academic Support (d)	2,102	2,102	2,102	2,093	N/A

Southern Illinois University at Carbondale: Instruction (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures percent of total	40.4 %	40 %	N/A	39.5 %	N/A
* Instructional cost per credit hour: all levels	$244.16	$255.26	N/A	$270.59	N/A
External Benchmarks					
* Public universities all funds expenditures: dollars in billions (c)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour: public university average, all levels (e)	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated for the 2000 Public Accountability Report.

Footnotes

(a) Data regarding graduate employment, attainment and career path preparation was obtained from the Illinois Board of Higher Education 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 1991 nine years out (FY 2000) and the class of 1994 five years out (FY 1999).

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

(c) Expenditures include all appropriated funds, which are primarily general funds, as well as all available resources from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

Southern Illinois University at Carbondale: Public Service

Mission Statement: SIUC continues a long tradition of service to its community and region. Its unusual strengths in the creative and performing arts provide wide ranging educational, entertainment, and cultural opportunities for its students, faculty, staff, and the public at large. Its programs in public service and its involvement in the civic and social development of the region are manifestations of a general commitment to improve the quality of life through the exercise of academic skills and application of problem-solving techniques. The University seeks to help solve social, economic, educational, scientific, and technological problems and thereby to improve the well being of those whose lives come into contact with it.

Program Goals: Objectives:

1. To develop partnerships with communities, businesses, and other colleges and universities.
2. To strive to meet the health care needs of central and southern Illinois through appropriate health-related programs, services, and public health policy.
3. To build public and private sector partnerships that address the state's needs and strengthen the University's leadership role in the regions.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Rehabilitation Institute: clients served, individuals and families (a)	2,943	3,469	N/A	2,935	3,033
* Rehabilitation Institute: number of service programs (a)	12.0	11.0	N/A	10.0	10.0
* Office of Economic and Regional Development: number of clients served, small businesses and organizations (b)	688.0	731.0	N/A	788.0	N/A
* Rural Health Initiative (RHI): number of RHI communities offering community-based health programs (c)	39.0	45.0	N/A	50.0	N/A
* Clinical Practice/Outreach: number of unduplicated patients served by SIU physicians (d)	91,100	87,500	N/A	89,900	N/A
Output Indicators					
* SIU Clinics: number of clinical procedures performed (d)	485,400	478,400	N/A	503,300	528,500
* Number of Rural Health Initiative projects (c)	9.0	14.0	N/A	17.0	18.0
* Number of Southern Illinois University clinics (d)	75.0	79.0	N/A	81.0	79.0
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (e)	$23,801.0	$26,883.0	N/A	$27,443.3	N/A
* Total spending (state funds) for public service (in thousands) (e)	$7,243.9	$7,536.4	N/A	$9,071.0	N/A
* Percent change in state funds for public service	8 %	4 %	N/A	20.4 %	N/A
* Number of public service staff paid from all funding sources (f)	434.0	433.0	N/A	426.0	N/A

Southern Illinois University at Carbondale: Public Service (Concluded)					
[Input Indicators]					
* Number of public service staff paid from state funds (f)	142.0	143.0	N/A	163.0	N/A
* Rehabilitation Institute: external dollars received for program support (in thousands) (a)	$2,454.5	$2,831.9	N/A	$2,826.0	$2,935.0
* Office of Economic and Regional Development: dollar amount of external funding received (in thousands) (b)	$22,578.0	$26,522.0	N/A	$3,341.7	N/A
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (e)	8.5 %	9.4 %	N/A	9 %	N/A
* State fund expenditures as a percentage of total state fund expenditures (e)	4.4 %	4.5 %	N/A	5.1 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff (f)	9.3 %	9.2 %	N/A	9.1 %	N/A
* Percent of state funds spent for public service staff compared to state funds spent for all university staff (f)	4.6 %	4.6 %	N/A	5.2 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands) (e)	$335,643.2	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds for public service (in thousands) (e)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (f)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (f)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) The Rehabilitation Institute at SIUC (College of Education and Human Services) offers undergraduate and graduate programs, as well as service programs through the Evaluation and Development Center, Project 12 Ways, and Region V Rehabilitation continuing education programs.

(b) The Office of Economic and Regional Development includes the Small Business Development Center, the Illinois Manufacturing Extension Center, the Center for Rural Health and Social Services, and Community Business Services at SIUC.

(c) The Rural Health Initiative supports community-based programs advancing health in rural Illinois.

(d) Clinical Practice and Outreach programs support patient care and other clinical outreach efforts by SIU physicians.

(e) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Southern Illinois University at Carbondale: Research

Mission Statement: Committed to the concept that research and creative activity are inherently valuable, the University supports intellectual exploration at advanced levels in traditional disciplines and in numerous specialized research undertakings, some of which are related directly to the southern Illinois region. Research directions are evolved from staff and faculty strengths, and mature in keeping with long-term preparation and planning.

Program Goals: Objectives:

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	827.0	917.0	N/A	N/A	N/A
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$108,808.9	$132,816.6	N/A	N/A	N/A
* Number of inventions disclosed	19.0	18.0	N/A	18.0	20.0
* Number of patents issued	N/A	4.0	N/A	4.0	7.0
* Biomedical patents held by SIU School of Medicine or its faculty: approved and pending	1.0	2.0	N/A	N/A	N/A
* Number of clinical trial contracts (a)	25.0	26.0	N/A	N/A	N/A
* Dollar value of clinical trial contracts (in thousands)	$1,796.5	$1,627.2	N/A	$806.7	$1,217.0
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual	2 %	8.8 %	N/A	28.7 %	N/A
* Number of external grants and contract applications, sponsored research	510.0	626.0	N/A	661.0	N/A
* Dollar value of external grants and contract applications, sponsored research (in thousands)	$74,265.3	$117,969.6	N/A	$132,116.9	N/A
Input Indicators					
* Total expenditures for research (in thousands) (b)	$28,202.5	$29,788.0	N/A	$35,887.6	N/A
* State funds expended for research (in thousands) (b)	$10,332.5	$10,348.2	N/A	$10,860.8	N/A
* Percent change in state funds for research	1.8 %	0.2 %	N/A	5 %	N/A
* Number of research staff paid from all funding sources (c)	519.0	537.0	N/A	555.0	N/A
* Number of research staff paid from state funds (c)	191.0	188.0	N/A	185.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percent of total university expenditures (b)	10.1 %	10.4 %	N/A	11.7 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds. (b)	6.3 %	6.1 %	N/A	6.1 %	N/A
* Research staff as a percentage of all university staff (c)	11.1 %	11.4 %	N/A	11.8 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (c)	6.1 %	6 %	N/A	5.9 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands) (b)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (b)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (c)	8,118	8,518	N/A	N/A	N/A
* Research staff in all Illinois public universities paid by state funds (c)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Outcome and Output indicators include figures from SIU Carbondale and the SIU School of Medicine. Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Clinical trials are grants/contracts to medical providers to test pharmaceutical and other biotechnology products before final product approval.
(b) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.
(c) Staff levels reference the number of staff years (a measure of staff effort over a twelve-month period) devoted to a particular function.

Southern Illinois University at Edwardsville: Instruction

Mission Statement: The mission of the instruction program at Southern Illinois University-Edwardsville (SIUE) is to strengthen the intellectual skills of its students and prepare them for successful careers.

Program Goals: Objectives:

1. To offer undergraduate programs and master's programs encompassing instruction in arts and sciences, education, social services, business, engineering and the health profession.
2. To improve the quality of life, economy, health care and environment in the greater St. Louis metropolitan area.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	87.4 %	85.4 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	7 %	7.6 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	3.3 %	4.6 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	84.9 %	83.6 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	23.7 %	30.8 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	87.9 %	83.8 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	93.8 %	94.6 %	N/A	N/A	N/A
* Institutional pass rate: Nurse Anesthesia program, first-time attempts	83 %	100 %	N/A	89 %	88 %
* Institutional pass rate: School Nurse program, first-time attempts	100 %	100 %	N/A	100 %	100 %
* Institutional pass rate: National Dental Board Exam, Part II, first-time attempts	100 %	98 %	N/A	96 %	98 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	74 %	71 %	N/A	71 %	74 %
* Six-Year graduation rate: first-time, full-time freshmen (b)	33.7 %	32 %	N/A	35.5 %	N/A
External Benchmarks					
* National pass rate: Nurse Anesthesia Certification, first-time attempts	88 %	84 %	N/A	80 %	N/A
* State pass rate: School Nurse program certification, first-time attempts	85 %	87 %	N/A	85 %	N/A
* Ranking: National Dental Board Exam Part II (University's ranking among 54 other institutions offering the exam)	2.0	16.0	N/A	12.0	15.0
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-year graduation rate: statewide average (b)	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	9,044	9,313	9,313	9,576	9,700
* Graduate headcount enrollment	2,476	2,564	2,564	2,617	2,650
* Total headcount enrollment	11,520	11,877	11,877	12,193	12,350
* Percent: part-time student enrollment (b)	31.9 %	31.1 %	N/A	28.7 %	N/A
* Baccalaureate degrees conferred	1,440	1,539	N/A	1,756	N/A
* Master's degrees conferred	657.0	665.0	N/A	693.0	N/A
* First Professional degrees conferred	52.0	52.0	N/A	48.0	N/A
* Doctorate degrees conferred	6.0	1.0	N/A	3.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	13.8 %	15.7 %	N/A	13 %	N/A
* Minority Graduates: percent of total master's degrees conferred	19.3 %	17.9 %	N/A	20.2 %	N/A
* Minority Graduates: percent of total first professional degrees conferred	9.6 %	15.4 %	N/A	6.3 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred	16.7 %	0 %	N/A	0 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (c)	$127,938.5	$138,724.2	N/A	$159,266.6	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$55,039.3	$58,773.2	N/A	$61,960.1	N/A

Southern Illinois University at Edwardsville: Instruction (Concluded)

[Input Indicators]	*Fiscal Year 1999 Actual*	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
* All funds staffing levels: university total staff years (d)	2,239	2,269	N/A	2,364	N/A
* All funds staffing levels: Instruction/Academic Support (d)	1,011	1,054	N/A	1,048	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures percent of total	43 %	42.4 %	N/A	38.9 %	N/A
* Instructional cost per credit hour, all levels	$236.34	$247.44	N/A	$249.72	$257.00
External Benchmarks					
* Public universities all funds expenditures (in billions) (c)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour: public university average, all levels (e)	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Instructional Highlights
Southern Illinois University-Edwardsville (SIUE) has joined the Academic Quality Improvement Project, a new and innovative method for maintaining regional accreditation.
SIUE has hired faculty and purchased hardware/software to support 17 percent (undergraduate) and 10 percent (graduate) student growth rates in Information Technology programs.
SIUE implemented an Information Technology Training Program for 28 Liberal Arts majors and placed all graduates in information technology jobs.
SIUE recently implemented a new Bachelor of Science in Manufacturing program.Information provided updates prior year data in cases where that data was either unavailable or estimated in the fiscal year 2000 report.

Footnotes

(a) Data regarding graduate employment, attainment and career path preparation was obtained from the IBHE 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 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

Southern Illinois University at Edwardsville: Public Service

Mission Statement: The mission of the public service program at Southern Illinois University - Edwardsville (SIUE) is to incorporate the activities and results of its instructional and research efforts into programs and services which enhance area development.

Program Goals: Objectives:

1. To work cooperatively in instruction, scholarship, and public service with all other area educational institutions, including the community colleges and the common schools.
2. To pursue cooperative opportunities beyond its immediate region when there is promise of benefit to the University and its region.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Head Start and Early Head Start: number of clients served (a)	1,386	1,716	N/A	1,686	1,614
* Upward Bound Science Awareness Program (SAP): number of students served (b)	150.0	150.0	N/A	150.0	150.0
* Percentage of Upward Bound SAP seniors graduating (b)	80 %	90 %	N/A	100 %	90 %
* WSIE Public Radio: cost per listener hour	$0.02	$0.01	N/A	$0.02	$0.02
* Attendance at jazz concerts sponsored by WSIE	81,000	85,500	N/A	90,000	92,000
* WSIE public radio average listeners per week	48,900	53,500	N/A	53,100	49,000
External Benchmarks					
* Average percent of all seniors at Upward Bound target-area schools who graduated (b)	72 %	71 %	N/A	N/A	N/A
* Statewide average: public radio cost per listener hour	$0.06	$0.06	N/A	$0.06	N/A
Output Indicators					
* Number of public service grants awarded	144.0	158.0	N/A	164.0	172.0
* Dollar value of public service grants awarded (in thousands)	$14,898.6	$13,853.9	N/A	$18,392.2	$19,300.0
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (c)	$18,412.0	$21,520.6	N/A	$24,510.9	$23,188.1
* Total funding (state funds) for public service (in thousands) (c)	$4,081.2	$4,680.1	N/A	$4,739.2	$4,712.7
* Percent change in state funds for public service	-0.2 %	14.7 %	N/A	1.3 %	-0.6 %
* Number of public service staff paid from all funding sources (d)	392.0	421.0	N/A	471.0	414.0
* Number of public service staff paid from state funds (d)	84.0	86.0	N/A	87.0	88.0
* Funding allocation for Head Start and Early Head Start programs (in thousands) (a)	$6,482.3	$7,788.9	N/A	$8,432.0	$9,474.5
* Funding allocation for Upward Bound Science Awareness program (in thousands) (b)	$468.9	$482.9	N/A	$506.0	$514.7
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (c)	14.4 %	15.5 %	N/A	15.4 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures (c)	4.9 %	5.2 %	N/A	4.9 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff (d)	17.5 %	18.5 %	N/A	19.9 %	N/A
* Percent of state funds spent for public service staff compared to state funds spent for all university staff (d)	5.5 %	5.5 %	N/A	5.6 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands) (c)	$335,643.2	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands) (c)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (d)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (d)	1,308	1,309	N/A	N/A	N/A

Southern Illinois University at Edwardsville: Public Service (Concluded)

Explanatory Information

Public Service Highlights
Southern Illinois University-Edwardsville, through its East St. Louis Center, provides pre-school and pre-collegiate services, a charter school, college preparatory programs, and dental and nurse-managed health clinics.
Renovation of the East St. Louis Center has been planned with implementation beginning in fiscal year 2002.Information provided updates prior year data in cases where that data was either unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) The Head Start and Early Head Start programs provide comprehensive family development services to low-income families and children.

(b) The Upward Bound Science Awareness program offers free after-school tutoring for low-income and first-generation high school students in the East St. Louis, Cahokia, Venice, Brooklyn and Lovejoy school districts.

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Southern Illinois University at Edwardsville: Research

Mission Statement: The primary mission of the research program at Southern Illinois University - Edwardsville (SIUE) is to support educational excellence by encouraging and supporting scholarly research and creative achievement.

Program Goals: Objectives:

1. To sustain the quality of instruction, the intellectual vitality of the faculty, and the responsiveness of the institution to regional needs.
2. To maintain a balance between pure and applied scholarly activity.
3. To strengthen and expand its research mission through new initiatives in three areas experiencing major growth nation-wide: biotechnology, nanotechnology, and technology transfer/commercialization.
4. To continue research contributions and improve the economy of the region and the state through enhancing agricultural productivity and human health and creating new jobs.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	51.0	79.0	N/A	60.0	N/A
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	$757.2	$2,444.0	N/A	$1,683.0	N/A
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual	5 %	3.1 %	N/A	57.8 %	5 %
* Number of sponsored grants awarded (a)	224.0	267.0	N/A	251.0	260.0
* Dollar value of sponsored grants awarded (in thousands) (a)	$16,159.8	$17,825.6	N/A	$34,617.7	$17,000.0
* Number of sponsored grant applications (a)	429.0	475.0	N/A	459.0	480.0
* Dollar value of sponsored grant applications (in thousands) (a)	$34,893.4	$41,146.3	N/A	$67,863.2	$43,000.0
* Number of external grants and contract applications, sponsored research	149.0	185.0	N/A	173.0	N/A
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	$6,924.2	$10,768.9	N/A	$15,905.5	N/A
Input Indicators					
* Total expenditures for research (in thousands) (b)	$2,513.1	$2,517.5	N/A	$3,506.0	$2,798.3
* State funds expended for research (in thousands) (b)	$1,069.3	$1,028.7	N/A	$1,156.2	$1,335.8
* Percent change in state funds for research	17.9 %	-3.8 %	N/A	12.4 %	15.5 %
* Number of research staff paid from all funding sources (c)	51.0	46.0	N/A	57.0	51.0
* Number of research staff paid from state funds (c)	23.0	22.0	N/A	23.0	24.0
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percent of total university expenditures (b)	2 %	1.8 %	N/A	2.2 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds (b)	1.3 %	1.1 %	N/A	1.2 %	N/A
* Research staff as a percentage of all university staff (c)	2.3 %	2 %	N/A	2.4 %	N/A
* Research staff paid from state funds as a percentage of university staff paid from state funds (c)	1.5 %	1.4 %	N/A	1.5 %	N/A
External Benchmarks					
* Total spending on research by all Illinois universities (in thousands) (b)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (b)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (c)	8.118	8.518	N/A	N/A	
* Research staff in Illinois public universities paid by state funds (c)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

In fiscal year 2001, Southern Illinois University-Edwardsville received federal and state funding to support the Institute for Urban Research and the national Ethanol Pilot Plant.Information provided updates prior year data in cases where that data was either unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) The term "sponsored grants" as referenced in the output indicators represents the total for sponsored programs (instruction, public service, research) as an indicator of scholarship and creative activities, excluding financial aid.

(b) Expenditures include all appropriated funds (primarily general funds) as well as all available resources from non-appropriated and restricted funds.

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

University of Illinois at Chicago: Instruction

Mission Statement: The University of Illinois at Chicago (UIC) offers instruction at the baccalaureate, master's, first professional, and doctoral levels. The university conducts research and public service in a variety of fields and ranks among the top universities nationally in attracting external support for these initiatives. A significant proportion of the undergraduate student body commutes, is older than traditional college age, attends part-time, and has transferred from other institutions.

Program Goals: Objectives:

1. To strengthen the economic and social vitality of the Chicago metropolitan area by emphasizing business and industrial development, health care, school improvement, and enhanced opportunities for minority groups.
2. To offer instruction, research and public service in traditional fields such as engineering and the arts and sciences complemented and enhanced by a focus on health and medical sciences and services.
3. To provide off-campus programs in community college districts in the Chicago metropolitan area.
4. To provide off-campus programs in health science and in selected other areas not generally available through other colleges and universities in the state.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	86.9 %	80.3 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	7.5 %	10 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	4.5 %	6.1 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	71.6 %	70.2 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	22.3 %	33.5 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	86.9 %	86 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	86.3 %	83.1 %	N/A	N/A	N/A
* Institutional pass rate: United States Medical Licensing Exam, Step 1	N/A	100 %	N/A	100 %	100 %
* Institutional pass rate: United States Medical Licensing Exam, Step 2	N/A	100 %	N/A	100 %	100 %
* Institutional pass rate: College of Dentistry, National Dental Board Examination (NDBE) Part 1	N/A	76.2 %	N/A	93.6 %	95 %
* Institutional pass rate: College of Dentistry, NDBE Part 2	N/A	96.3 %	N/A	94.6 %	95 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	75.5 %	76.7 %	N/A	N/A	N/A
* Six-Year graduation rate: first-time, full-time freshmen	36.1 %	35.8 %	N/A	37.3 %	N/A
External Benchmarks					
* National pass rate: United States Medical Licensing Exam, Step 1	94 %	95 %	N/A	93 %	N/A
* National pass rate: United States Medical Licensing Exam, Step 2	95 %	95 %	N/A	N/A	N/A
* National pass rate: College of Dentistry, NDBE Part 1	N/A	90 %	N/A	93.4 %	N/A
* National pass rate: College of Dentistry, NDBE Part 2	N/A	93.6 %	N/A	94.8 %	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average (b)	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	16,384	16,170	16,170	16,140	16,140
* Graduate headcount enrollment	8,415	8,440	8,440	8,802	8,802
* Total headcount enrollment	24,799	24,610	24,610	24,942	24,942
* Percent: part-time student enrollment (b)	20.9 %	20.7 %	N/A	19.9 %	N/A
* Baccalaureate degrees conferred	2,850	2,928	N/A	3,174	N/A
* Master's degrees conferred	1,455	1,623	N/A	1,715	N/A
* First Professional degrees conferred	552.0	513.0	N/A	468.0	N/A
* Doctorate degrees conferred	220.0	201.0	N/A	195.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	43.8 %	48.5 %	N/A	45.8 %	N/A

University of Illinois at Chicago: Instruction (Concluded)					
[Output Indicators]	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Minority Graduates: percent of total master's degrees conferred	44.1 %	47.3 %	N/A	51.5 %	N/A
* Minority Graduates: percent of total first professional degrees conferred	42.7 %	51.3 %	N/A	47.9 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred	48.6 %	48.3 %	N/A	50.3 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (d)	$1,013,389.1	$1,093,517.6	$1,149,287.0	$1,166,511.7	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (d)	$596,345.1	$638,882.5	$671,465.5	$655,671.3	N/A
* All funds staffing levels: university total staff years (e)	14,298	15,251	15,251	15,947	N/A
* All funds staffing levels: Instruction/Academic Support	8,698	9,381	9,380	9,859	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instructional cost per credit hour: all levels (f)	$271.80	$287.36	N/A	$299.02	N/A
* Instruction/Academic Support expenditures percent of total	58.9 %	58.4 %	58.4 %	56.2 %	N/A
External Benchmarks					
* Public universities all funds expenditures (in billions)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour: public university average, all levels	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

The percentage of female students entering The College of Pharmacy at the University of Illinois at Chicago (UIC) is well above the national average of 35 percent, with a target of 54 percent set for fiscal year 2001.

The College of Pharmacy at UIC sponsored a total of 60 continuing education programs in fiscal year 2001, resulting in the issuance of 41,345 continuing education certificates in pharmacy. Information provided updates prior year data in cases where that data was unavailable or estimated for the 2001 report.

Footnotes

(a) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education (IBHE) Baccalaureate Follow-Up Survey. The Survey is conducted annually on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 1994 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

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

(d) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(f) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois University and Governors State University for fiscal year 2001.

University of Illinois at Chicago: Public Service

Mission Statement: The University of Illinois at Chicago offers instruction at the baccalaureate, master's, first professional, and doctoral levels. The University conducts research and public service in a variety of fields and ranks among the top universities nationally in attracting external support for these initiatives. A significant proportion of the undergraduate student body commutes, is older than traditional college age, attends part-time, and has transferred from other institutions.

Program Goals: Objectives:

1. To strengthen the economic and social vitality of the Chicago metropolitan area by emphasizing business and industrial development, health care, school improvement, and enhanced opportunities for minority groups.
2. To offer instruction, research and public service in traditional fields such as engineering and the arts and sciences complemented and enhanced by a focus on health and medical science and services.
3. To provide off-campus programs in community college districts in the Chicago metropolitan area.
4. To provide off-campus programs in health science and in selected other areas not generally available through other colleges and universities in the state.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Division of Specialized Care for Children (DSCC): percent of enrolled families trained in accessing needed services (a)	N/A	80 %	N/A	80 %	82 %
* DSCC: percent of enrolled families trained on adult transition planning services (a)	N/A	65 %	N/A	75 %	80 %
* DSCC: percent of enrolled families trained on health benefits management (a)	N/A	86 %	N/A	88 %	90 %
* DSCC: percent of caseworkers (Department of Children and Family Services) trained on children's specialty medical services (a)	N/A	41 %	N/A	50 %	50 %
* DSCC: percent of newly SSI eligible children receiving information/referral on specialty services (a)	N/A	99 %	N/A	99 %	99 %
* Project REACH (Resources, Education and Care in the Home): number of clients served	N/A	287.0	N/A	434.0	1,270
* Institute for Mathematics and Science Education (IMSE): number of states using IMSE-designed curriculum	N/A	40.0	N/A	40.0	40.0
Output Indicators					
* DSCC: number of community-based providers participating in DSCC programs (a)	N/A	11,000	N/A	13,500	14,000
* DSCC: number of enrolled medically fragile children receiving assistance with specialty medical services (a)	N/A	24,548	N/A	24,500	24,500
* DSCC: number of pediatric residents trained on children requiring specialty medical treatment (a)	N/A	24.0	N/A	26.0	26.0
* DSCC: Number of pediatric specialists credentialed/trained to serve medically fragile children (a)	N/A	4,457	N/A	4,457	4,700
* Center for Literacy: number of Family Start workshops offered	N/A	89.0	N/A	261.0	250.0
* Center for Literacy: number of newsletters distributed	N/A	72,000	N/A	72,000	72,000
* Center for Literacy: number of child care centers served by the Family Start Program	N/A	124.0	N/A	65.0	100.0
* Center for Literacy: number of volunteers in the Family Start Program	N/A	N/A	N/A	N/A	N/A
* Center for Literacy: number of volunteer service hours in the Family Start Program		42,131	N/A	35,542	30,000
* TRIO (college bridge programs for high school students): number of students participating	N/A	1,537	N/A	1,650	1,680
* IMSE: number of teachers participating in professional development workshops	N/A	1,000	N/A	1,000	1,000
* IMSE: number of Chicago area schools participating in professional development programs	N/A	60.0	N/A	60.0	60.0
* IMSE: number of students using IMSE-designed curriculum	N/A	350,000	N/A	350,000	350,000
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (b)	$90,732.8	$97,217.3	N/A	$105,865.1	N/A

University of Illinois at Chicago: Public Service (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Input Indicators]					
* Total spending (state funds) for public service (in thousands) (b)	$17,659.8	$15,028.0	N/A	$14,700.1	N/A
* Percent change in state funds for public service	2.8 %	-14.9 %	N/A	-2.2 %	N/A
* Number of public service staff paid from all funding sources (c)	846.0	838.0	N/A	941.4	N/A
* Number of public service staff paid from state funds (c)	190.0	176.0	N/A	223.2	N/A
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (b)	9 %	8.9 %	N/A	9.1 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures (b)	4.4 %	3.6 %	N/A	3.4 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff	5.9 %	5.5 %	N/A	5.9 %	N/A
* Percent of state funds spent for public service staff compared to state funds spent for all university staff	2.7 %	2.4 %	N/A	2.7 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all public universities)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) The Division of Specialized Care for Children is the Illinois Title V agency that provides care coordination for families and children with special health care needs.

(b) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

University of Illinois at Chicago: Research

Mission Statement: The University of Illinois at Chicago (UIC) offers instruction at the baccalaureate, master's, first professional, and doctoral levels. The University conducts research and public service in a variety of fields and ranks among the top universities nationally in attracting external support for these initiatives. A significant proportion of the undergraduate student body commutes, is older than traditional college age, attends part-time, and has transferred from other institutions.

Program Goals: Objectives:

1. To strengthen the economic and social vitality of the Chicago metropolitan area by emphasizing business and industrial development, health care, school improvement, and enhanced opportunities for minority groups.
2. To offer instruction, research and public service in traditional fields such as engineering and the arts and sciences complemented and enhanced by a focus on health and medical sciences and services.
3. To provide off-campus programs in community college districts in the Chicago metropolitan area.
4. To provide off-campus programs in health science and selected other areas not generally available through other colleges and universities in the state.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Invention disclosures	N/A	73.0	N/A	77.0	84.0
* Patent applications	N/A	26.0	N/A	31.0	34.0
* Patents issued	N/A	8.0	N/A	N/A	N/A
* Licenses issued for use of university developed research products	N/A	14.0	N/A	28.0	31.0
* License revenues (in thousands)		$1,700.0	N/A	$2,000.0	$2,200.0
* Number of companies housed in business incubator facilities	N/A	27.0	N/A	31.0	34.0
* Dollar value of external grants and contracts awarded, sponsored research (in thousands)	N/A	$152,806.7	N/A	$204,117.5	N/A
External Benchmarks					
* College of Medicine: national ranking, National Institutes of Health (NIH) funding (a)	N/A	45.0	N/A	N/A	N/A
* College of Pharmacy: national ranking, NIH funding	N/A	2.0	N/A	N/A	N/A
* College of Nursing: national ranking, NIH funding	N/A	4.0	N/A	N/A	N/A
* College of Applied Health Sciences: national ranking, NIH funding	N/A	4.0	N/A	N/A	N/A
* College of Public Health: national ranking, NIH funding	N/A	12.0	N/A	N/A	N/A
* College of Dentistry: national ranking, NIH funding	N/A	20.0	N/A	N/A	N/A
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual (b)	17.9 %	14.6 %	N/A	N/A	N/A
* Business incubator facilities: new buildings	N/A	0.0	N/A	1.0	1.0
* Business incubator facilities: number of employees	N/A	225.0	N/A	485.0	500.0
* Number of external grants and contracts awarded, sponsored research	N/A	1,109	N/A	1,259	N/A
* Number of external grants and contracts applications, sponsored research	N/A	2,026	N/A	2,184	N/A
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	N/A	$153,816.1	N/A	$197,026.5	N/A
Input Indicators					
* Total expenditures for research (in thousands) (b)	$124,457.2	$141,449.0	N/A	$166,191.5	N/A
* State funds expended for research (in thousands) (b)	$15,937.8	$17,062.0	N/A	$18,912.3	N/A
* Percent change in state funds for research	4.5 %	7.1 %	N/A	10.8 %	N/A
* Number of research staff paid from all sources (c)	2,060	2,273	N/A	2,529	N/A
* Number of research staff paid from state funds (c)	287.0	307.0	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percent of total university expenditures (b)	12.3 %	12.9 %	N/A	14.2 %	N/A

University of Illinois at Chicago: Research (Concluded)					
[Efficiency/Cost-Effectiveness Indicators]	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds (b)	4.0 %	4.1 %	N/A	4.3 %	N/A
* Research staff as a percentage of all university staff (c)	14.4 %	14.9 %	N/A	15.9 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (c)	4.1 %	4.2 %	N/A	4.3 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands) (b)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (b)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (c)	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds (c)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) The National Institutes of Health is one of the world's foremost medical research centers and is the federal (U.S. Department of Health and Human Services) focal point for medical research in the U.S.

(b) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

University of Illinois at Springfield: Instruction

Mission Statement: The University of Illinois at Springfield (UIS) has a broad role in serving the central Illinois region. As an undergraduate and graduate lev level campus, it offers programs to meet the needs of transfer and adult students as well as residential students of traditional college age. Located in the state's capital, UIS has a special mission in public affairs.

Program Goals: Objectives:

1. To emphasize public affairs and the integration of liberal arts and professional studies in its curricula.
2. To emphasize the development and implementation of improvements in program articulation, facilitating the transfer of community college students and promoting institutional cooperation.
3. To concentrate graduate offerings in selected disciplines that are able to share faculty and coursework in a mutually supportive environment.
4. To organize instructional, public service and research programs that are within the programmatic priorities of the campus.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of graduates employed full-time (a)	82.9 %	83.2 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	7 %	10.7 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	7.4 %	4 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	70.7 %	77.4 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	22.1 %	22.8 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	91.6 %	93.3 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	89.7 %	82.6 %	N/A	N/A	N/A
* Institutional pass rate: Accountancy, National Association of State Boards of Accountancy (NASBA) four parts, first-time no advanced degree	N/A	35 %	15 %	N/A	15 %
* Institutional pass rate: Clinical Laboratory Science, American Society of Clinical Pathologists (ASCP) Exam	N/A	88 %	N/A	88 %	88 %
External Benchmarks					
* National pass rate: Accountancy, NASBA four parts, first-time no advanced degree	N/A	12 %	N/A	N/A	N/A
* National pass rate: Clinical Laboratory Science, ASCP Exam	N/A	70 %	N/A	67 %	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	2,373	2,183	2,183	2,118	2,118
* Graduate headcount enrollment	1,961	1,896	1,896	1,824	1,824
* Total headcount enrollment	4,334	4,079	4,079	3,942	3,942
* Percent: part-time student enrollment	64.5 %	63.9 %	N/A	64.7 %	N/A
* Baccalaureate degrees conferred	614.0	646.0	N/A	597.0	N/A
* Master's degrees conferred	322.0	314.0	N/A	350.0	N/A
* Doctorate degrees conferred	0.0	0.0	N/A	0.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred (b)	10.9 %	11 %	N/A	11.4 %	N/A
* Minority Graduates: percent of total master's degrees conferred (b)	16.8 %	17.8 %	N/A	17.7 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (c)	$40,198.8	$41,535.0	$44,276.3	$46,167.9	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands) (c)	$17,272.9	$17,956.0	$19,141.1	$18,774.4	N/A
* All funds staffing levels: university total staff years (d)	812.3	812.3	812.3	812.3	N/A
* All funds staffing levels: Instruction/Academic Support (d)	321.7	321.7	321.7	321.8	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instructional cost per credit hour: all levels (e)	$283.09	$314.82	N/A	$339.53	N/A
* Instruction/Academic Support expenditures percent of total	43 %	43.2 %	43.2 %	40.7 %	N/A

University of Illinois at Springfield: Instruction (Concluded)					
	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
External Benchmarks					
* Public universities all funds expenditures (in billions)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour: public university average, all levels	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

On-line enrollments increased from 30 (fall semester 1998) to 876 (fall semester 2001).

The new Capital Scholars Program (a program to admit freshmen and sophomores) has enrolled 116 students with an average ACT score of 25.2.

Liberal Studies On-Line (a baccalaureate completion program) admitted 55 new students for the fall 2001 semester.

Information provided updates prior year data in cases where that data was unavailable or estimated for the 2000 Public Accountability Report.

Footnotes

(a) Data regarding graduate employment, attainment and student satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Education (IBHE) Baccalaureate Follow-Up Survey. The Survey is conducted on a rolling cycle that surveys graduates one, five and nine years after graduation. The data provided reflects the class of 1994 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois University and Governors State University for fiscal year 2001.

University of Illinois at Springfield: Public Service

Mission Statement: The University of Illinois at Springfield (UIS) has a broad role in serving the central Illinois region. As an undergraduate and graduate level campus, it offers programs to meet the needs of transfer and adult students as well as residential students of traditional college age. Located in the state's capital, UIS has a special mission in public affairs.

Program Goals: Objectives:

1. To emphasize public affairs and the integration of liberal arts and professional studies in its curricula.
2. To emphasize the development and implementation of improvements in program articulation, facilitating the transfer of community college students and promoting institutional cooperation.
3. To concentrate graduate offerings in selected disciplines that are able to share faculty and coursework in a mutually supportive environment.
4. To organize instructional, public service and research programs that are within the programmatic priorities of the campus.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* WUIS/WIPA Public Radio: external funds raised (in thousands) (a)	N/A	$610.0	N/A	$610.0	$610.0
* WUIS/WIPA Public Radio: clients served, weekly	N/A	21,000	N/A	21,000	21,000
* Community Outreach Partnership Center: external funds raised (in thousands) (b)	N/A	$97.4	N/A	$95.5	$95.5
* Community Outreach Partnership Center: number of households served, annual	N/A	15,000	N/A	15,000	15,000
Output Indicators					
* Community Outreach Partnership Center: student participants	N/A	100.0	N/A	100.0	100.0
Input Indicators					
* Total spending by university for public service (in thousands) (c)	$8,878.8	$8,839.9	N/A	N/A	N/A
* Total spending (state funds) for public service (in thousands) (c)	$1,990.2	$1,884.1	N/A	N/A	N/A
* Percent change in state funds for public service	3.1 %	-5.3 %	N/A	N/A	N/A
* Number of public service staff paid from all funding sources (d)	186.4	186.0	N/A	N/A	N/A
* Number of public service staff paid from state funds (d)	49.9	50.0	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures	22.1 %	21.3 %	N/A	N/A	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures	7.4 %	6.7 %	N/A	N/A	N/A
* Percentage of all funds spent for public service staff compared to spending for all university staff	22.9 %	22.9 %	N/A	N/A	N/A
* Percentage of state funds spent for public service staff compared to state funds spent for all university staff	8.6 %	8.6 %	N/A	N/A	N/A
External Benchmarks					
* All funds public service expenditures: all public universities (in thousands)	$335,643.3	$365,528.5	N/A	N/A	N/A
* State funds public service expenditures: all public universities (in thousands)	$77,001.4	$78,805.7	N/A	N/A	N/A
* All funds public service staff levels: all public universities	4,927	4,961	N/A	N/A	N/A
* State funds public service staff levels: all public universities	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or incomplete during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) WUIS/WIPA is an FM band public radio station within the National Public Radio network that provides service twenty-four hours a day and seven days a week.

(b) The Community Outreach Partnership Center helps link faculty, students and other university resources with community partners who are working with neighborhood revitalization efforts in Springfield.

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

University of Illinois at Springfield: Research

Mission Statement: The University of Illinois at Springfield (UIS) has a broad role in serving the central Illinois region. As an undergraduate and graduate level campus, it offers programs to meet the needs of transfer and adult students as well as residential students of traditional college age. Located in the state's capital, UIS has a special mission in public affairs.

Program Goals: Objectives:

1. To emphasize public affairs and the integration of liberal arts and professional studies in its curricula.
2. To emphasize the development and implementation of improvements in program articulation, facilitating the transfer of community college students and promoting institutional cooperation.
3. To concentrate graduate offerings in selected disciplines that are able to share faculty and coursework in a mutually supportive environment.
4. To organize instructional, public service and research programs that are within the programmatic priorities of the campus.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Dollar value of external grants and contacts awarded, sponsored research (in thousands)	N/A	$9,500.0	N/A	$6,500.0	$6,500.0
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual	3.1 %	-41.6 %	N/A	N/A	N/A
* Number of external grants and contracts awarded, sponsored research	N/A	N/A	N/A	79.0	79.0
* Number of external grants and contracts applications, sponsored research		90.0	N/A	N/A	N/A
* Dollar value of external grants and contract applications, sponsored research (in thousands)	N/A	$12,000.0	N/A	$9,200.0	$9,200.0
Input Indicators					
* Total expenditures for research (in thousands) (a)	$984.0	$718.6	N/A	$734.4	N/A
* State funds expended for research (in thousands) (a)	$243.3	$286.2	N/A	$297.7	N/A
* Percent change in state funds for research	3.1 %	17.6 %	N/A	4 %	N/A
* Number of research staff paid from all funding sources (b)	21.0	21.0	N/A	20.5	N/A
* Number of research staff paid from state funds (b)	6.0	6.0	N/A	5.8	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percentage of total university expenditures	2.4 %	1.7 %	N/A	1.6 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds	0.9 %	1 %	N/A	1 %	N/A
* Research staff as a percentage of all university staff	2.5 %	2.5 %	N/A	2.5 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds	1 %	1 %	N/A	1 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

University of Illinois at Urbana-Champaign: Instruction

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of graduates employed full-time (a)	88 %	84.6 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	4.3 %	6.6 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	6.1 %	7.2 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	75 %	73.9 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	41.1 %	51.5 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	90.5 %	89.3 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	86.5 %	87.2 %	N/A	N/A	N/A
* Institutional pass rate: Illinois State Bar Examination	N/A	84.3 %	N/A	N/A	N/A
* Institutional pass rate: Fundamentals of Engineering Exam	N/A	N/A	N/A	93 %	90 %
* Institutional pass rate: Accounting, Uniform CPA Exam, first-time attempts no advanced degree	N/A	21.2 %	N/A	10.4 %	15.4 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	92 %	91 %	N/A	93 %	N/A
* Six-Year graduation rate: first-time, full-time freshmen (b)	76.5 %	75.9 %	N/A	76.5 %	N/A
External Benchmarks					
* National pass rate: State Bar examinations	66 %	65 %	N/A	N/A	N/A
* National pass rate: Fundamentals of Engineering Exam	N/A	78.6 %	N/A	N/A	N/A
* National pass rate: Accounting, Uniform CPA Exam, all first-time attempts	N/A	13.7 %	N/A	15.4 %	N/A
* Freshman/Sophomore retention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-Year graduation rate: statewide average (b)	52.1 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	28,645	28,916	28,916	28,414	28,414
* Graduate headcount enrollment	9,662	9,935	9,935	10,051	10,051
* Total headcount enrollment	38,307	38,851	38,851	38,465	38,465
* Percent: part-time student enrollment (b)	11.3 %	11.1 %	N/A	9.1 %	N/A
* Baccalaureate degrees conferred	6,301	6,370	N/A	6,250	N/A
* Master's degrees conferred	2,271	2,298	N/A	2,184	N/A
* First Professional degrees conferred	267.0	278.0	N/A	266.0	N/A
* Doctorate degrees conferred	646.0	597.0	N/A	667.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred (c)	24.4 %	22.4 %	N/A	25.5 %	N/A
* Minority Graduates: percent of total master's degrees conferred	41.3 %	43.6 %	N/A	45.2 %	N/A
* Minority Graduates: percent of total first professional degrees conferred	19.5 %	19.8 %	N/A	21.1 %	N/A
* Minority Graduates: percent of total doctorate degrees conferred	44.3 %	46.6 %	N/A	47.1 %	N/A

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Input Indicators					
* All funds expenditures: operations and grants (in thousands) (d)	$951,066.0	$993,982.7	$1,061,573.5	$1,056,147.8	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (in thousands)	$312,507.5	$319,050.3	$340,745.7	$338,497.7	N/A
* All funds staffing levels: university total staff years (e)	16,259	16,690	16,690	17,237	N/A
* All funds staffing levels: Instruction/Academic Support	5,875	5,981	5,980	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Instruction/Academic Support expenditures as a percent of total	32.9 %	32.1 %	32.1 %	32.1 %	N/A
* Instructional cost per credit hour: all levels	$303.36	$299.20	N/A	$307.83	N/A
External Benchmarks					
* Public universities all funds expenditures (in billions)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour: public university average, all levels (f)	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Instructional Highlights:
Students have the opportunity to study in a number of programs that are ranked in the top 10 nationally based on program quality, and in numerous programs that are ranked in the top 20 nationally.
Student work is supported by the largest research library of any public university in the world.
Students may take part in a growing number of learning communities organized by topic or theme, where a group of students take a series of classes together and participate in related enrichment activities. Some of these communities are "living/learning" communities where students also live together on a floor or section of a residence hall.
Freshman students may enroll in special "Discovery" courses taught by faculty members. These courses have no more than 20 students. During the fall 2001 semester, 139 Discovery courses were being taught to 2,711 students.Information provided updates prior year data in cases where that data was unavailable or estimated for the 2000 Public Accountability Report.

Footnotes

(a) Data regarding graduate employment, attainment and satisfaction with career path preparation and employment was obtained from the Illinois Board of Higher Educatino (IBHE) Baccalaureate Follow-Up Survey. The Survey is conducted annually on a rolling cycle that surveys graduates one, five and and nine years after graduation. The data provided reflects the class of 1994 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

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

(d) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(f) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

University of Illinois at Urbana-Champaign: Public Service

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* U of I Extension: number of face-to-face teaching contacts (a)	N/A	2,002,000	1,800,000	N/A	1,800,000
* Institute for Competitive Manufacturing: number of Illinois companies served (b)	N/A	21.0	N/A	25.0	26.0
External Benchmarks					
* University of Wisconsin Extension: number of face-to-face teaching contacts	N/A	1,277,000	N/A	N/A	N/A
* Penn State University Extension: number of face-to-face and Internet contacts	N/A	N/A	N/A	2,000,000	N/A
Output Indicators					
* U of I Extension: number of youth participating in 4-H programs	N/A	284,800	285,000	N/A	286,000
* Institute for Competitive Manufacturing: service fees collected (in thousands)	N/A	$84.0	N/A	$100.0	$104.0
Input Indicators					
* All funds public service expenditures: university total (in thousands) (c)	$111,178.2	$117,783.7	N/A	N/A	N/A
* State funds public service expenditures: university total (in thousands)	$21,367.7	$25,318.7	N/A	N/A	N/A
* Percent change in state funds for public service	12.8 %	18.5 %	N/A	N/A	N/A
* Number of public service staff paid from all funding sources (d)	1,901	1,961	N/A	N/A	N/A
* Number of public service staff paid from state funds	507.0	552.0	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures	11.7 %	11.8 %	N/A	N/A	N/A
* State fund expenditures as a percentage of total state fund expenditures	5 %	5.6 %	N/A	N/A	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff	11.7 %	11.7 %	N/A	N/A	N/A
* Percent of state funds spent for public service staff compared to state funds spent for all university staff	5.8 %	6.2 %	N/A	N/A	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public services (in thousands)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities)	1,308	1,309	N/A	N/A	N/A

Footnotes

(a) The Illinois Cooperative Extension Service provides practical, research-based information and programs to help individuals, families, farms, businesses and communities in Illinois.

(b) The Institute for Competitive Manufacturing is a strategic alliance of industry, labor, government and higher education that offers a range of manufacturing assistance program services with a particular emphasis on small and medium-sized enterprises.

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

University of Illinois at Urbana-Champaign: Research

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of external grants and contracts awarded, sponsored research	N/A	1,396	N/A	1,485	N/A
* Research: grants and contracts expenditures	N/A	$193,965.9	N/A	$196,926.4	$197,000.0
External Benchmarks					
* National ranking: annual research and development spending	N/A	16.0	15.0	N/A	15.0
* National ranking: annual research support from the National Science Foundation	N/A	1.0	1.0	N/A	1.0
Output Indicators					
* Percent change: external/non-appropriated research expenditures, annual	10.9 %	9.1 %	N/A	N/A	N/A
* Number of research grants and contracts awarded to campus units	N/A	1,481	1,500	N/A	1,500
* Number of research grants awarded by the National Science Foundation	N/A	242.0	245.0	N/A	248.0
* Dollar value of external grants and contract applications, sponsored research (in thousands)	N/A	$258,566.1	N/A	$306,957.9	N/A
* Number of external grants and contracts applications, sponsored research	N/A	2,218	N/A	2,310	N/A
* Dollar value of external grants and contracts applications, sponsored research (in thousands)	N/A	N/A	N/A	$1,245,560.0	N/A
Input Indicators					
* Total expenditures for research (in thousands) (a)	$260,333.7	$285,301.4	N/A	$295,815.9	N/A
* State funds expended for research (in thousands)	$35,540.4	$40,149.3	N/A	$41,869.0	N/A
* Percent change in state funds for research	5.9 %	13 %	N/A	4.3 %	N/A
* Number of research staff paid from all funding sources (b)	4,687	4,872	N/A	4,961	N/A
* Number of research staff paid from state funds	818.0	865.0	N/A	781.6	N/A
Efficiency/Cost-Effectiveness Indicators					
* Reserach expenditures as a percentage of all university expenditures	27.4 %	28.7 %	N/A	28 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds	8.3 %	8.8 %	N/A	8.7 %	N/A
* Research staff as a percentage of all university staff	28.8 %	29.2 %	N/A	28.8 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds.	9.4 %	9.7 %	N/A	8.6 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds	1,515	1,593	N/A	N/A	N/A

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

Explanatory Information

The Distributed Terrascale Facility, the most powerful computer system constructed for scientific research, will be constructed by a consortium with the University of Illinois at Champaign-Urbana being the anchor institution. Other partners in the project (funded by a $53 million grant from the National Science Foundation) include: Argonne National Laboratory, California Institute of Technology, and the San Diego Supercomputer Center.

The Research Program discovered that the drug "Methylophenidate" is successful in reducing differences in the reaction of children who have Attention Deficit Hyperactivity Disorder.

The Research Program led to the development of three-dimensional displays that help the power industry better monitor the demand for power and more efficiently match power production with demand.

The Research Program successfully tethered individual organic molecules at specific locations on silicon surfaces, creating the possibility that the limits of silicon technology can be greatly expanded, and creating new manufacturing opportunities for molecular devices and switching elements that operate at a hundred trillion times per second.Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Western Illinois University: Instruction

Mission Statement: The mission of Western Illinois University (WIU) is to provide the premier undergraduate education among all public universities in Illinois supported by excellence in graduate programs.

Program Goals: Objectives:

1. Academic Standards – to demand a high level of academic excellence and foster academic integrity.
2. General Education – to provide an understanding of fundamental accomplishments in a variety of areas.
3. Undergraduate Majors – to prepare undergraduate students for a wide range of careers and opportunities.
4. Graduate Programs – to promote mastery of special knowledge and skills.
5. Extending and Continuing Education – to promote cooperative education with other institutions.
6. Admissions and Academic Support – to admit a diverse population of students and provide strong support.
7. Teaching – to provide informed, stimulating and effective teaching.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 690

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of graduates employed full-time (a)	88.5 %	87.8 %	N/A	N/A	N/A
* Percent of graduates employed part-time (a)	6.9 %	5.3 %	N/A	N/A	N/A
* Percent of graduates unemployed and not seeking employment (a)	3.8 %	6.3 %	N/A	N/A	N/A
* Percent of graduates employed full-time in a related field (a)	72.1 %	72.1 %	N/A	N/A	N/A
* Percent of graduates earning post-baccalaureate degree (a)	18.4 %	30 %	N/A	N/A	N/A
* Percent of graduates satisfied with career path preparation provided by the undergraduate educational experience (a)	88.7 %	85.9 %	N/A	N/A	N/A
* Percent of graduates satisfied with post-graduate employment (a)	95.1 %	96.4 %	N/A	N/A	N/A
* Institutional pass rate: Praxis Series Examination in Speech-Language Pathology	92.3 %	100 %	N/A	100 %	100 %
* Institutional pass rate: CPA Examination	28.6 %	26.6 %	N/A	40.4 %	42.2 %
* Freshman/Sophomore retention rate: first-time, full-time freshmen	76.7 %	77.4 %	N/A	78.9 %	N/A
* Six-year graduation rate: first-time, full-time freshmen (b)	44.6 %	43.2 %	N/A	46.6 %	N/A
* Tuition and Fee Guarantee: percent of undergraduate student enrollment covered by the guarantee (f)	0 %	36.7 %	N/A	65.7 %	83.7 %
External Benchmarks					
* National pass rate: Praxis Series examination in Speech-Language Pathology	N/A	N/A	N/A	74.1 %	N/A
* National pass rate: CPA examination	24.9 %	23.8 %	N/A	22.5 %	N/A
* Freshman/Sophomore rentention rate: statewide average	79.7 %	79.7 %	N/A	N/A	N/A
* Six-year graduation rate: statewide average (b)	52.4 %	52.1 %	N/A	53.2 %	N/A
Output Indicators					
* Undergraduate headcount enrollment	10,192	10,434	10,434	10,652	10,652
* Graduate headcount enrollment	2,418	2,500	2,500	2,437	2,437
* Total headcount enrollment	12,610	12,934	12,934	13,089	13,089
* Percent: part-time student enrollment (b)	25.7 %	25 %	N/A	24.6 %	N/A
* Baccalaureate degrees conferred	2,094	2,193	N/A	2,164	N/A
* Master's degrees conferred	605.0	629.0	N/A	673.0	N/A
* Minority Graduates: percent of total baccalaureate degrees conferred	11.7 %	11.5 %	N/A	11 %	N/A
* Minority Graduates: percent of total master's degrees conferred	17.7 %	19.1 %	N/A	20.7 %	N/A
Input Indicators					
* All funds expenditures: operations and grants (c)	$135,207.2	$145,491.8	$153,639.3	$158,070.1	N/A
* All funds expenditures: operations and grants-Instruction/Academic Support (c)	$55,280.8	$58,247.5	$61,509.4	$62,931.5	N/A
* All funds staffing levels: university total staff years (d)	2,099	2,180	2,180	2,228	N/A
* All funds staffing levels: Instruction/Academic Support (d)	1,047	1,055	1,055	1,075	N/A

Western Illinois University: Instruction (Concluded)

Efficiency/Cost-Effectiveness Indicators	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Instruction/Academic Support expenditures percent of total	40.9 %	40 %	40 %	39.8 %	N/A
* Instructional cost per credit hour, all levels (e)	$211.17	$215.94	N/A	$230.73	N/A
External Benchmarks					
* Public universities all funds expenditures: dollars in billions (c)	$3.6	$3.9	$4.1	N/A	N/A
* Instructional cost per credit hour, public university average, all levels (e)	$254.51	$261.80	N/A	$273.21	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated for the 2000 Public Accountability Report.

Footnotes

(a) Data regarding graduate employment, attainment, and satisfaction with career path preparation was obtained from the IBHE Baccalaureate Follow-Up Survey. The survey is conducted annually on a rolling cycle that surveys graduates one, five, and nine years after graduation. The data provided reflects the class of 1994 five years out (FY 1999) and the class of 1991 nine years out (FY 2000).

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

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

(e) Instructional cost (per credit hour) averages for public universities include imputed numbers for Northern Illinois and Governors State universities for fiscal year 2001.

(f) The Tuition and Fee Guarantee at Western Illinois University ensures that tuition, room and board, and fee rates charged to a student will not change for four years provided that student remains continuously enrolled during that four-year period.

Western Illinois University: Public Service

Mission Statement: The mission of Western Illinois University (WIU) is to provide the premier undergraduate education among all public universities in Illinois supported by excellence in graduate programs.

Program Goals: Objectives:

1. Academic Standards: to demand a high level of academic excellence and foster academic integrity.
2. General Education: to provide an understanding of fundamental accomplishments in a variety of areas.
3. Undergraduate Majors: to prepare undergraduate students for a wide range of careers and opportunities.
4. Graduate Programs: to promote mastery of special knowledge and skills.
5. Extended and Continuing Education: to promote cooperative education with other institutions.
6. Admissions and Academic Support: to admit a diverse population of students and provide strong support.
7. Teaching: to provide informed, stimulating and effective teaching.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 690

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Output Indicators					
* USDLC Starnet Engaged Learning Project: number of educators served (a)	8,979	9,879	N/A	9,879	9,879
* USDLC Starnet Engaged Learning Project: number of public school participants (a)	1,059	1,059	N/A	1,059	1,059
* Illinois Institute for Rural Affairs: number of publications (b)	79.0	83.0	N/A	88.0	90.0
Input Indicators					
* Total spending (all funds) by university for public service (in thousands) (c)	$7,728.7	$9,704.6	N/A	$11,221.2	N/A
* Total spending (state funds) for public service (in thousands) (c)	$2,429.5	$3,012.8	N/A	$3,506.8	N/A
* Percent change in state funds for public service	15.6 %	24 %	N/A	16.4 %	N/A
* Number of public service staff paid from all funding sources (d)	132.9	141.9	N/A	160.2	N/A
* Number of public service staff paid from state funds (d)	51.9	58.1	N/A	61.3	N/A
* Illinois Institute for Rural Affairs: external funding received (in thousands)	$1,100.0	$1,200.0	N/A	$1,200.0	$1,300.0
Efficiency/Cost-Effectiveness Indicators					
* Total public service expenditures as a percentage of all expenditures (c)	5.7 %	6.7 %	N/A	7.1 %	N/A
* State fund expenditures for public service as a percentage of total state fund expenditures (c)	3.1 %	3.7 %	N/A	3.9 %	N/A
* Percent of all funds spent for public service staff compared to spending for all university staff (d)	6.3 %	6.5 %	N/A	7.2 %	N/A
* Percent of state funds spent for public service compared to state funds spent for all university staff (d)	3.6 %	4 %	N/A	4.1 %	N/A
External Benchmarks					
* Total expenditures by all Illinois public universities for public service (in thousands) (c)	$335,643.3	$365,528.5	N/A	N/A	N/A
* Total expenditures from state funds by all Illinois public universities for public service (in thousands) (c)	$77,001.4	$78,805.7	N/A	N/A	N/A
* Number of public service staff (all Illinois public universities) (d)	4,927	4,961	N/A	N/A	N/A
* Number of public service staff paid by state funds (all Illinois public universities) (d)	1,308	1,309	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) The USDLC Engaged Learning Project provides instruction and teacher professional development through the Internet, satellite, and CD-ROM technology.

(b) The Illinois Institute for Rural Affairs seeks to improve the quality of life in rural areas through public-private partnerships with local agencies. Projects include rural economic and community development, health care, education, public transportation, and public management policies.

(c) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.

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

Western Illinois University: Research

Mission Statement: The mission of Western Illinois University (WIU) is to provide the premier undergraduate education among all public universities in Illinois supported by excellence in graduate programs.

Program Goals: Objectives:

1. Academic Standards: to demand a high level of academic excellence and promote academic integrity.
2. General Education: to provide an understanding of fundamental accomplishments in a variety of areas.
3. Undergraduate Majors: to prepare undergraduate students for a wide range of careers and opportunities.
4. Graduate Programs: to promote mastery of special knowledge and skills.
5. Extended and Continuing Education: to promote cooperative education with other institutions.
6. Admissions and Academic Support: to admit a diverse population of students and provide strong support.
7. Teaching: to provide informed, stimulating and effective teaching.

Source of Funds: General Revenue Fund, Education Assistance Fund ***Statutory Authority:*** 110 ILCS 690

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Dollar value of external grants and contracts awarded, sponsored research	$10,700.0	$14,600.0	N/A	$15,500.0	$16,500.0
Output Indicators					
* Center for Best Practices in Early Childhood Education: number of grants awarded (a)	9.0	7.0	N/A	6.0	7.0
* Center for Best Practices in Early Childhood Education: dollar value of grants awarded (a)	$2,300.0	$2,300.0	N/A	$2,200.0	$2,500.0
* Number of external grants and contracts awarded, sponsored research	144.0	136.0	N/A	149.0	155.0
* Number of external grants and contract applications, sponsored research	188.0	185.0	N/A	186.0	190.0
* Dollar value of external grants and contract applications, sponsored research (in thousands)	$27,500.0	$33,600.0	N/A	$23,500.0	$30,100.0
Input Indicators					
* Total expenditures for research in thousands) (b)	$6,130.5	$6,986.9	N/A	$7,896.6	N/A
* State funds expended for research (in thousands) (b)	$944.3	$862.2	N/A	$881.4	N/A
* Percent change in state funds for research	12 %	-8.7 %	N/A	2.2 %	N/A
* Number of research staff paid from all funding sources (c)	76.2	79.5	N/A	75.7	N/A
* Number of research staff paid from state funds (c)	16.9	16.8	N/A	15.8	N/A
Efficiency/Cost-Effectiveness Indicators					
* Research expenditures as a percentage of all university expenditures (b)	4.5 %	4.8 %	N/A	5 %	N/A
* Research expenditures paid from state funds as a percentage of all university expenditures from state funds (b)	1.2 %	1 %	N/A	1 %	N/A
* Research staff as a percentage of all university staff (c)	3.6 %	3.6 %	N/A	3.4 %	N/A
* Research staff paid from state funds as a percentage of all university staff paid from state funds (c)	1.2 %	1.1 %	N/A	1.1 %	N/A
External Benchmarks					
* Total spending on research by all Illinois public universities (in thousands) (b)	$468,526.6	$516,085.7	N/A	N/A	N/A
* Total spending from state funds on research by all Illinois public universities (in thousands) (b)	$76,987.5	$85,855.1	N/A	N/A	N/A
* Research staff in all Illinois public universities (c)	8,118	8,518	N/A	N/A	N/A
* Research staff in Illinois public universities paid by state funds (c)	1,515	1,593	N/A	N/A	N/A

Explanatory Information

Information provided updates prior year data in cases where that data was unavailable or estimated during initial preparation of the 2001 Public Accountability Report.

Footnotes

(a) The Center for Best Practices in Early Childhood Education develops, evaluates and conducts research on innovative models in early childhood education.
(b) Expenditures include all appropriated funds (primarily general funds) as well as all resources available from non-appropriated and restricted funds.
(c) Staff levels reference the number of staff years (a measure of staff effort over a twelve month period) devoted to a particular function.

HUMAN SERVICES

Efforts

Human Services Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
Department of Public Aid	$6,587,459.9	$7,234,176.1	9.8%
Department of Human Services	$4,234,708.4	$4,557,786.5	7.6%
Department of Children and Family Services	$1,358,430.8	$1,374,816.8	1.2%
Department on Aging	$260,900.6	$284,058.0	8.9%
Department of Public Health	$186,144.0	$229,328.3	23.2%
Department of Veterans' Affairs	$62,883.3	$66,848.3	6.3%
Comprehensive Health Insurance Plan	$17,324.3	$27,324.3	57.7%
Guardianship & Advocacy Commission	$7,693.9	$8,229.1	7.0%
Illinois Planning Council on Develop. Disabilities	$2,837.0	$2,402.2	-15.3%
Illinois Health Care Cost Containment Council	$1,289.3	$1,384.5	7.4%
Illinois Deaf & Hard of Hearing Commission	$510.5	$574.7	12.6%
TOTAL	**$12,720,181.9**	**$13,786,928.8**	**8.4%**

Numbers may not add due to rounding

Results

Life Expectancy
(At birth in years)

	1989-91 Illinois	1989-91 U. S.
Male	71.34	71.83
Female	78.31	78.81
White	76.16	76.13
Black	67.46	69.16
Total	**74.90**	**75.37**

Illinois State Ranking: 35

Source: National Center for Health Statistics

Infant Mortality
(Deaths under age 1 per 1,000 live births)

	1980	1990	1995	1997
National Average	12.6	9.2	7.6	7.2
Illinois	14.8	10.7	9.4	8.4
White	11.7	7.9	7.2	6.4
Black	26.3	22.4	18.7	17.1
State Ranking	**47**	**44**	**44**	**38**

Source: Statistical Abstract of the United States, 2000

Percent of People without Health Insurance

	1990	1995	1999	2000
United States	13.9%	15.4%	14.3%	14.0%
Illinois	**10.9%**	**11.0%**	**13.0%**	**13.4%**
State Ranking	**18**	**11**	**21**	**29**

Source: U.S. Census Bureau

Births to Teenagers, Age 15-19
(Per 1,000 women)

	1999	1998	1996	1991
United States	49.6	51.1	54.4	62.1
Illinois	51.1	53.2	59.9	64.8
White	40.3	45.4	48.1	52.8
Black	105.2	85.3	91.4	115.5
Hispanic	102.2	93.7	101.8	106.7
State Ranking	33	32	34	33

Source: National Vital Statistics Report, Vol. 49

Child Abuse and Neglect in Illinois

	1996	1997	1998	1999	2000	2001
Alleged Victims	125,221	119,447	114,011	106,903	103,573	100,413
Indicated Victims	44,465	41,833	36,858	33,805	32,746	28,868
Indicated Deaths	85	89	70	76	78	80

Source: Illinois Department of Children and Family Services

Incidence of Disease

		2001		2000	1999	1990
	U.S.	Illinois	State Rank	State Rank	State Rank	State Rank
Heart Disease (Deaths per 100,000 population)	276.2	279.5	31	34	37	43
Cancer Cases (Cases per 100,000 population)	450.6	457.4	20	21	29	27
Infectious Disease (Cases per 100,000 population)	30.5	26.5	30	26	23	19

Source: United Health Group: State Health Ranking - 2000 Edition

Aging
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Alternative Care	$189,756.8	23	$203,438.3	25
Community Support Services	$54,831.7	17	$63,150.8	17
Central Management	$6,534.5	54	$7,314.4	57
Elder Rights	$6,038.7	5	$6,387.9	6
Employment Services	$3,332.1	1	$3,316.4	1
Training and Staff Development	$406.8	5	$450.2	5
Totals	$260,900.6	105	$284,058.0	111

Explanatory Notes End-of-year headcount does not include Student Workers, Interns; does include the Director.
Expenditures for the Community Care Program are included in Alternative Care.
Excluding the Elder Rights program, all personnel costs are reflected in Central Management. In addition, Central Management staff provide support to other programs within the agency.

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 volunteer and intergenerational programs and grandparents raising grandchildren support groups. Older volunteers help frail elders to live independently and share their wisdom with the younger generation by tutoring in schools and participating in other intergenerational activities. Senior volunteers promote positive values in the lives of the next generation.

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

Community Care Program

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

Program Goals: Objectives:

1. The Department on Aging will maintain the Community Care Program (CCP) as an alternative to nursing home placement.
   a. The CCP will maintain the CCP caseload at a minimum of 33% of nursing facility geriatric caseload by the end of the year.
   b. The CCP will maintain the CCP costs at 33% of nursing facility geriatric client costs by the end of the year.
   c. The CCP will maintain a 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. The CCP will maintain that 95% of all pre-screenings be conducted face-to-face by the end of the year.
   b. The CCP will ensure that 100% of all case managers conducting screenings are certified in a given year.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* CCP caseload vs. nursing home caseload	42.3 %	43.6 %	40 %	46.04 %	33 %
* Number of clients deflected into interim service	6,195	6,010	6,010	6,830	6,500
* Face-to-face screens	97.2 %	97.5 %	95 %	97.22 %	95 %
* Non-face-to-face screens	2.8 %	2.5 %	5 %	2.78 %	5 %
* CCP caseload cost vs. nursing facility geriatric caseload costs	21.05 %	20.98 %	20.98 %	22.54 %	22.74 %
Output Indicators					
* CCP average monthly caseload	35,803	36,470	40,400	37,638	38,978
* Total assessments conducted (a)	154,884	153,019	153,019	147,103	151,516
* Case Coordination units (hours)	591,192	601,376	601,376	613,692	632,102
* Homemaker units (hours)	14,488,837	15,215,503	15,215,503	15,743,800	16,216,114
* Adult Day Service units (hours) (b)	2,131,016	2,252,180	2,252,180	2,244,376	2,311,707
* Number of deinstitutionalizations conducted (c)	385.0	371.0	371.0	368.0	372.0
Input Indicators					
* Expenditures (in thousands)	$164,097.8	$188,094.1	$205,000.0	$202,087.9	$205,473.5
* Headcount	25.0	25.0	25.0	25.0	25.0
Efficiency/Cost-Effectiveness Indicators					
* Average monthly cost of Medicaid nursing home	$1,814.40	$2,000.00	$2,000.00	$2,010.00	$2,010.00
* CCP average monthly cost of care	$382.00	$419.50	$425.00	$453.00	$457.00
* Potential monthly savings Federal/State (in thousands)	$51,284.2	$57,640.8	$63,700.0	$58,602.3	$60,532.8

Explanatory Information

Fiscal years 1999 and 2000 "Potential Federal/State Monthly Savings (dollars in thousands)" updated to more accurately reflect performance indicator.

Footnotes

(a) Includes redeterminations.

(b) Includes Adult Day Service and Adult Day Service Transportation hours.

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

Community Support Services

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

Program Goals: Objectives:

1. To provide a comprehensive array of community-based services which will help frail older adults remain in their communities and in their own homes, including support to family members and other persons providing care to older adults.
   a. At a minimum, 90% of all home-delivered meal participants will have difficulties performing 2 or more Instrumental Activities of Daily Living (IADL) and/or 2 or more Activities of Daily Living (ADL).
   b. At a minimum, 90% of all case management clients will have difficulties performing 2 or more Instrumental Activities of Daily Living (IADL) and/or 2 or more Activities of Daily Living (ADL).
2. To mitigate the decline of the nutritional health of at-risk older people who participate in the home-delivered meal program.
   a. In order to target services to those most in need of assistance, at a minimum, 50% of the total number of older adults served by the home-delivered meal program will have high nutritional risk scores.
   b. The home-delivered meal program will provide at least 33% of the daily nutritional intake of older adults who participate in the service on a daily basis.
3. To target services to older adults, informal caregivers and grandparents raising grandchildren in greatest economic and social need.

Community Support Services (Concluded)

[Program Goals: Objectives:]

a. At a minimum, 35% of the total number of older adults served in Community Support Services will be older adults in greatest economic need.

b. At a minimum, 25% of the total number of older adults served in Community Support Services will be minorities.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(b)	Fiscal Year 2002 Target
Outcome Indicators					
* At a minimum, 90% of all home-delivered meal customers will have difficulties performing 2 or more IADLs or ADLs (a)	N/A	91 %	90 %	91 %	90 %
* At a minimum, 90% of all case management customers will have difficulties performing 2 or more IADLs or ADLs	N/A	87 %	90 %	87 %	90 %
* At a minimum, 35% of the total number of older adults served will be in greatest economic need	N/A	29 %	35 %	29 %	35 %
* At a minimum, 25% of the total number of older adults served will be minorities	N/A	22 %	25 %	22 %	25 %
Output Indicators					
* Number of persons served	N/A	458,338	460,000	460,000	460,000
* Number of home-delivered meals provided	N/A	6,908,566	7,420,000	7,420,000	7,370,000
* Number of persons served in home-delivered meals	N/A	50,185	46,094	46,094	46,147
* Number of case management hours provided	N/A	294,673	232,049	232,049	212,192
* Number of persons served in case management services	N/A	84,840	65,365	65,365	65,912
Input Indicators					
* Number of home-delivered meal providers	N/A	68.0	68.0	68.0	68.0
* Number of case management providers	N/A	45.0	45.0	45.0	45.0
* Expenditures (in thousands)	N/A	$54,968.1	$70,507.9	$63,360.3	$70,874.2
* Headcount	17.0	17.0	17.0	17.0	17.0
Efficiency/Cost-Effectiveness Indicators					
* Average cost per home-delivered meal	N/A	$3.92	$4.11	$4.11	$3.92
* Average cost per unit (hour) of case management service	N/A	$19.63	$24.16	$24.16	$22.86
External Benchmarks					
* National average cost per home-delivered meal	N/A	$3.74	$3.92	$3.92	$3.92
* National average cost per unit (hour) of case management service	N/A	$26.04	$27.58	$27.58	$27.58

Explanatory Information

Research has indicated that older adults who have difficulties performing 2 or more Instrumental Activities of Daily Living (IADLs) and Activities of Daily Living (ADLs) are at high risk of nursing home placement. The provision of home delivered meals and case management are provided to prevent premature nursing home placement.

In principle, Older Americans Act services are available to everyone age 60 and older, however, this Act also requires that Community Support Services must be targeted to individuals in greatest economic need with special attention to low-income individuals and minorities. Low income older adults and minorities are more likely to experience health problems and are at a higher risk of premature institutionalization and in many cases dependent on Medicaid reimbursement for such care. The provision of Community Support services will delay nursing home placement and is also a cost-effective alternative to nursing home placement. This is the second year to report this program and therefore 1999 data for the indicators is not available.

Footnotes

(a) An indication of well-being is the ability to perform certain tasks of daily living. Researchers group these tasks into two categories: essential activities of daily living (ADLs), such as bathing, eating, and dressing; and the more complex instrumental activities of daily living (IADL), such as making meals, shopping, or cleaning.

(b) Estimates were used in fiscal year 2001 for Community Support Services. End-of-year data were not available due to Community Support programs being funded on the federal fiscal year.

Elder Abuse and Neglect Program

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

Program Goals: Objectives:

1. The Elder Abuse & Neglect Program will respond to reports of alleged mistreatment of older persons who reside in the community.
   a. Elder abuse provider agencies will respond to elder abuse reports within the required timeframes in 100% of all 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, 75% of closed cases will have no/low risk by the end of the fiscal year.
   b. Subsequent reports (follow-up reports) will be less than 25% of all elder abuse reports by the end of the fiscal year.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Initial face-to-face visits with elder abuse victims will be conducted within required timeframes	N/A	98 %	100 %	98 %	100 %
* Investigations of elder abuse must be completed within 30 days of when the report is received	N/A	99 %	100 %	99 %	100 %
* At a minimum, 75% of closed cases will have no/low risk by the end of the fiscal year.	N/A	70 %	75 %	70 %	75 %
* Subsequent reports will be less than 25% of all elder abuse reports by the end of the fiscal year.	N/A	28 %	25 %	28 %	25 %
Output Indicators					
* Total elder abuse reports received	N/A	7,372	8,148	7,415	7,996
* Estimated number of substantiated reports	N/A	4,202	4,227	4,227	4,638
* Average monthly caseload (statewide)	N/A	2,326	2,520	2,293	2,473
Input Indicators					
* Expenditures (in thousands)	N/A	$6,315.7	$7,061.6	$6,387.9	$7,375.8
* Headcount	7.0	7.0	7.0	7.0	7.0
Efficiency/Cost-Effectiveness Indicators					
* Estimated average monthly caseload per caseworker	N/A	34.0	25.0	34.0	25.0
* Average monthly cost per report	N/A	$71.39	$72.22	$71.79	$76.87

Explanatory Information

Elder abuse provider agencies must make documented good faith attempts to conduct face-to-face visits within certain timeframes based on the priority of the reports. Face-to-face visits must be attempted within 24 hours for priority I reports, within 72 hours for Priority II reports and within 7 days for Priority III reports. The initial face-to-face visits are critical in order to assess the abusive situation and to provide immediate interventions (if needed).

Elder abuse provider agencies must complete investigations within 30 days. The completion of the investigation is critical in terms of the provision of case work and follow-up services. Case work and follow-up services are provided to victims of elder abuse with the goal of providing long-term support and intervention to prevent further abuse, neglect, and/or exploitation.

Risk assessments are completed on all reports of abuse, neglect and exploitation found to be substantiated. The Risk Assessment is an ongoing evaluation process in which each factual observation and each piece of evidence is analyzed in order to determine the extent to which the aged person is in danger of harm, injury, or loss. The ultimate goal is to have all cases closed with risk assessment scores of no risk/low risk of additional abuse.

One of the guiding principles of the Elder Abuse and Neglect Program (EANP) is the concept of self determination. Consequently, the EANP will always receive a certain percentage of subsequent reports due to some clients electing to remain in abusive relationships. The low percentage of subsequent reports is an illustration of how effective the Elder Abuse and Neglect Program is in resolving abuse, neglect and exploitation while providing services after the initial intake report is received.

Children and Family Services
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Family Reunification & Substitute Care	$935,046.0	1,458	$899,086.7	1,493
Adoption & Guardianship	$188,912.6	208	$234,815.7	198
Protective Services	$107,811.9	1,237	$114,338.8	1,250
Family Maintenance	$76,716.0	850	$77,819.1	816
Support Services	$49,944.3	415	$48,756.5	395
Totals	$1,358,430.8	4,168	$1,374,816.8	4,152

Mission and Organization

The mission of the Department of Children and Family Services (DCFS) is to: 1) protect children who are reported to be abused and neglected and to increase their families' capacity to safely care for them; 2) provide for the well-being of children in its care; 3) provide appropriate, permanent families as quickly as possible for those children who cannot safely return home; 4) support early intervention and child abuse prevention activities; and 5) work in partnership with communities to fulfill this mission. To achieve this mission the Department utilizes its 4,152 employees and a network of private service providers throughout the state. The primary service provider of more than three-fourths of children in foster care and all children in residential placements is provided by private agencies.

In the first part of the 1990s, the Department's caseloads and budget increased dramatically. Spending increased from $335 million in fiscal year 1989 to almost $1.4 billion in fiscal year 1997 and the substitute care caseload increased from the 17,619 at the end of fiscal year 1989 to 50,727 at the end of fiscal year 1997. However, a series of reforms started in fiscal year 1996 have produced dramatic changes. Since fiscal year 1997 the Department's spending has remained level and has fallen when accounting for inflation adjustments, while the number of children in substitute care placements is 47.8% lower at the end of fiscal year 2001 than it was at the end of fiscal year 1997.

The Department's major program areas are as follows:

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

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

Adoption and Guardianship recruits, supports and maintains adoptive/guardianship homes 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.
   a. Ensure the licensure and regular monitoring of foster parent homes.
   b. Ensure that caseworkers regularly visit the child in the foster home.
   c. Conduct background checks on all adults in the home.
2. When in care, children are placed close to home, in the least restrictive setting, and in a stable environment.
   a. Provide appropriate placements and placement supports to avoid multiple moves.
   b. Step children down to less restrictive settings where appropriate.
   c. Minimize the number of out-of-state institutional placements.
   d. Place sibling groups together.
   e. Build resource pools to increase appropriate available homes.
3. Return children home or move them into an alternative permanency quickly.
   a. Ensure an appropriate pool of adoption resources.
   b. Provide families the needed services to allow them to safely care for their children at home.
   c. Maximize the proportion of children moved to adoption or guardianship.
   d. Reduce the length of time to achieve permanency.
4. Have a process in place to allow children to achieve their highest educational outcomes, given their capabilities and desires.
   a. Children are screened for and receive early intervention services as appropriate.
   b. Children are enrolled in and attend school regularly.
   c. Increase the number of wards and former wards pursuing higher education or vocational training programs.
5. When in care, children receive appropriate and necessary physical and mental health care services.
   a. Ensure that all children are signed up with a health care provider.
   b. Children are current with immunizations and well-child health services.
   c. Children's mental and behavioral health needs are met.

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: 20 ILCS 505/1 et.seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Child cases closed	13,355	12,460	10,722	10,241	9,005
* Children in out-of-home care per 1,000 state child population	11.9	9.7	8.4	8.4	7.6
* Children moved from residential to less intensive settings	2,332	1,994	1,894	1,985	1,900
* Number of children to adoption or guardianship per 1,000 in out-of-home care	206.4	207.1	199.4	143.6	190.9
* Percentage of children returned home	10.5 %	10.5 %	10.5 %	10.3 %	10.4 %
* Percentage of children served within the year moved to permanency	32.7 %	33.6 %	33 %	30 %	32.4 %
* Of children returned home or adopted, percent who achieved permanency within 24 months	25 %	24 %	35 %	28.2 %	50 %
* Of children returned home, percent who remained home at least 12 months	91 %	90.2 %	92 %	92 %	92 %
* Percentage of sibling groups placed all or partially together	N/A	78.7 %	80 %	77.7 %	80 %
* Number of children adopted	7,275	6,281	5,000	4,208	4,000
* Number of children to guardianship	2,055	1,618	1,115	1,140	1,105
* Number of children returned home	4,406	3,571	2,860	2,813	2,450
External Benchmarks					
* National average number of children in out-of-home care per 1,000 state child population (FY96)	N/A	6.9	6.9	6.9	6.9
* Goal to reach top 10% of states in adoptions per 1,000 children in out-of-home placements (a)	91.6	91.3	91.3	91.3	91.3
Output Indicators					
* Children in independent living	1,055	969.0	980.0	930.0	917.0
* Children in regular foster care	10,350	8,895	8,150	8,892	7,902
* Children in relative care	17,739	12,490	10,400	10,167	8,821
* Children in residential placements	2,698	2,471	2,250	2,286	2,076
* Children in specialized foster care	6,068	5,847	4,965	4,315	4,456

Family Reunification and Substitute Care (Concluded)

[Output Indicators]	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
* Children with "return home" goal	9,859	9,965	8,500	8,423	7,650
* Percentage of children in home Local Area Network	44 %	45.8 %	50 %	48 %	50 %
* Percentage of children who are documented to have been immunized	N/A	55.6 %	90 %	60 %	90 %
* Percentage of children with healthworks primary care physician (Cook Co. only)	N/A	96.4 %	91.5 %	95 %	96.5 %
* Children placed outside home (end of year) - paid placements	38,133	30,672	26,745	26,590	24,172
* Children in runaway status	936.0	1,013	500.0	955.0	500.0
* Children in corrections or detention placements	531.0	536.0	500.0	511.0	500.0
* Average number of paid placements for children in substitute care	3.3	3.1	3.0	3.5	3.0
Input Indicators					
* Expenditures (in thousands)	$996,159.7	$936,480.0	$923,512.0	$899,077.3	$878,812.7
* Headcount	1,443	1,500	1,460	1,493	1,474
Efficiency/Cost-Effectiveness Indicators					
* Annualized savings from new guardianships (in thousands) (b)	$11,713.5	$9,370.2	$8,011.3	$8,213.1	$8,120.1
* Annualized savings from newly adopted children (in thousands) (b)	$41,467.5	$36,374.5	$35,925.0	$30,316.3	$29,394.1
* Annualized savings from reunification of families (in thousands) (c)	$45,524.4	$37,589.3	$34,350.5	$33,648.3	$29,892.3
* Estimated reduction in substitute care expenditures due to movement of children from residential to less intensive settings (in thousands) (d)	$122,161.6	$105,525.2	$102,537.5	$105,222.8	$100,717.0
* Children placed in out-of-state facilities	147.0	79.0	65.0	36.0	25.0
External Benchmarks					
* Annual cost-children in out-of-home care per 1,000 state child population over national average (in thousands) (d,e)	-$90,273.5	-$86,155.5	-$75,674.9	-$70,631.3	-$46,616.3

Explanatory Information

DCFS reporting data is subject to change as reporting periods become fully observed. Data contained herein is subject to change and historical data has not been updated beyond submission date. Additional information on department activities is available at the DCFS web site http://www.state.il.us/dcfs/

Footnotes

(a) Goal is to exceed this minimum rate of 91.3 children to adoption or guardianship per 1,000 in out-of-home care. The rate of 143.6 in fiscal year 2001 exceeded the goal (relates to the 4th outcome indicator).

(b) Annualized savings from new guardianships and adoptions is the difference in the rate paid for the children moved to adoption or guardianship vs. the higher rate that is paid had they remained in substitute care for the current fiscal year.

(c) Annualized savings from reunification's of families is the difference in costs for shildren reunified vs. the rate that is paid had they remained in substitute care for the current fiscal year.

(d) Cost savings for moving children for residential to less intensive settings is the difference in the higher costs per month for residential care vs. the lower costs of less intensive settings.

(e) Annual cost comparison of children in out-of-home care is the difference between the median state's placement costs and Illinois' due to our higher placement population (negative number means Illinois' costs are higher than the median - positive number means Illinois' costs are lower).

Adoption and Guardianship

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

Program Goals: Objectives:

1. Support and maintain children in adoptive and guardianship homes.
   a. Provide timely access to support services to help families cope with the care necessitated by the children adopted or in the process of being adopted.
   b. Ensure continuous subsidy payments for eligible children and families.
2. Maintain children in adoptive and guardianship homes.
   a. Provide post-adoption services whenever clinically indicated.
   b. Provide adoption preservation services, if clinically indicated, when less intensive services have been insufficient.
3. Stabilize placements in adoptive homes and subsidized guardianships.
   a. Minimize placement disruptions in adoptive homes and subsidized guardianships.
   b. Minimize adoption dissolution's.

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

Statutory Authority: 20 ILCS 505/1 et.seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Adoptions stayed in custody for 12 mos. (did not disrupt)	99.6 %	99.4 %	99.5 %	99.7 %	99.5 %
* Guardianships stayed in custody for 12 mos. (did not disrupt)	99.1 %	98.4 %	98 %	98 %	98 %
Output Indicators					
* Number of children receiving adoption payments (end of year)	22,282	27,601	31,810	30,656	33,529
* Number of children receiving guardianship payments (end of year)	3,443	4,888	5,760	5,500	6,225
* Number of families receiving adoption preservation services	723.0	756.0	1,000	766.0	1,000
Input Indicators					
* Expenditures (in thousands)	$125,876.4	$189,136.6	$237,876.4	$234,815.7	$275,880.8
* Headcount	215.0	213.0	213.0	198.0	213.0
Efficiency/Cost-Effectiveness Indicators					
* Estimated savings from movement of children from substitute care to adoption (in thousands) (a)	$127,007.4	$159,842.9	$228,554.9	$220,859.3	$246,388.8
* Estimated savings from movement of children from substitute care to guardianship (in thousands) (a)	$19,625.1	$28,307.4	$41,385.6	$39,624.4	$45,744.6

Explanatory Information

DCFS reporting data is subject to change as reporting periods become fully observed. Data contained herein is subject to change and historical data has not been updated beyond submission date. Additional information on Department activities is available at the DCFS web site http://www.state.il.us/dcfs/

Footnotes

(a) Estimated savings from movement of children from substitute care to adoption and guardianship are annual savings from all subsidized adoptions and guardianships. It is the difference in the rate paid for all children receiving adoption or guardianship payments vs. the higher rate that is paid had they remained in substitute care.

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.
   a. Investigations are initiated within 24 hours of the receipt of child abuse/neglect reports.
   b. Investigations are completed within 60 days of the receipt of child abuse/neglect reports.
2. Increase child safety after agency involvement.
   a. Reduce recurrence of child abuse or neglect after agency involvement.
3. Improve responsiveness of the child abuse and neglect hotline.
   a. Increase the percentage of calls answered the first time (do not have to make call-backs).
   b. Decrease calls abandoned (hung up before staff can answer).

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

Statutory Authority: 20 ILCS 505/1 et.seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of hotline calls resulting in a family report of abuse or neglect (a)	20.6 %	20.2 %	19.9 %	19.6 %	20.2 %
* Children removed per 1,000 state total child population	2.0	1.9	1.9	1.8	1.9
* Number of indicated family reports (b,c)	19,503	17,684	19,000	16,456	18,500
* Percentage of investigations indicated (b)	31.1 %	28.5 %	31 %	28.4 %	31.2 %
* Percentage of investigations initiated within 24 hours	99.6 %	99.7 %	100 %	99.8 %	100 %
* Percentage of investigations completed within 60 days	91.6 %	94 %	98 %	92.5 %	98 %
* Percentage of cases with no new indicated reports within six months	89.7 %	89.6 %	90 %	90.3 %	87 %
* Number of licensed day care centers and homes	12,173	12,200	12,350	12,555	12,600
External Benchmarks					
* National median-children removed per 1,000 states child population (FY96)	N/A	2.4	N/A	2.4	N/A
Output Indicators					
* Family reports investigated (d)	62,704	61,964	61,200	61,168	62,000
* Hotline calls	304,945	306,818	307,000	306,506	307,000
* Children investigated	106,898	103,495	102,000	100,228	102,000
Input Indicators					
* Average number of investigators (yearly)	508.0	538.0	531.0	530.0	538.0
* Expenditures (in thousands)	$100,436.8	$106,416.4	$116,090.9	$114,338.8	$119,272.9
* Headcount	1,430	1,422	1,462	1,250	1,280
Efficiency/Cost-Effectiveness Indicators					
* Investigations per worker per month	10.2	9.6	9.6	9.4	9.6
* Savings from being below national removal rate (1,247 children) (in thousands) (e)	$13,092.0	$15,339.3	$17,547.6	$20,956.9	$17,825.6

Explanatory Information

DCFS reporting data is subject to change as reporting periods become fully observed. Data contained herein is subject to change and historical data has not been updated beyond submission date. Additional information on Department activities is available at the DCFS web site http://www.state.il.us/dcfs/

Footnotes

(a) Hotline calls are calls to the Statewide Child Abuse and Neglect Hotline.
(b) The number of indicated family reports and percentage of investigations indicated will change as the period becomes fully observed
(c) Indicated reports are those investigations where a Child Protection Investigator determines abuse or neglect did take place.
(d) Reports equal individual case calls that a hotline worker determines merit investigation by a Child Protection Investigator.
(e) Savings determined by number of children below the national average times monthly cost of service for specific fiscal year.

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.
   a. Increase the number of victims with no further reports of abuse or neglect.
   b. Increase the number of intact cases that can be safely closed.
2. Provide effective programs to minimize intake into substitute care.
   a. Maximize the number of families served by Cash Assistance and Housing Locator Service.
3. Improve parenting skills and deter substance abuse.

Source of Funds: General Revenue Fund, DCFS Children's Services Fund, DCFS Federal Projects Fund ***Statutory Authority:*** 20 ILCS 505/1 et.seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of children in open intact family cases without a substantiated report within 12 months (a)	N/A	12.4 %	90 %	88.7 %	90 %
* Of children in open intact family cases, what percentage did not experience an out-of-home placement within 12 months	94.5 %	93 %	95 %	94 %	95 %
* Family cases closed	11,334	11,929	11,500	11,909	11,000
* Intact family cases opened over 12 months	2,130	1,352	1,300	1,434	1,250
* Families with no paid services for at least 12 months	435.0	319.0	300.0	398.0	300.0
Output Indicators					
* Intact families served (end of year)	9,103	8,858	9,000	9,277	9,000
* Families served by Cash Assistance	3,698	3,801	3,800	4,405	4,600
* Families served by Housing Locator Services	898.0	1,287	1,290	1,362	1,490
Input Indicators					
* Expenditures (in thousands)	$75,877.1	$76,716.0	$81,980.1	$77,868.4	$87,767.0
* Headcount	767.0	726.0	683.0	816.0	816.0

Explanatory Information

DCFS reporting data is subject to change as reporting periods become fully observed. Data contained herein is subject to change and historical data has not been updated beyond submission date. Additional information on Department activities is available at the DCFS web site http://www.state.il.us/dcfs/

Footnotes

(a) Intact family cases are those where abuse or neglect has been indicated but the children remain in the home. Services are provided to help maintain the family and prevent further occurrences of abuse or neglect.

Support Services

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

Program Goals: Objectives:

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

Source of Funds: General Revenue Fund, DCFS Children's Services Fund ***Statutory Authority:*** 20 ILCS 505/1 et.seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of DCFS-managed cases that were handled by an accredited field office	22 %	62 %	80 %	88 %	100 %
Input Indicators					
* Expenditures (in thousands)	$47,199.0	$49,944.3	$51,407.1	$48,756.5	$56,713.5
* Headcount	395.0	415.0	375.0	395.0	375.0

Explanatory Information

DCFS reporting data is subject to change as reporting periods become fully observed. Data contained herein is subject to change and historical data has not been updated beyond submission date. Additional information on Department activities is available at the DCFS web site http://www.state.il.us/dcfs/

Comprehensive Health Insurance Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Comprehensive Health Insurance Plan	$17,324.3	19	$27,324.3	24
Totals	$17,324.3	19	$27,324.3	24

Mission and Organization

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

Since 1989, CHIP has provided coverage to thousands of otherwise uninsurable individuals throughout the State of Illinois who qualify under Section 7 of the CHIP Act. This portion of the program (Plans 2 and 3) is known as the Traditional CHIP or Section 7 pool. The coverage provided by this pool is funded in part by the premiums paid by its participants. The remainder of the cost of Traditional CHIP is funded by an annual appropriation from the General Revenue Fund of the State of Illinois. Since 1989, the Traditional CHIP pool has paid out over $450 million in benefits on behalf of its participants, and has provided coverage to almost 18,000 Illinois residents from every county in the State.

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

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

· If they have an individual policy that is substantially similar to CHIP which costs them more than they would pay for CHIP coverage, OR

· If they have one of 31 presumptive medical conditions, i.e., conditions presumed to result in automatic rejection by an insurance company.

On July 1, 1997, CHIP also began offering a choice of four different deductible options to Illinois residents who qualify for CHIP coverage as federally eligible individuals under Section 15 of the CHIP Act. This portion of the program is known as the HIPAA-CHIP or Section 15 pool. Plan 5 is similar to the traditional PPO option (Plan 3), except there is no preexisting conditions limitation and benefits for inpatient treatment of mental health are limited to 45 days per calendar year for all hospitals. The coverage provided by this pool is also funded in part by premiums paid by its participants. The remainder of the cost of this HIPAA-CHIP pool is funded by an assessment levied on all health insurers doing business in Illinois. Since its inception in fiscal year 1998, this pool has paid out almost $100 million in benefits on behalf of its participants, and has covered almost 10,000 federally eligible Illinois residents from every county in the State of Illinois.

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

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

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

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

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

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

Traditional CHIP Pool

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
Participants added	1,058	1,359	N/A	1,197	1,400
Average enrollment	5,047	5,248	N/A	5,365	5,675
Average net claim cost per participant	$7,221.00	$9,412.00	N/A	$8,337.00	$8,757.00
Average premium paid per participant	$3,714.00	$3,672.00	N/A	$3,914.00	$4,460.00
Output Indicators					
Applications received	1,680	2,144	N/A	2,085	2,000
Net incurred claims (in thousands)	$36,446.7	$49,394.9	N/A	$44,726.2	$49,697.0
Administrative expenses (in thousands)	$2,419.5	$2,487.6	N/A	$2,491.8	$3,128.0
Total expenditures (in thousands)	$38,866.2	$51,882.5	N/A	$47,218.0	$52,825.0
Claim turnaround (a)	94.21 %	89.82 %	N/A	97.87 %	90 %
Financial accuracy of claim payments (b)	99.98 %	99.62 %	N/A	99.65 %	98 %
Procedural accuracy of claim payments (c)	99.06 %	98.91 %	N/A	97.87 %	98 %
Telephone inquiry accessibility and response (d)	86.23 %	65.81 %	N/A	88.65 %	85 %
Input Indicators					
Premium income (in thousands)	$18,743.3	$19,269.5	N/A	$21,000.9	$25,310.0
Net investment income (in thousands)	$4,131.8	$4,083.4	N/A	$4,865.6	$3,629.0
General revenue funds (in thousands)	$15,324.3	$17,324.3	N/A	$27,324.3	$32,000.0
Total revenues (in thousands)	$38,199.4	$40,677.2	N/A	$53,190.8	$60,939.0
Efficiency/Cost-Effectiveness Indicators					
Provider discounts (in thousands)	$7,675.9	$12,444.5	N/A	$12,706.3	$22,068.0
Administrative expenses percentage of total revenues	6.33 %	6.12 %	N/A	4.68 %	5.13 %

Footnotes

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

Health Insurance Portability and Accountability Act (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.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
Participants added	1,570	2,286	N/A	3,333	3,480
Average enrollment	1,596	2,817	N/A	4,799	6,415
Average net claim cost per participant	$6,420.00	$7,800.00	N/A	$7,050.00	$7,710.00
Average premium paid per participant	$3,949.00	$4,045.00	N/A	$4,419.00	$4,819.00
Output Indicators					
Applications received	2,042	3,033	N/A	4,357	4,350
Net incurred claims (in thousands)	$10,247.6	$21,971.6	N/A	$33,826.5	$49,471.0
Administrative expenses(in thousands)	$1,205.8	$1,663.7	N/A	$2,616.2	$3,495.0
Total expenditures (in thousands)		$23,635.3		$36,442.7	$52,966.0
Claim turnaround (a)	94.21 %	89.82 %	N/A	97.87 %	90 %
Financial accuracy of claim payments (b)	99.98 %	99.62 %	N/A	99.65 %	98 %
Procedural accuracy of claim payments (c)	99.06 %	98.91 %	N/A	97.87 %	98 %
Telephone inquiry accessibility and response (d)	86.23 %	65.81 %	N/A	88.65 %	85 %
Input Indicators					
Premium income (in thousands)	$6,302.8	$11,394.5	N/A	$21,205.4	$30,915.0
Net investment income (in thousands)	$584.6	$828.9	N/A	$1,234.4	$985.0
Assessments (in thousands)	$6,700.0	$5,370.0	N/A	$18,483.1	$18,500.0
Total revenues (inthousands)	$13,587.4	$17,593.4	N/A	$40,922.9	$50,400.0
Efficiency/Cost-Effectiveness Indicators					
Provider discounts (in thousands)	$2,544.3	$5,874.1	N/A	$11,800.6	$21,968.0
Administrative expenses percentage of total revenues	8.87 %	9.46 %	N/A	6.39 %	6.93 %

Footnotes

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

Illinois Council on Developmental Disabilities
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Illinois Council on Developmental Disabilities	$2,837.0	10	$2,402.2	10
Totals	$2,837.0	10	$2,402.2	10

Mission and Organization

The Illinois Council on Developmental Disabilities makes investments with local statewide agencies, organizations and individuals to implement the performance targets in the Five Year State plan so that people with developmental disabilities and their families achieve independence, productivity, community integration and inclusion in all facets of community life. Community life includes the areas of emphasis of Child Care, Transportation, Employment, Housing, Health, Education and Early Intervention, Recreation, Quality Assurance and Formal/Informal Community Supports. The Council promotes initiatives to coordinate services, supports and other assistance for individuals with developmental disabilities and their families.The Council helps public and private entities respond to the needs and capabilities of persons with developmental disabilities through systems change, capacity-building, outreach, coalition-building, training and technical assistance.

Illinois Council on Developmental Disabilities

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

Program Goals: Objectives:

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

Illinois Council on Developmental Disabilities (Concluded)

[Program Goals: Objectives:]

7. People use transportation systems to participate in their communities.
   a. By September 2006 ten (10) counties (at least three metropolitan and three rural) will have a transportation system which people use to get where they want to go when they want to go there.

Source of Funds: Planning Council on Developmental Disabilities Fund ***Statutory Authority:*** ICDD Law PA 91-798 (federal)

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Number of people using centralized Advocacy/Information System	N/A	N/A	N/A	N/A	219.0
* Number of self-advocates and family members trained	N/A	N/A	N/A	N/A	35.0
* Number of people with natural supports	N/A	N/A	N/A	N/A	N/A
* Number of businesses employing people with developmental disabilities	N/A	N/A	N/A	N/A	N/A
* Number of Workforce Investment Centers used	N/A	N/A	N/A	N/A	2.0
* Number of agencies supporting individuals in homes of their choice	N/A	N/A	N/A	N/A	1.0
* Number of people becoming homeowners	N/A	N/A	N/A	N/A	N/A
* Number of areas where health care services are available	N/A	N/A	N/A	N/A	N/A
* Number of models/curricula developed	N/A	N/A	N/A	N/A	3.0
* Number of colleges/universities	N/A	N/A	N/A	N/A	N/A
* Number of schools	N/A	N/A	N/A	N/A	N/A
* Percentage of barriers lifted	N/A	N/A	N/A	N/A	N/A
* Number of people having personal supports	N/A	N/A	N/A	N/A	N/A
* Number of communities	N/A	N/A	N/A	N/A	N/A
* Number of counties	N/A	N/A	N/A	N/A	N/A
Input Indicators					
* Expenditures (in thousands)	N/A	$2,837.0	N/A	$2,402.0	N/A

Explanatory Information

The Illinois Council on Developmental Disabilities is a federally funded, state agency that develops and implements a Five-Year State Plan so that people with developmental disabilities and their families achieve independence, productivity, community integration and inclusion in all facets of community life. Community life includes the areas of emphasis of Child Care, Recreation, Quality Assurance, Employment, Housing, Health, Education and Early Intervention, Formal/Informal Community Supports and Transportation. The Council does not provide any direct services. The N/A under Fiscal Year 1999, 2000 and 2001 is due to activities that are included under a previous State Plan which the Council was not required to report. The N/A under Fiscal Year 2002 Targets reflects outcome indicators that are in various stages of development.

Guardianship and Advocacy Commission
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Office of State Guardian	$5,924.1	108	$6,336.4	108
Legal Advocacy Service	$1,231.0	19	$1,316.7	19
Human Rights Authority	$538.6	8	$576.0	8
Totals	$7,693.7	135	$8,229.1	135

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

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

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

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

The *OSG* highlights the outcome of serving as the guardian of last resort as stated in the program mission. The percentage of cases successfully deflected from the program shows that more appropriate, alternative sources of guardianship, such as family or close friends, were found. Surveys were also used as a resource to measure the outcome of satisfaction with the Commission's intake function. In most cases, the intake function represents the public's first contact with the Commission. Finally, output measures for the *OSG* reflect and tally program activities.

Office of State Guardian

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

Program Goals: Objectives:

1. The Office of State Guardian (OSG) will ensure the provision of quality guardianship services to adults with disabilities.
   a. The OSG will continue to serve as legal guardian for more than 6,000 persons with disabilities who are unable to make personal or financial decisions.
   b. The OSG will ensure that all wards for whom it acts as plenary guardian of the person shall be visited quarterly, completing over 23,000 visits annually.
   c. The OSG will advocate for its wards through effective guardianship planning, assessment, monitoring, visitation and other case management activities. By the end of each fiscal year, OSG will participate in more than 6,000 care plan reviews which address placement, medical, therapeutic and vocational concerns.
   d. During each fiscal year, OSG will perform approximately 18,000 fiduciary transactions (receipts and disbursements) on behalf of wards' estates.
   e. OSG representatives will be sensitive to consumer needs.
   f. By June 30, 2001, OSG will distribute surveys to measure customer satisfaction of its intake function.
2. The OSG will provide cost effective and comprehensive services.
   a. OSG will conserve state resources by successfully exploring guardianship alternatives for 80% of all intakes and referrals prior to OSG appointment.
   b. During each fiscal year, OSG will ensure that more than 4,000 intakes and referrals are processed efficiently.
   c. The Commission will establish a toll-free intake number to provide greater access to indigent citizens.
   d. OSG will collect fees on wards' estates valued at more than $5,000.
   e. OSG will finalize guidelines for Medicaid reimbursement by September 30, 2000. Guidelines will be implemented by June 30, 2001. Medicaid reimbursement will continue during fiscal year 2002.
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 2001 and thereafter, 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 2001 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 fiscal year 2001 and thereafter, 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 95% of staff will successfully complete and pass the National Guardianship Foundation Registered Guardian exam.
5. The OSG will continue to play a leadership role at the national and state guardianship levels.
   a. OSG will continue to actively participate with the National Guardianship Association (NGA) as board members, training coordinators, and/or attendees at the annual NGA conference.
   b. OSG staff will actively participate with the statewide affiliate of the NGA, the Illinois Guardianship Association (IGA), as board members, officers and local training coordinators.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of cases in which OSG was appointed legal guardian	18 %	12 %	15 %	13 %	12 %
* Percentage of cases in which alternatives to OSG guardianship were located	82 %	88 %	85 %	87 %	88 %
* Percentage of survey respondents who report satisfaction with the Commission's intake process	N/A	100 %	70 %	100 %	70 %
Output Indicators					
* Number of visits completed to wards on a quarterly basis	23,216	23,183	23,500	23,588	23,500
* Number of medical consents given in response to requests from service providers	12,770	13,392	13,000	15,258	13,000
* Number of total Commission intakes	4,623	5,689	6,000	6,124	6,000
* Number of inquiries specifically about guardianship	2,601	3,284	3,300	2,795	3,300
* Number of pending guardianship cases	1,480	1,561	1,500	1,468	1,500
* Total number of wards served	6,064	6,004	6,000	5,804	6,000
* Total number of clients served	10,145	10,849	11,000	10,067	11,000
* Number of care plans reviewed in response to service provider requests	10,027	8,682	6,000	8,613	6,000

Office of State Guardian (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Output Indicators]					
* Number of new temporary appointment petitions filed by outside attorneys appointing OSG	242.0	218.0	200.0	205.0	200.0
* Number of new plenary appointments - petitions filed by outside attorneys appointing OSG	459.0	395.0	390.0	360.0	390.0
* Number of cases closed	766.0	539.0	540.0	581.0	540.0
* Number of after hours on-call consents, inquiries and referrals	5,004	6,387	6,300	7,170	6,300
* Number of supplemental contacts with OSG wards	2,104	1,832	1,800	1,959	1,800
* Number of placement changes in response to ward needs	1,539	1,195	1,100	1,061	1,100
* Number of contacts with wards' family members	985.0	699.0	650.0	572.0	650.0
* Number of fiduciary transactions performed on behalf of wards' estates	19,015	18,580	18,000	17,568	18,000
* Dollar amount of ward transactions (receipts and disbursements)	$8,000,000.00	$7,000,000.00	$6,500,000.00	$6,254,340.00	$6,500,000.00
* Amount of fee collections	$80,600.00	$116,170.00	$120,000.00	$125,150.00	$120,000.00
* Percentage of wards who are Medicaid recipients	96 %	95 %	95 %	95 %	95 %
* Percentage of OSG guardianship representative and managerial staff time spent on Medicaid reimbursable activities	37 %	41 %	40 %	44 %	40 %
* Amount billed to the Health Care Financing Administration	$939,276.80	$1,434,866.00	$1,600,000.00	$1,699,759.00	$1,200,000.000
* Percentage of staff who are certified as registered guardians through the National Guardianship Foundation	96 %	95 %	93 %	95 %	93 %
* Average caseload per caseworker	125.0	132.0	125.0	122.0	80.0
Input Indicators					
* Total number of guardianship representatives	42.5	42.5	45.0	44.5	75.0
* Total number of estate representatives	9.0	9.0	11.0	11.0	11.0
* Total number of intake coordinators	2.0	3.0	3.0	4.0	4.0
* Total number of attorneys	10.0	10.0	10.0	10.0	10.0
* Expenditures (in thousands)	$5,570.3	$5,924.0	$6,336.4	$6,336.4	$7,104.2
Efficiency/Cost-Effectiveness Indicators					
* Cost per client served	$549.00	$546.00	$576.00	$630.00	$646.00

Legal Advocacy Service

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

Program Goals: Objectives:

1. Legal Advocacy Service (LAS) will provide otherwise unavailable legal advocacy for vulnerable Illinois citizens with disabilities.
   a. By June 30, 2001 LAS attorneys will accept court appointments to represent approximately 6,750 individuals with disabilities in trial and appellate courts, providing the vital due process component of the judicial system and ensuring the protection of constitutional and statutory rights.
   b. During fiscal year 2001 LAS will provide sufficient and accurate information to the Office of Fiscal Operations for fee collections in appropriate cases, consistent with newly adopted fee assessment guidelines. LAS will facilitate cost effective representation of individuals with mental disabilities through referral of fee-generating clients whenever possible.
   c. During fiscal year 2001 LAS will maintain a cost per case handled below $200.
2. LAS representation will impact and improve case law to benefit persons with disabilities.
   a. LAS will shape the contours of the law consistent with enhancing the rights of individuals facing involuntary hospitalization and treatment by continuing to pursue issues of merit and legal significance in the trial and appellate courts, taking at least 50% of the cases to which appointed in the appellate courts through to decision in fiscal year 2001.
   b. During fiscal year 2001 LAS staff will identify developing trends to facilitate constructive presentations to courts on behalf of clients and will be made aware of pending appellate arguments and recent decisions through monthly updates.
3. LAS staff will continue to provide quality legal services to persons with mental disabilities.
   a. LAS staff will remain current in mental health law, civil practice and related areas through in-house and professional affiliation training. During fiscal year 2001 LAS will reimburse each attorney up to $200 per year for professional training and affiliation in accordance with bargaining unit contracts.
   b. LAS will continue to evaluate job descriptions that accurately reflect duties and responsibilities of LAS staff to the Office of Human Resources for review.
   c. LAS will comply with all applicable Office of Human Resources standards and procedures for hiring qualified individuals in any interview process undertaken in fiscal year 2001.
   d. By December 31, 2000 LAS will have in place an improved electronic data collection system. LAS will remain as current as possible on information technology necessary to conduct legal research, and will recommend upgrades, programs, equipment and training opportunities to the Office of Information Technology. During fiscal year 2002 the system will be tested, implemented and improved.
   e. By December 31, 2000 LAS will review responses to the survey distributed during fiscal year 2001 to judicial officers in an effort to determine the level of satisfaction with mandated LAS services, and by June 30, 2001 any necessary system changes will be implemented.
4. LAS will provide effective information and referral services.
   a. LAS staff will maintain a current list of, and links with, legal and other service providers.
   b. LAS staff will provide public information to interested groups and individuals about LAS services and availability and the Commission generally, providing information, referral or assistance to at least 1,000 individuals in fiscal year 2001.
   c. LAS staff will refer media inquiries to the Commission Public Information Officer and notify the Public Information Officer of public information opportunities and efforts.
   d. LAS will enhance knowledge of important disabilities rights cases for the general bar through semi-annual updates of the Illinois Guardianship and Advocacy Commission web page.
   e. LAS will empower individuals with mental disabilities in the exercise of self-advocacy by providing information about rights and responsibilities on request, including assistance with and advice regarding advance directives for health care.
5. LAS will actively participate in the legislative process.
   a. LAS will provide advice and assistance to legislators, participating in monthly meetings with legislators or pursuant to committee assignments as requested during each fiscal year.
   b. LAS will monitor legislation impacting the due process rights of persons with disabilities on a weekly basis during the legislative session.
   c. As necessary, LAS will propose legislation in an effort to achieve judicial and legal service delivery economy while protecting the due process rights of the mentally disabled.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of cases referred to higher courts (a)	61 %	62 %	65 %	52 %	50 %
* Percentage of positive responses to LAS satisfaction surveys (b)	N/A	N/A	70 %	100 %	N/A
Output Indicators					
* Total LAS cases handled	7,497	6,178	6,750	7,204	6,680
* Total clients served	8,546	8,241	8,750	8,838	8,500
* Requests for information, referrals or assistance	1,049	2,063	2,000	2,385	1,900
* Total LAS cases pursued through decision	57.0	63.0	60.0	50.0	45.0
* Total appellate cases handled	93.0	101.0	93.0	95.0	90.0
Input Indicators					
* Headcount	18.0	19.0	19.0	18.0	19.0
* Expenditures (in thousands)	$1,157.5	$1,231.0	$1,316.7	$1,316.7	$1,466.7

Legal Advocacy Service (Concluded)					
	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Efficiency/Cost-Effectiveness Indicators					
* Cost per case handled	$154.00	$199.00	$195.00	$183.00	$220.00
* Cost per client served	$135.00	$149.00	$150.00	$150.00	$173.00
External Benchmarks					
* Private sector cost for equivalent service hours (c)	$3,523,500.00	$5,578,875.00	$5.578.875.00	$5.285.300.00	$5.578.875.00
* Average savings to the State of Illinois by LAS case (d)	$350.00	$701.00	$630.00	$550.00	$620.00
Total savings to the State of Illinois (e)	$2,400,000.00	$4,300,000.00	$4,200,000.00	$4,000,000.00	$4,100,000.00

Footnotes

(a) This outcome indicator represents the percentage of all LAS cases referred to higher courts. In FY 99, LAS met 87% of its target goal of 70%; in FY 00, LAS met 89% of its goal of 65%, and in FY 01, LAS met 80% of its target goal of 65%

(b) Surveys were sent to judges and private attorneys. Surveys will be distributed every two years.

(c) Private sector average cost by case: Average number of LAS hours per case x $100 for fiscal year 1999 and $150 for fiscal year 2000 = average private sector cost per case.
Average private sector cost per case - average LAS cost per case = savings to the State by case.

(d) Savings to the state by case: Budget/total LAS cases handled = average cost per case.
Total LAS hours/total LAS cases handled = average number of LAS hours by case.

(e) Total savings to the State is figured by subtracting the LAS budget from estimated private sector expenses for equivalent staff hours. Private sector expenses are figured by multiplying the number of LAS staff hours by $100 for fiscal year 1999 and $150 for fiscal year 2000.

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. By June 30, 2001, the HRA will handle 425 cases of alleged rights violations committed against persons with disabilities.
   b. The HRA will continue to meet its mandates, complete all required paperwork and maintain a file for each HRA case.
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, 2001, 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 2001.
   b. During fiscal year 2001, service providers will comply with at least 80% of the recommendations issued.
   c. For unsubstantiated findings, the HRA will issue suggestions for improvement when appropriate. At least 110 suggestions will be issued by June 30, 2001.
3. The HRA will foster a resolution process that focuses on negotiated solutions rather than confrontation.
   a. Only 4% of HRA cases will be sent to the Commission to consider enforcement referrals for recommendations not implemented by service providers.
   b. At case closure, a survey will be sent to each service provider investigated to measure perceptions of the HRA investigative process. At least 70% of survey respondents will report that the HRA investigation was a cooperative process between the HRA and the service provider.
   c. At least 40% of survey respondents will report that they learned more about laws that impact persons with disabilities as a result of the HRA investigation.
4. The HRA will build a consensus with its customers, while advocating on their behalf, that rights issues are adequately addressed.
   a. By June 30, 2001, at least 8,200 persons with disabilities will benefit from the HRA recommendations.
   b. At the closure of each case, a survey will be sent to complainants measuring satisfaction with the investigation. At least 40% of respondents will report that they learned more about their rights as a result of the HRA.
   c. At least 70% of complainants who respond to surveys will report that they would contact the HRA with future concerns of rights violations, if needed.
5. The HRA will deliver quality services by utilizing staff and members who are knowledgeable about disability rights and issues.
   a. During fiscal year 2001, at least two training sessions will be offered to HRA staff.
   b. During fiscal year 2001, annual training will be offered to HRA members.
6. The HRA will conduct continuous reviews of its effectiveness.
   a. On a quarterly basis, surveys to service providers and complainants will be reviewed for the purpose of program evaluation.
   b. Annual results of surveys sent to service providers and complainants will be compiled, reviewed and shared with Commissioners as part of the program's evaluation.
   c. As part of the employee evaluation process, program supervisors will audit at least 20% of program files to ensure compliance with HRA mandates.
   d. Program staff will work with the internal auditor to improve practices. At least 90% of the internal auditor's recommendations will be implemented.
7. The HRA will conduct continuous reviews of its efficiency.
   a. The regional HRAs will recruit and maintain panels of 9 HRA members (81 total HRA 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. The remaining six members will be consumers, family members and interested citizens.
   b. HRA 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.
   c. HRA members will contribute at least 4,000 hours to the HRA during fiscal year 2001.
   d. An HRA coordinator will be assigned to each regional HRA to provide support to HRA members.
   e. During fiscal year 2001, the Commission will meet at least four times to consider HRA member appointments, re-appointments, and other HRA enforcement items.
8. 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. The HRA will continue to send press releases about the HRA to the media during Fiscal Year 2001.
   c. By June 30, 2001, each region will have pursued at least 6 public awareness activities.
   d. During fiscal year 2001, regions will make contacts with state legislators to inform them of the HRA's purpose.
   e. Regional HRAs will handle at least 300 inquiries about the HRA and disability rights issues through the Commission intake system.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of HRA recommendations accepted and implemented by service providers investigated	82 %	91 %	82 %	96 %	82 %
* Percentage of service providers who responded in surveys that the HRA process is a cooperative process	73 %	83 %	75 %	81 %	75 %

Human Rights Authority (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Outcome Indicators]					
* Percentage of service providers who responded in surveys that they learned more about disability laws as a result of the HRA process	57 %	46 %	40 %	63 %	40 %
* Percentage of complainants who responded in surveys that they would contact the HRA again for assistance with rights issues	83 %	86 %	80 %	67 %	70 %
* Percentage of complainants who responded in surveys that the HRA helped them to understand more about disability rights	57 %	43 %	50 %	60 %	50 %
Output Indicators					
* Number of information and referral inquiries the HRA handled	190.0	381.0	300.0	362.0	300.0
* Number of HRA cases handled	398.0	459.0	425.0	518.0	450.0
* Number of recommendations for improvement issued to service providers for substantiated findings	208.0	235.0	200.0	135.0	200.0
* Number of recommendations accepted and implemented by service providers	170.0	215.0	164.0	130.0	164.0
* Number of suggestions issued for unsubstantiated findings	N/A	117.0	110.0	120.0	120.0
* Percentage of cases sent for enforcement as a result of noncompliance with HRA recommendations (a)	3 %	3 %	4 %	0.5 %	4 %
* Number of persons with disabilities benefiting from HRA recommendations	6,881	10,890	8,200	8,655	9,000
Input Indicators					
* Headcount	8.0	8.0	8.0	8.0	8.0
* Number of volunteer hours HRA members contribute to the HRA	3,839	4,601	4,000	4,296	4,000
* Expenditures (in thousands)	$506.3	$538.6	$576.0	$576.0	$595.8
Efficiency/Cost-Effectiveness Indicators					
* Cost per recipient benefited (b)	$74.0	$49.0	$70.0	$67.0	$66.0
* Cost per case handled (c)	$1,272.00	$1,173.00	$1,360.00	$1,100.00	$1,324.00

Footnotes

(a) Goal is 4% or less.

(b) Goal is $71 or less.

(c) Goal is $1,384 or less.

Human Services
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Developmental Disabilities Community	$777,022.7	0	$854,978.9	0
Child Care	$544,857.9	56	$655,187.4	65
Community Health	$375,295.8	237	$400,373.0	241
Mental Health Community	$302,665.7	0	$326,973.6	0
Income Assistance	$378,068.9	0	$319,389.9	0
Developmental Disabilities Facilities	$286,957.0	5,846	$301,651.5	5,782
Community Field Operations	$294,126.3	5,390	$289,597.7	5,282
Mental Health Facilities	$246,902.7	4,152	$257,333.3	4,165
Addiction Treatment	$177,567.3	0	$205,464.7	0
Home Services Program	$166,734.4	112	$197,985.9	106
Community Youth Services	$131,921.4	10	$159,991.4	10
Employment & Social Services	$113,786.8	188	$135,904.6	189
Administratiive & Program Support	$86,398.7	892	$104,399.4	891
Rehabilitation Services Bureaus	$108,897.5	596	$101,105.7	584
Management Information Systems	$58,680.6	385	$59,447.2	344
Disability Determination Services	$55,901.7	563	$55,713.1	551
Developmental & Behavioral Health Prog & Admin Support	$44,399.4	340	$45,449.2	330
Children's Residential & Educational Services	$26,532.0	483	$28,201.4	479
Addiction Prevention	$22,821.5	0	$23,313.4	0
Treatment & Detention Program	$7,789.3	103	$10,990.4	138
Refugee Social Services Program	$8,247.5	5	$8,365.3	4
Independent Living Centers	$5,539.9	0	$6,417.1	0
Juvenile Justice Program	$8,243.5	6	$5,157.9	7
Blind Rehabilitation Services	$4,636.7	123	$4,394.4	116
FY00 Add-ons	$712.9	0	$0.0	0
Totals	$4,234,708.1	19,487	$4,557,786.4	19,284

Mission and Organization

Created by HB 2632 in July 1996, the Department of Human Services (DHS) performs most of the functions formerly performed by six different human services agencies. The intent of HB 2632 was to eliminate the fragmentation that existed in the delivery of human services which, in turn, often lead to inefficiencies in the use of public resources. DHS is the largest state agency with more than 21,000 employees and 200 locations throughout the state.

DHS integrated this broad array of programs into four broad programmatic divisions: Community Health and Prevention, Community Operations, Mental Health and Developmental Disabilities, and Transitional Services. These four programmatic divisions are collectively supported by the Bureau of Administrative Services which provides financial, management information, personnel, labor relations, contracting and business services.

The DHS Division of Community Operations is responsible for administering the state's implementation of the federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), often referred to as "welfare reform." Prior to the implementation of PRWORA, Community Operations had focused its efforts on income maintenance. However, PRWORA's focus is self-sufficiency and independence. Community Operations embraced this new philosophy and redirected its resources and efforts toward fostering self-sufficiency for its clients. DHS local offices are no longer just "welfare" offices but rather a "one stop shop" for an integrated, comprehensive array of services designed to aggressively promote self-sufficiency and independence. The results have exceeded even the most optimistic predictions for the program. Illinois has been ranked as one of the top five states in welfare reform, and its accomplishments in this area have been recognized by the federal Department of Health and Human Services which has awarded DHS more than $38.3 million in high performance bonuses.

Recognizing the success of its performance-oriented approach to welfare reform, DHS has extended performance management throughout the agency. This process consists of establishing goals and objectives throughout the agency,

establishing targets for each of the key business processes, and measuring performance relative to each target. When a particular business process demonstrates exceptional success, every effort is made to replicate the critical elements of that process to other business processes in the agency. Similarly, business processes which demonstrate less successful outcomes are carefully reviewed in order to identify those elements which are hindering more positive outcomes.

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 which encourage active participation in life choices...at home, at school, at work and in recreational activities in their community.
   a. By June 30, 2001, identify individuals living in State-Operated Developmental Centers (SODC's) who would be more appropriately served in community settings, and offer them the option of community residential alternatives reducing the statewide SODC census from 3,222 to 3,142.
   b. By June 30, 2001, implement the new Supported Living Services program as an in-home alternative to Intermediate Care Facility for persons with Mental Retardation(ICF/MR) services.
2. Improve on an ongoing basis the quality of services and supports provided.
   a. By June 30, 2001, improve statewide staffing ratios at SODC's from 1.8 to 1.9, moving the staffing ratio to 77% of the May 1998 national average (2.46).
   b. By June 30, 2001, develop and implement a consumer satisfaction survey.
   c. By September 1, 2000, add the names of qualified direct service providers to a central registry.
   d. By September 1, 2000, add the names of Qualified Mental Retardation Professional (QMRP's) to a central database.
3. Provide service and supports in safe environments.
   a. By June 30, 2001, assess the causes of employee injuries.
   b. By June 30, 2001, assess the cause of injuries to people served in SODC's.
   c. By June 30, 2001, reduce by 10% the number of Health Care Finance Administration (HCFA) client protection deficiencies cited.

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

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of closed Office of Inspector General investigations that ended in substantiated cases of abuse or neglect in SODC's	14.5 %	11 %	N/A	N/A	N/A
* Percent of community provider monitoring visits with acceptable outcomes (a)	N/A	100 %	100 %	100 %	100 %
* Percent of community provider substantiated cases of abuse or neglect	31 %	N/A	26 %	N/A	25 %
* Percent reduction in end of year census in large state Mental Retardation/Developmental Disabilities (MR/DD) facilities	2 %	3 %	0 %	1 %	3 %
* Percent of individuals readmitted to a SODC within 12 months of discharge	26.2 %	18 %	20 %	24 %	20 %
External Benchmarks					
* 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 %
Output Indicators					
* Number of clients provided molded seating systems (b)	N/A	22.0	38.0	25.0	100.0
* Number of individuals enrolled in the home-based support program	549.0	995.0	N/A	1,060	1,125
* Number of individuals served in waiver settings (c)	7,157	7,031	8,153	7,670	7,920
* Number of individuals served in private ICFs/MR (including Skilled Nursing Facility/Pediatrics (SNF/Peds))	7,380	7,119	7,045	6,964	6,889
* Number of individuals served in SODC's	3,302	3,192	3,142	3,151	3,042
Input Indicators					
* DD Grants - all funds spending (in thousands)	$747,600.0	$777,022.7	$832,700.0	$854,979.0	$885,039.5
* DD facility spending (in thousands)	$274,300.0	$286,957.0	$298,300.0	$301,651.5	$321,018.9
* Developmental disability facility personnel	5,966	5,846	6,011	5,782	5,947
Efficiency/Cost-Effectiveness Indicators					
* Cost effectiveness comparison with ICF/MR. (d)	52.37 %	42.04 %	50 %	N/A	50 %
* Maintain average statewide overtime at 8% or lower.	N/A	N/A	8 %	8 %	8 %
* Average length of stay in SODC's (in years)	N/A	16.0	16.0	17.1	16.0

Developmental Disabilities Community & Facility Services (Concluded)

External Benchmarks	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
* Medicaid Claiming Rate (e)	292.7	292.9	292.9	292.9	N/A
* Staff to resident ratio (#:1) (f)	1.8	1.9	1.9	1.9	2.0

Footnotes

(a) An acceptable outcome means no finding.
(b) Molded seating is any sort of aids or appliances to help the individual.
(c) The waiver is an agreement which allows the State of Illinois to be reimbursed through the Medicaid program for covered services provided.
(d) Average per capita cost for ICFs/MR was $51,485 in fiscal year 2000. The average for community settings funded by CMS was $21,649. (Year 2000 data was obtained from the 372 initial report, final report available in November 2001.) Fiscal year 2001 data is not yet available. These statistics are monitored by Central Management Services.
(e) The Medicaid Claiming Rate represents the daily average of the 11 SODC's.
(f) It is an Office of Developmental Disabilities goal to improve quality of services by increasing the staff to resident ratio; therefore, the per diem cost and staff ratio is expected to rise.

Vocational Rehabilitation

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

Program Goals: Objectives:

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

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

Statutory Authority: 20 ILCS 2405

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Persons in supported employment (a)	1,285	1,441	1,585	3,019	3,321
* Persons successfully employed	6,296	6,537	7,844	7,832	9,015
* Persons competitively employed (b)	N/A	5,162	6,497	6,758	8,533
* Rehabilitation Rate (success rate) (c)	65.9 %	55.3 %	65 %	67.2 %	68 %
Output Indicators					
* New applications taken	15,941	17,011	20,413	17,931	18,828
* New service plans developed	10,912	11,142	13,928	11,443	12,587
Input Indicators					
* General Revenue Fund Grants spending (in thousands)	$14,500.0	$15,400.0	N/A	$17,200.0	$17,700.0
* Illinois Veterans' Grant Rehabilitation Fund (in thousands)	$2,400.0	$2,400.0	N/A	$2,400.0	$2,400.0
* Operations spending - all funds (in thousands)	$40,100.0	$43,635.7	N/A	$45,641.9	$52,437.2
* Headcount	666.0	596.0	N/A	584.0	666.0
* Vocational Rehabilitation Fund spending (in thousands)	$45,300.0	$55,900.0	N/A	$45,100.0	$68,900.0
Efficiency/Cost-Effectiveness Indicators					
* Average lifetime cost per rehabilitation	$3,573.00	$3,736.00	$3,750.00	$3,766.00	$3,880.00

Footnotes

(a) Supported employment is a program in which individuals with the most severe disabilities received on-the-job assistance from a paid worker in order to begin employment. This assistance is gradually reduced as the worker's skills and experience increase. In many cases, ongoing supports are provided by co-workers who are trained to assist the person.
(b) Competitive employment means work in the competitive labor market at or above the minimum wage.
(c) The rehabilitation rate (or success rate) is the percentage of individuals whose cases are closed after having received services and who are successfully employed. For the current quarter, the ORS rehabilitation rate is around 62 percent. This means that two out of three individuals who received services and had their cases closed during that time were successfully employed.

Child Care

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

Program Goals: Objectives:

1. To provide low income families access to affordable, quality child care while they are working or participating in approved education/training activity.
   a. By June 30, 2001, increase the current number of children receiving child care subsidy to 218,000.
2. To ensure that children are cared for in a safe and healthy environment that supports their overall development.
   a. By June 30, 2001, promote quality care by providing wage bonuses to 1,000 child care workers that stay in their jobs and receive training or education beyond their required licensing standards.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of families eligible for child care services served	100 %	100 %	100 %	100 %	100 %
* Number of parents accessing Child Care Resource and Referral (CCR&R) services (a)	N/A	N/A	N/A	N/A	40,000
* Number of wage bonuses provided to child care workers (a)	N/A	N/A	N/A	N/A	2,800
Output Indicators					
* Number of cases/families served - avg. month	77,000	95,000	109,000	99,000	110,500
* Number of children served - avg. month	154,000	189,000	218,000	198,000	221,000
Input Indicators					
* Headcount	61.0	56.0	71.0	65.0	71.0
* Expenditures (in thousands)	$448,100.0	$544,857.9	$664,100.0	$655,187.4	$681,200.0
Efficiency/Cost-Effectiveness Indicators					
* Average cost per case/family - avg. month	$440.00	$461.0	$464.0	$475.0	$468.0
* Average cost per child - avg. month	$217.00	$440.0	$232.0	$238.0	$234.0

Explanatory Information

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

Footnotes

(a) New indicator for which data was not available at time of report.

Women, Infants and Children

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

Program Goals: Objectives:

1. Reduce infant mortality and morbidity.
   a. By June 30, 2001, increase the proportion of pregnant women in Women, Infants and Children (WIC) who start prenatal care in the first trimester from 68% to 75%.
   b. By June 30, 2001, increase the percentage of post-partum clients breast-feeding from 39.5% to 43.0%.
2. Reduce child mortality and morbidity.
   c. By June 30, 2001, increase percentage of post-partum women breast-feeding from 39.5% to 43.0%.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Reductions in infant mortality rate per 1,000 births (a)	N/A	N/A	7.0	N/A	7.0
* Very low birth weight rate (b)	N/A	N/A	1.0 %	N/A	1.4 %
* Proportion of clients receiving prenatal care in the first trimester (WIC only)	N/A	75.5 %	N/A	74.8 %	N/A
* Proportion of clients receiving prenatal care in the first trimester - (WIC) and Family Case Management (FCM)	67.3 %	72.8 %	75 %	72.5 %	N/A
* Proportion of post-partum clients breast-feeding	39.5 %	42.5 %	43 %	44.6 %	42.5 %
Output Indicators					
* Number of WIC participants' births	N/A	N/A	N/A	N/A	N/A
* Number of food coupons issued (WIC)	9,502,940	9,500,000	9,500,000	11,600,000	11,600,000
* Number of WIC participants	N/A	470,000	475,000	470,657	470,000
Input Indicators					
* Headcount	45.0	46.5	N/A	56.7	60.0
* Federal Grant (in thousands)	$187,600.0	$202,900.0	N/A	$210,000.0	$217,900.0
Efficiency/Cost-Effectiveness Indicators					
* Dollars saved in medical care by providing prenatal care (in thousands) (FCM & WIC) (c)	$142.8	N/A	N/A	N/A	N/A

Footnotes

(a) Infant Mortality Rate: WIC & FCM = 7.2/1000 - Calendar Year (CY) 98

(b) Very Low Birth Weight (VLBW): WIC & FCM = 1.3% = CY99

(c) $142.8 million saved in fiscal year 1999 Medicaid costs if those births receiving WIC and Family Case Management had experienced the same VLBW rate as Medicaid births receiving neither service (1.3% vs. 4.3%), meaning 1,356 more VLBW births at $105,293 per VLBW birth.

Family Case Management

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

Program Goals: Objectives:

1. Reduce infant mortality and morbidity.
   a. By June 30, 2001, increase to 75% the proportion of pregnant women in Family Case Management (FCM) who receive prenatal care in the first trimester.
2. Reduce child mortality and morbidity.
   b. By June 30, 2001, increase the percentage of 0-2 year olds who are fully immunized to 90%.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Proportion of clients receiving prenatal care in the first trimester (FCM only)	N/A	61.8 %	75 %	60.8 %	N/A
* Proportion of clients receiving prenatal care in the first trimester (FCM)and Women, Infants and Children (WIC)	67.3 %	72.8 %	75 %	72.5 %	N/A
* Reductions in infant mortality rate per 1,000 births (a)	N/A	N/A	7.0	N/A	7.0
* Reductions in very low birth weight rate (b)	N/A	N/A	1 %	N/A	1.4 %
Output Indicators					
* Number of pregnant women and infants enrolled in FCM	223,548	230,000	231,000	233,906	230,000
* Number of FCM births	N/A	N/A	N/A	N/A	N/A
* Number of 0-2 year olds who received immunizations (c)	N/A	103,312	N/A	110,164	N/A
Input Indicators					
* Headcount	14.5	14.5	14.5	14.5	14.5
* Infant Mortality Rate Initiative (IMRI)/FCM indigent (in thousands)	$17,300.0	$17,300.0	$17,400.0	$17,300.0	$17,400.0
* Infant Mortality Rate Initiative (IMRI)/FCM Medicaid (in thousands)	$28,600.0	$28,600.0	$28,600.0	$28,600.0	$28,600.0
* General Revenue Fund (in thousands)	$45,900.0	$45,900.0	$46,000.0	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Dollars saved in medical care by providing prenatal care (FCM & WIC) (in thousands) (d)	$142.8	N/A	N/A	N/A	N/A

Explanatory Information

Family Case Managemnet is a state program that offers services for medical issues.
Women, Infants and Children is a federally mandated nutrition program.

Footnotes

(a) Infant Mortality Rate: FCM & WIC = 7.2/1,000 ('98)
(b) Very Low Birth Weight (VLBW): FCM & WIC = 1.2% ('96)
(c) Target will be established at a later date.
(d) $142.8 million saved in fiscal year 1999 Medicaid costs if those births receiving WIC & FCM had experienced the same VLBW rate as Medicaid births receiving neither service (1.3% vs. 4.3%) meaning 1,356 more VLBW births at $105,293 per VLBW birth.

Early Intervention

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. Decrease the manifestation of developmental delay among 0-3 year olds.
   a. By June 30, 2001, increase to 15% the percentage of clients receiving Individualized Family Service Plan (IFSP) prior to 1st birthday.
   b. By June 30, 2001, 100% of eligible families identified will receive an IFSP.

Source of Funds: General Revenue Fund, Early Intervention Services Revolving Fund, DHS Federal Projects Fund ***Statutory Authority:*** 20 USC 1431-1445;325 ILCS 20/1

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of clients receiving IFSP prior to first birthday	14.3 %	24.3 %	30 %	31.2 %	30 %
Output Indicators					
* Number of IFSP developed	7,294	9,576	9,600	12,558	12,000
Input Indicators					
* Headcount	9.0	15.0	12.0	10.1	3.0
* GRF Grant (in thousands)	$29,200.0	$29,200.0	$35,700.0	$45,700.0	N/A
* Federal Grant (in thousands)	$27,400.0	$27,400.0	$28,000.0	$16,400.0	N/A
* Revolving Fund (in thousands)	$19,300.0	$34,600.0	$50,000.0	$53,600.0	N/A

Mental Health Community & Facility Services

Mission Statement: To help maximize community support 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, 2001, ensure that the state-operated hospitals continue to provide hospitalization services through provision of 663,748 days of care for the fiscal year.
   b. By June 30, 2001, ensure that the DHS/OMH (Department of Human Services - Office of Mental Health) funded community mental health system continues to provide ongoing community-based mental health services, as evidenced by registration of at least 140,000 individuals for services.
   c. By June 30, 2001, for all individuals admitted, the continuity of care between State Hospital and community services will be maintained as reflected by a re-admission rate within 30 days of discharge of less than or equal to 12.5%.
   d. By June 30, 2001, at least 90% of all adults presenting for admission to a State Hospital will receive a pre-admission screening (from a DHS/OMH-funded community provider) for consideration of less restrictive community service alternatives prior to admission.
2. Improve the appropriateness and effectiveness of clinical interventions to match the changing needs of clients.
   a. By June 30, 2001, ensure that 85% of individuals being prescribed antipsychotic medications have received a trial on new generation antipsychotic medications, which complies with the evidence-based service model as cited in "Mental Health: A Report of the Surgeon General" Department of Health and Human Services (DHHS), US Public Health Service.

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

Statutory Authority: 20 ILCS 1705, et. al.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of re-admissions to state hospitals within 30 days of discharge	12.37 %	11.6 %	12.5 %	10.12 %	11 %
* Percent of presentations to state hospitals that receive a pre-admission screening for less restrictive alternatives prior to admission	91.5 %	92.65 %	90 %	97 %	93 %
* Percent of individuals on antipsychotics treated with new generation antipsychotic drugs	N/A	N/A	85 %	77 %	85 %
Output Indicators					
* Number of individuals served in DHS/OMH grant funded community-based mental health programs	136,168	142,547	140,000	156,026	140,000
* Number of inpatient bed days in state hospitals	658,754	681,893	663,748	620,533	670,000
* Number of individuals discharged from state hospitals	9,349	9,544	9,650	9,904	9,650
Input Indicators					
* All funds spending - MH Community (in thousands)	$277,400.0	$302,665.7	$312,600.0	$326,973.6	$318,852.1
* All funds spending - MH Facilities (in thousands)	$239,600.0	$246,902.7	$266,300.0	$257,333.3	$278,615.4
* State hospital personnel	4,495	4,152	4,442	4,165	4,390
Efficiency/Cost-Effectiveness Indicators					
* Cost per unduplicted persons served in DHS/OMH grant funded community-based mental health programs	$2,039.00	$2,190.00	$2,468.00	$2,011.00	$2,100.00
* Patient annual average cost in OMH State Hospitals	$139,298.00	$138,802.00	$142,000.00	$154,480.00	$146,000.00

Welfare to Work

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

Program Goals: Objectives:

1. Help families and individuals help themselves by increasing their ability to meet their responsibilities and consequently achieve self-sufficiency.
   a. By June 30, 2001, Illinois DHS will have canceled a monthly average of 6.0% of the Available-to-Work (ATW) caseload due to earnings.
   b. By June 30, 2001, only 4.8% of the Temporary Assistance for Needy Families(TANF) ATW caseload with earnings will stop employment.
   c. By June 30, 2002, 83.4% of the TANF ATW cases with a counter of 24-35 months will be working or in any activity.
   d. By June 30, 2002, 62.5% of the TANF ATW cases with a counter of 36-47 months will be working 30 hours or more.
   e. By June 30, 2002, 74.0% of the TANF ATW cases with children under age one will be working and/or in any activity.
   f. By June 30, 2001, 83.0% of customers will not return to assistance 24 months after cancellation due to earnings.
2. Meet the Federal work participation rate requirements.
   a. By September 30, 2000, Illinois DHS will surpass the Federal Fiscal Year 2001 Federal Work Participation Rate of 45% of all families with one adult working or in work-related activities 30 hours per week.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Average monthly percentage of the Temporary Assistance to Needy Families (TANF) ATW caseload (csld.) canceled due to earnings	4.3 %	4.9 %	6 %	5.2 %	5.4 %
* Average percentage of TANF earnings cases with stopped employment	7.5 %	6.4 %	4.8 %	5.8 %	6 %
* Average percentage of TANF ATW cases with a counter of 24-35 months working or in any activity (a)	N/A	N/A	N/A	78.7 %	83.4 %
* Average percentage of TANF ATW cases with a counter of 36-47 months working 30 hours or more (a)	N/A	N/A	N/A	57.5 %	62.5 %
* Average percentage of TANF ATW cases with children under age one, working and/or in any activity (a)	N/A	N/A	N/A	69.2 %	74 %
* Average percentage of the TANF ATW csld. meeting the Federal Work Requirement for all families	60 %	60 %	60 %	67.3 %	60 %
* Average percentage of TANF families not returning to assistance within 24 months of cancellation due to earnings	73.7 %	78.9 %	83 %	85.9 %	88.5 %
External Benchmarks					
* Federal Work Requirement (all families)	35 %	40 %	45 %	45 %	50 %
Output Indicators					
* Total number of customers canceled due to earnings	53,929	40,865	35,000	28,924	16,700
* Total number of TANF earnings cases whose employment stopped	37,908	24,691	13,248	14,838	11,653
* Average number of TANF ATW cases with a counter of 24-35 months working or in any activity	N/A	N/A	N/A	7,810	5,700
* Average number of TANF ATW cases with a counter of 36-47 months working 30 hours or more	N/A	N/A	N/A	1,259	920.0
* Average number of TANF ATW cases with children under age one, working and/or in any activity	N/A	N/A	N/A	6,996	5,100
* Average number of TANF families engaged (each month) (Fed. Participation Rate) (b)	76,371	53,776	33,358	25,500	18,500
* Total number of TANF customers returning to assistance within 24 months of cancellation due to earnings	8,771	8,543	N/A	5,923	N/A
* Average monthly TANF ATW csld.	103,330	69,044	N/A	46,249	N/A
* Total average monthly TANF csld.	135,704	97,079	N/A	72,279	N/A
Input Indicators					
* Expenditures (in thousands)	$60,100.0	$49,700.0	$45,200.0	$28,600.0	$22,400.0
* Hours expended on interaction with clients	1,513,080	1,167,264	1,177,344	711,936	603,936
* Number of direct service TANF personnel (excluding intake)	1,401	1,158	1,022	618.0	466.0

Welfare to Work (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Efficiency/Cost-Effectiveness Indicators					
* Cost per TANF client who entered employment (Estimate of 80% of total number of clients who obtained employment as a result of Local Office influence and intervention)	$636.00	$790.00	$1,027.00	$785.00	$768.00
* Time expended on clients who entered employment (in hours)	12.8	14.8	21.4	19.5	20.7
* 2 year projected TANF Grant savings ratio ($:1) (c)	$4.2	$4.2	$4.1	$5.1	$3.7
* Workload Index (d)	268.4	N/A	N/A	303.7	N/A

Explanatory Information

A "counter" is considered to be the five-year TANF limit for assistance.

Footnotes

(a) These targets were established in fiscal year 2002 and were not in place in fiscal year 2001.

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

(c) Fiscal year 1999 actual: Projected savings are $252,784,560 and labor costs are $60,138,000; the ratio is $4.20:1. Fiscal year 2000 actual: Projected savings are $209,206,224 and labor costs are $49,700,000; the ratio is $4.21:1. Fiscal year 2001 actual: Projected savings are $145,668,000 and the labor costs are $28,600,000; the ratio is $5.09:1. Fiscal year 2002 target: Projected savings are $82,295,040 and labor costs are $22,400,000; the ratio is $3.67:1. Assumption: 80 percent of clients who entered employment were a result of Local Office Intervention. Projected savings calculation:
(Total number of cases canceled due to earnings
x 24 months
x Non-recidivism rate
x Average grant amount)
x 24 months

(d) The Workload Index equals the total number of cases for all categories plus the total number of applications received for all categories divided by the number of on-board Human Service Casework staff.

Medicaid and Food Stamps

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

Program Goals: Objectives:

1. People moving from Welfare to Work will receive the supportive services needed for successful transition.
   a. By June 30, 2001, 90% of the individuals making the transition from welfare to work will receive the necessary supportive services.
2. People medically indigent will be timely qualified for medical benefits.
   a. By June 30, 2001, 98% of eligible applicants will receive a medical card within 45 days of application for KidCare assistance for applications processed by agency local office staff.
   b. By June 30, 2001, 93% of eligible applicants will receive a medical card within 45 days of application for aged assistance.
   c. By June 30, 2001, 93% of eligible applicants will receive a medical card within 60 days of application for blind and disabled assistance.
3. 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, 2001, reduce the State Food Stamp error rate to the national error rate of approximately 9.89%.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of Temporary Assistance to Needy Families (TANF) cases canceled due to earnings but approved for continued medical benefits	82.7 %	80.2 %	90 %	86.5 %	90 %
* Timely local office disposition of KidCare Assist applications (refer to Goal 2 Obj. a)	95.7 %	97.5 %	98 %	96.8 %	98 %
* Timely disposition of Medical Assistance No Grant (MANG) --Aid to the Aged, Blind and Disabled (AABD) applications (refer to Goal 2 Obj. b & c)	93.5 %	89.9 %	93 %	85.2 %	93 %
* Federal Q.C. Payment Error Rate (FFY) (a)	14.79 %	9.26 %	9.89 %	9.22 %	9 %
Output Indicators					
* Total number of TANF Available to Work (ATW) cases with a medical extension	44,581	33,570	30,000	25,987	18,700
* Total number of KidCare Assist applications disposed timely (refer to Goal 2, Obj. a)	179,691	146,250	152,000	136,410	122,800
Total number of KidCare Assist applications approved	118,134	105,205	106,000	98,316	90,100
* Total number of MANG AABD applications disposed timely (refer to Goal 2, Obj. b & c)	119,829	116,901	117,000	116,275	116,600

Medicaid and Food Stamps (Concluded)					
[Output Indicators]	*Fiscal Year 1999 Actual*	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
* Total number of MANG AABD applications approved	52,938	53,879	53,800	55,972	55,000
Input Indicators					
* Number of direct service personnel-intake processing (full-time equivalent)	238.4	209.0	214.0	201.0	191.0
* Hours expended processing applications	329,472	289,466	295,900	277,954	263,340
* Expenditures (in thousands)	$9,900.0	$9,000.0	$9,500.0	$9,300.0	$9,200.0
Efficiency/Cost-Effectiveness Indicators					
* Workload Index (b)	268.4	275.1	N/A	303.7	N/A

Footnotes

(a) The food stamp error rate is what the federal government uses to measure a state's performance in correctly issuing food stamp benefits - the level of incorrect payment dollars divided by the total amount of food stamp dollars issued. Data from 10/00-5/01

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

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 (a).

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, 2001, increase intervention case openings by 15% for those aged 12 through 17. (From 851 to 979)
   b. By June 30, 2001, increase intervention case openings by 10% for those aged 18 and above. (From 2,362 to 2,598)
   c. By June 30, 2001, provide treatment services for a minimum of 65,000 individuals. (110,000 program admissions)
   d. By June 30, 2001, provide child care services for 300 children whose mothers are in treatment.
   e. By June 30, 2001, provide assessment and case coordination services to 4,000 individuals through treatment alternatives for special clients.
   f. By June 30, 2001, provide treatment services to 800 individuals in community corrections settings.
   g. By June 30, 2001, provide intervention and treatment services to an additional 900 youth between the ages of 12 and 17. (From 9,104 to 10,004)
2. Provide a Comprehensive Strategy - Evaluate the needs of Illinois citizens by geographic area and population group. Implement knowledge/research based prevention, intervention and treatment services and support strong appropriate community knowledge, lea
   a. By June 30, 2001, transition 50% of current community substance abuse prevention programs to knowledge/research based services. (From 0 to 50%)
   b. By June 15, 2001, evaluate the distribution of current treatment services by time and distance, and by percent of need currently met. Identify the top 10% of areas and populations of greatest unmet need and produce one report.
   c. By June 30, 2001, increase the number of Medicaid eligible publicly supported programs with Medicaid certification to 75%.
   d. By June 30, 2001, increase availability of community intervention activities from 0% to 2% of available services.
3. Coordinate a Strategy - Develop, enhance and maintain joint projects/efforts with other units of state, federal and local government, public and private health care, and other interested parties.
   a. By June 15, 2001, evaluate effectiveness of services within the OASA/Department of Children and Family Services (DCFS) initiative and produce one evaluation report. 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
   b. By June 30, 2001, evaluate the efficiency and efficacy of collocated assessment and referral services in 62 local offices (Community Operations/Transitional Services) and produce one report. Develop and maintain mobile paperless reporting system. Analyze data and make systems modifications as appropriate.
   c. By June 30, 2001, review evaluation data for joint OASA/OMH (Office of Alcoholism Substance Abuse/Office of Mental Health)service initiatives and produce one report. Complete the local consortia strategic planning process (to standardize assessment and placement). Hold one MISA (Mental Illness Substance Abuse) conference.
   d. By June 30, 2001, complete and distribute one probationer and one incarcerated youth needs assessment study. Complete one study of probationer utilization of OASA supported services.
4. Maximize Current Resources - Evaluate the current services system to maximize positive outcomes for individuals, families and communities.
   a. By June 1, 2001, modify ten data elements in DARTS data systems to capture change in patient function from opening to discharge.
   b. By June 30, 2001, use benchmarked fiscal year 2000 data to develop one plan for systems changes to affect patient outcomes.
   c. By June 30, 2001, complete and distribute findings from one OASA supported patient follow up/outcome study. Utilize findings to enhance Illinois Best Practices. Post findings as appropriate on OASA web page.
   d. By June 30, 2001, complete analysis of one web-based reporting and client outcomes system for utilization as a comprehensive provider evaluation and patient outcomes tracking system.
   e. By June 30, 2001, evaluate one web-based prevention reporting system for effectiveness in provider reporting and systems management.

Addiction Treatment and Related Services (Concluded)

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

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of discharges classified as "positive" (transfers, completions etc)	45 %	67.7 %	68 %	68 %	67 %
* Unduplicated clients served as a percent of the desired capacity (patient service data)	74 %	62.9 %	61.9 %	61.9 %	60 %
Output Indicators					
* Number of discharges classified as "positive" (transfers, completions etc.)	31,500	34,925	35,000	33,000	35,000
* Number of unduplicated patients served (patient service data)	75,817	64,942	63,942	74,000	60,200
Input Indicators					
* Desired treatment capacity (individuals) (b)	108,810	108,810	N/A	108,810	N/A
* Estimated number of individuals in prevalence population (c)	1,116,111	1,116,111	N/A	1,116,111	N/A
* Federal Fund spending (in thousands)	$44,800.0	$49,400.0	N/A	$52,000.0	$62,800.0
* Headcount	56.0	63.0	N/A	61.4	72.5
* State Fund spending (in thousands)	$111,800.0	$128,300.0	N/A	$153,400.0	$170,500.0
* Total Grant spending (in thousands)	$156,600.0	$177,567.0	N/A	$205,464.7	$233,300.0
Efficiency/Cost-Effectiveness Indicators					
* There is a $7.00 savings to the State of Illinois for every $1.00 spent on treatment (in billions) (d)	$1.1	$1.4	N/A	$1.1	N/A
* There is a savings of between $250,000 and $500,000 for every drug-free baby born (in thousands) (e)	N/A	N/A	N/A	$27,750.0	N/A

Footnotes

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

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

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

(d) California Department of Alcohol and Drug Programs, Evaluating Recovery Service: The California Drug and Alcohol Treatment Assessment, Sacramento, California, 1994. Future year savings are adjusted downward in anticipation of budget reductions.

(e) 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 to $500,000" - "Just for one drug-addicted baby to be born is usually a minimum of $250,000." The Department of Human Services number is an estimate.

Home Services

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

Program Goals: Objectives:

1. Increase the number of persons receiving needed in-home services by 3.0 percent over the number for fiscal year 2001.
2. Increase the number of persons moved out of nursing homes by 25 percent over the number for fiscal year 2001.
3. Increase the number of new service plans developed by 3.0 percent over the number for fiscal year 2001.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Persons moved out of nursing homes	88.0	97.0	107.0	178.0	222.0
Output Indicators					
* Persons receiving in-home services to prevent institutionalization (a)	22,572	24,357	25,500	27,531	28,357
* Persons with AIDS receiving in-home care	1,685	1,729	1,850	1,800	1,854
* New service plans developed	3,692	4,187	4,600	5,071	5,223
Input Indicators					
* Headcount	107.5	112.0	115.0	106.0	113.7
* Operations - all funds (in thousands)	$5,300.0	$5,500.0	$5,800.0	$5,800.0	$6,400.0
* General Revenue Fund (GRF) Grants (in thousands)	$137,200.0	$166,734.0	$192,200.0	$197,986.0	$224,100.0
Efficiency/Cost-Effectiveness Indicators					
* Average monthly cost of in-home services per client	$766.00	$817.00	$950.00	$957.00	$995.00

Footnotes

(a) Cumulative figure for the fiscal year. The estimated population in need of in-home services is 270,000. This is based on data from the Census Bureau and adapted to figures for the 2001 Illinois population and represents persons under age 65 who indicated in Census surveys that they have difficulty with or are unable to care for themselves. Although new Home Service Plan customers must be under age 60 at time of application, the under 65 figure is the closest available from the Census.

Treatment and Detention Facilities

Mission Statement: 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, 2001, manage the Treatment & Detention Program to achieve an average annual per person cost rate of $80,000 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, 2001, complete evaluations of all referrals from the Department of Corrections and admit those as appropriate, resulting in a census of 185 at the Treatment & Detention Facility.
   b. Through June 30, 2001, ensure successful transition to the community of all individuals who are conditionally discharged from the Treatment and Detention Facility (TDF) resulting in zero (0) readmissions/returns to the facility.
   c. Through June 30, 2001, an average of 15 hours of treatment per week will be provided for persons committed to the TDF program.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of individuals who are conditionally released from the TDF	0.0	4.0	N/A	0.0	N/A
* Return Rate of individuals who are conditionally released to from the TDF	0.0	0.0	0.0	0.0	0.0
Output Indicators					
* Number of detainees and sexually violent persons in the TDF	79.0	117.0	185.0	157.0	212.0
* Average hours of treatment provided per client per week (number in hours)	20.0	20.0	15.0	15.5	17.0
Input Indicators					
* Headcount	91.0	103.0	185.0	138.0	185.0
* General Revenue spending (in thousands)	$4,500.0	$7,789.3	$15,000.0	$10,990.4	$17,976.0
Efficiency/Cost-Effectiveness Indicators					
* Annual cost per detainee/sexually violent person in the TDF	$57,000.00	$70,100.00	$80,500.00	$88,500.00	$85,000.00

Public Aid
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Medical Programs	$6,347,638.9	1,525	$7,066,933.0	1,604
Child Support Enforcement	$239,821.0	1,101	$167,243.1	1,270
Totals	$6,587,459.9	2,626	$7,234,176.1	2,874

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 medical assistance to low income, 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 2001 all funds appropriation was $7.36 billion, 96% of this total is *MA* and 4% is *CSE*. The total increase from fiscal year 2000 to fiscal year 2001 was $652.2 million, a large portion of which can be attributed to the transfer of a program reimbursing school districts for Medicaid activities (from the State Board of Education). The Department earned approximately $4.4 billion in federal funds for fiscal year 2001.

Medical Assistance
In fiscal year 2001, the *MA* program provided medical coverage to more than 1.8 million uninsured persons, including pregnant women; infants needing immunizations; children and teenagers needing school check-ups; residents living in nursing homes; people with disabilities; and people struggling with one-time catastrophic medical bills. Licensed practitioners, 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.

One of the most important initiatives during the past two years is the *KidCare* health insurance program. *KidCare* offers health care coverage to children and pregnant women and also helps to pay premiums of employer-sponsored or private insurance plans.

About two-thirds of the *MA* program budget is expended for health care to seniors and persons with disabilities. Nearly 25% of the Department's budget is attributed to long-term care expenditures. Long-term care caseloads have remained relatively stable over the last few years. The average monthly resident count in fiscal year 2001 was approximately 58,000 individuals. The total number of recipients age 65 and over was 163,600 in fiscal year 2001, compared to 160,000 in fiscal year 2000.

Although providing access to quality health care is the overriding mission of DPA, another goal is to be accountable to the citizens of Illinois and to perform this function in the most cost effective and efficient manner. The mission of the Office of Inspector General (OIG) is to prevent, detect, and eliminate fraud, waste, abuse, misconduct and mismanagement in the programs administered by DPA. The OIG also conducts investigations for former DPA programs now administered by the DHS. OIG combats fraud and abuse by: implementing innovative Medicaid fraud prevention and detection techniques, preventing ineligible applicants from receiving benefits, conducting client eligibility investigations, performing client Medicaid fraud investigations, restricting clients who abuse their benefits to one physician and/or pharmacy, conducting post-payment audits and Quality of Care reviews of Medicaid providers and identifying assets which were not disclosed by applicants for long term care.

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

ate.

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

In Illinois, non-TANF custodial parents usually only seek to become IV-D clients because they are having difficulties in collecting child support. Cases where the non-custodial parent is paying regularly have no incentive to become IV-D clients. In some states (called "universal states"), all cases are legislatively mandated as IV-D cases. The performance ratings of these states appear much greater than non-universal states like Illinois, and these states earn much more in federal incentive monies as they are able to include a large population of cases with high voluntary compliance rates as IV-D cases.

For fiscal year 2001, total collections of $728.9 million exceeded the fiscal year 2001 goal by $6.7 million. Total collections include non-IV-D collections made to the State Disbursement Unit (SDU). The SDU is currently managed by IDPA, with the assistance of a third-party management consulting firm. Legislation dictates that a permanent SDU vendor be in place by July 1, 2003.

Division of Medical Programs

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

Program Goals: Objectives:

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

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

Statutory Authority: 215ILCS106/1305ILCS5/5-1etseq

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent increase in actively enrolled physicians billing over 100 claims per year	N/A	5.35 %	N/A	5.24 %	4 %
* Percent of eligible children enrolled since February 1999 study	1 %	40 %	N/A	82 %	90 %
* Percent increase in (TPL) costs avoided	N/A	36 %	N/A	20 %	6.3 %
* Medicaid cost savings due to denied, reduced or canceled benefits (in thousands) (a)	$2,691.7	$5,258.0	$4,800.0	$4,842.7	$4,800.0
* Percent of very low birth weight babies with moms receiving Women, Infants and Children (WIC)/Family Case Management (FCM)(calendar year data) (b)	1.5 %	N/A	1.5 %	N/A	1.5 %
* Savings from prepayment review of medical services (in thousands) (c)	$27,800.0	$32,700.0	$34,500.0	$39,800.0	$44,200.0
* Proportion of Medicaid enrolled children who receive a well-child/comprehensive health screening annually	66 %	69.8 %	73.7 %	N/A	73.7 %
* Supportive Living Facilities (Medicaid-eligible residents)	0.0	38.0	152.0	125.0	300.0
External Benchmarks					
* Percent of US very low birth weight babies (general population) (b)	1.45 %	N/A	N/A	N/A	N/A
* Percent of Illinois very low birth weight babies (general population) (b)	1.7 %	N/A	N/A	N/A	N/A
* Non-enrolled eligible children (per 1999 study) (d)	190,793	190,793	N/A	190,793	N/A
Output Indicators					
* Number of actively enrolled physicians billing over 100 claims per year	13,161	13,865	14,200	14,591	15,000
* Total number of children enrolled since Feb. 1999	2,152	77,153	150,000	155,867	171,700
* Medicaid Federal Financial Participation Earned (in thousands)	$3,639,100.0	$3,961,200.0	$4,361,500.0	$4,331,000.0	$4,619,400.0
* Federally approved TPL cost avoidance numbers (in thousands) (e)	$69,500.0	$94,200.0	$80,000.0	$113,026.0	$85,000.0
* Number of applicants with denied, reduced or canceled benefits	1,092	2,038	2,080	2,317	2,080
* Number of very low birth weight babies to WIC/FCM moms (b)	886.0	N/A	886.0	N/A	886.0
* Annual number of medical services with prepayment review (in thousands) (f)	2,305	2,236	N/A	2,125	2,044
* Number of physicians enrolled (beginning of year)	27,136	29,681	30,000	31,754	32,000
* Total children enrolled in the Medical Program	792,423	867,424	N/A	946,138	961,985
* Number of fraud prevention investigations completed	1,766	3,913	4,000	4,017	4,000

Division of Medical Programs (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Output Indicators]					
* Number of prepayment claims processing FTE	10.6	10.1	9.5	9.6	9.0
* Number of Medicaid births to moms receiving WIC/FCM (b)	58,633	N/A	58,633	N/A	58,633
* Number of Medicaid and KidCare recipients	1,303,681	1,413,363	1,438,086	1,497,080	1,500,000
* Total KidCare eligible recipients	38,599	104,607	146,845	157,946	190,754
* 65+ Medicaid eligible recipients unduplicated count	159,365	160,035	161,000	160,864	160,000
* Number of new recipients restricted (g)	540.0	846.0	856.0	436.0	480.0
* Number of quality care reviews	432.0	418.0	306.0	321.0	325.0
Input Indicators					
* Expenditures (in thousands) (h)	$5,698,656.9	$6,347,638.9	$7,155,090.7	$7,066,933.1	$7,765,650.4
* Headcount (h)	1,386	1,525	1,612	1,604	1,704
* Number FTE in TPL section	57.0	59.0	57.0	57.0	57.0
Efficiency/Cost-Effectiveness Indicators					
* Percent of repeat calls to hotline for physician referrals (90% are physician referrals)	N/A	N/A	N/A	9 %	8 %
* Third Party Liability dollars cost avoided per FTE in TPL section	$1,219.30	$1,652.60	$1,403.50	$1,982.90	$1,491.20
* Percent of applicants with denied, reduced or canceled benefits compared to the number of fraud prevention investigations completed	62 %	52 %	52 %	57 %	52 %
* Ratio of monthly services reviewed to prepay review processing staff (f)	18,122	18,451	N/A	18,453	18,925

Explanatory Information

All administrative and Office of the Inspector General expenses have been split between Medical Programs and Child Support Enforcement using the federal cost allocation formula. Therefore, previous data submitted will be different.

Footnotes

(a) Fraud Prevention Investigations (FPI) Medicaid cost savings are calculated by multiplying the average monthly Medicaid benefit per person times the number of persons with denied, reduced or canceled benefits. This total is then multiplied by a 6 month average assistance period.

(b) Due to availability of Public Health statistics, numbers are lagged 3 years.

(c) Savings are based on total rejected and reduced amounts for services billed. Rejected savings are the amount the Department would have paid for the billed service if it had been approved. Reduced savings are the difference between the Department's rate for the billed service and what the Department approved for payment for the service.

(d) Per University of Illinois at Chicago 1999 study, published April 1999.

(e) Monthly expenditures for a random sample of 10,000 Medicaid clients with Third Party Liability (TPL) are compared with monthly expenditures for a random sample of 10,000 Medicaid clients without TPL. The difference in expenditures per client is then multiplied by the number of clients with TPL for that month.

(f) New measure, therefore there is no fiscal year 2001 target.

(g) Recipients who overutilize Medicaid services (frequently from multiple physicians who may or may not be aware of each other's care) may be restricted to a single physician and/or pharmacy. This effort contributes to the fiscal integrity of the Medicaid program. However, it also is an indirect indicator of medical quality. Recipients who are restricted to a single physician and/or pharmacy receive better coordination of overall medical care.

(h) Note that fiscal year 2002 targets are based on the fiscal year 2002 appropriation as passed and do not reflect the impact of Administrative Order #1 or any other actions.

Division of 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.
   b. Increase the percentage of voluntary paternity establishments.
3. Establish support orders.
   a. Increase the percentage of cases with support orders established.
4. Enforce the NCP obligation of support.
   a. Increase the amount of collections for established support orders.
   b. Increase the percentage of cases paying toward arrearages.
5. Distribute and disburse child support payments.
   a. Improve State Disbursement Unit (SDU) operations.

Source of Funds: General Revenue Fund, Child Support Enforcement Trust Fund ***Statutory Authority:*** 305 ILCS 5/10-1 et seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of children with a paternity established (Federal Fiscal Year (FFY) (a)	60.3 %	92.7 %	55.1 %	101.3 %	95 %
* Percent of IV-D cases with support orders established (FFY)	31 %	30 %	35 %	35.4 %	40.4 %
* Percent of IV-D cases, with orders, receiving payment (FFY)	53.5 %	54.6 %	56 %	57.3 %	60 %
* Percent of child support payments disbursed by SDU within 48 hour time frame (b)	N/A	N/A	100 %	98 %	99 %
External Benchmarks					
* US percent of child support cases with paternity established	59 %	64.7 %	N/A	N/A	N/A
* US percent of cases with support orders	60.3 %	62.1 %	N/A	N/A	N/A
* US percent of child support cases with orders receiving payment	62.5 %	67.7 %	N/A	N/A	N/A
Output Indicators					
* Number of IV-D children with a new paternity established (FFY)	20,927	23,364	24,860	34,327	38,898
* Number of IV-D cases with new orders established (FFY)	31,415	33,234	34,370	38,656	45,000
* Amount of IV-D child support collections (in thousands) (c)	$336,012.6	$365,075.8	$428,000.0	$420,769.5	$461,006.5
* Amount of total child support payments disbursed (in thousands) (d)	$336,012.6	$555,694.0	$722,200.0	$728,908.4	$784,552.3
* Amount of total child support collections disbursed by the SDU	$.0	$360,388.0	$602,928.2	$608,528.7	$652,661.0
* Number of children born out of wedlock (FFY)	61,402	57,079	N/A	61,143	N/A
* Number of child support cases with new orders (FFY)	31,415	33,234	34,370	38,656	45,000
Input Indicators					
* Total expenditures (in thousands) (e)	$132,713.1	$239,821.0	$187,371.9	$167,243.1	$251,637.5
* Headcount (e)	1,016	1,101	1,310	1,270	1,317
* State Disbursement Unit (SDU) expenditures (in thousands)	$955.0	$17,617.0	$22,528.6	$21,763.7	$24,525.8
Efficiency/Cost-Effectiveness Indicators					
* Collections per end-of-year headcount (in thousands)	$322,779.0	$458,115.0	$535,360.0	$569,905.0	$586,801.0
* IV-D collections per dollar of administrative expenditure	$2.53	$2.32	$3.85	$4.36	$3.12
* Dollar of disbursement per dollar of SDU expenditure	N/A	$20.46	$26.76	$27.96	$26.61

Footnotes

(a) Represents the number of children with paternity established in the fiscal year divided by the number of out-of-wedlock births in that year. This require-. ment is consistent with changes to federal reporting requirements for FFY01.
(b) The percent listed for fiscal year 2001 Actual (98%) is data since March, 2001.
(c) Includes all Temporary Assistance to Needy Families (TANF) and Non-TANF.
(d) Includes all Title IV-D and Non-IV-D.
(e) Note that the fiscal year 2002 targets are based on the fiscal year 2002 appropriation as passed and do not reflect the impact of Administrative Order #1 or other administrative actions.

Public Health
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Health Protection	$91,836.1	446	$113,174.2	455
Health Care Regulation	$32,501.2	404	$38,560.6	416
Health Promotion	$17,420.3	67	$27,282.2	67
Epidemiology and Health Systems Development*	$13,754.6	88	$16,584.5	86
Administration	$14,837.2	168	$15,684.0	174
Women's Health	$6,719.9	13	$8,253.4	13
Information Technology	$5,756.1	48	$6,147.1	55
Vital Records	$2,417.4	47	$2,626.3	50
Refugee Assistance	$901.2	3	$1,016.1	3
Totals	$186,144.0	1,284	$229,328.4	1,319

Explanatory Notes * Includes Medical Student Scholarship Program appropriated to Illinois Department of Public Health in the Illinois Board of Higher Education appropriation bill.

Mission and Organization

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

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

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

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

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

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

Health Protection

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

Program Goals: Objectives:

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

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

Statutory Authority: 20 ILCS 2310/

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Immunization rate for children under two years of age (a,b)	80 %	81 %	81 %	80.6 %	82 %
* Immunization rate for all Illinois children under two years of age, including Chicago (b)	76 %	78 %	78 %	76.8 %	80 %
* Percent of lead poisoning cases brought to resolution within 210 days	99.3 %	90.4 %	100 %	95.7 %	99.5 %
* Percent of non-community public water supplies with no coliform positive samples (c,d)	N/A	89.6 %	89.8 %	87 %	90 %
* Number of lead poisoning cases remediated or referred for enforcement within 210 days	96.0	119.0	150.0	132.0	205.0
* Total newborn screening test results reported	1,127,244	1,145,353	1,175,000	1,153,800	1,175,000
* Total positive newborn screening test results reported (e)	408.0	555.0	600.0	600.0	600.0
* Turn-around time for positive newborn screening results (working days) (f)	6.0	6.0	4.0	2.1	4.0
Output Indicators					
* Number of prescriptions filled through AIDS Drug Assistance Program (ADAP)	89,000	83,679	92,000	89,893	100,000
* Number of lead poisoning cases investigated	142.0	136.0	150.0	206.0	200.0
* Total newborn screening tests performed	1,442,872	1,466,052	1,475,000	1,470,604	1,471,000
* Number of all other tests performed	955,622	885,904	900,000	925,523	900,000
Input Indicators					
* Headcount	442.0	446.0	479.0	455.0	476.0
* Expenditures (in thousands)	$84,237.0	$91,836.1	$127,574.7	$113,174.2	$123,861.6

Footnotes

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

(b) 4:3:1 series (4 DTAP-Diphteria, Tetanus, and Accelular pertussis; 3 polio; 1 MMR-Measles, mumps and rubella) prior to age 2.

(c) Non-Community water supply is defined by U.S. E.P.A. as a public water supply which has at least 15 service 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 the standardized testing level.

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

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

Health Care Regulation

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

Program Goals: Objectives:

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

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

Statutory Authority: 20 ILCS 2310

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of EMS system resource hospitals inspected	N/A	N/A	100 %	14.3 %	25 %
* Percent of hospital trauma centers in compliance with state regulations	100 %	100 %	100 %	80 %	80 %
* Percent of LTC facilities in compliance at annual inspection	N/A	34 %	38 %	33.6 %	38 %
* Percent of LTC facilities in compliance at first revisit of annuals	N/A	78 %	80 %	79.1 %	78 %
* Number of LTC facilities with licensure Type "A" violation (a)	40.0	51.0	50.0	54.0	50.0
* Percent of LTC facilities with a licensure Type "A" violation (a)	3.3 %	4.2 %	4.1 %	5 %	4.1 %
Output Indicators					
* Grants to trauma center hospitals (in thousands)	$3,904.2	$4,427.4	$4,500.0	$4,141.8	$5,000.0
* Number of trauma cases	41,114	26,560	40,000	25,826	35,000
* Number of EMS system resource hospitals inspected	N/A	N/A	62.0	9.0	13.0
* Number of new Emergency Medical Technicians (EMT) licensed	4,203	4,200	4,300	4,386	4,400
* Number of licensed LTC beds	121,230	121,209	121,300	122,429	123,360
* Number of complaints received against LTC facilities	4,708	5,302	6,000	4,929	5,000
* Number of LTC facility annual inspections	1,183	1,182	1,200	1,163	1,175
* Number of LTC facility follow-up inspections	2,154	1,991	2,000	1,142	1,100
* Number of LTC state licensed facilities (as of July 1)	1,197	1,208	1,210	1,196	1,204
* Number of hospitals designated as trauma centers	67.0	66.0	66.0	65.0	65.0
* Number of EMS system resource hospitals	62.0	64.0	64.0	62.0	62.0
Input Indicators					
* Headcount	386.0	404.0	417.0	416.0	396.0
* Expenditures (in thousands)	$29,328.5	$32,501.2	$41,191.8	$38,560.6	$40,058.0

Footnotes

(a) Licensure Type "A" violation is defined as "a substantial probability of death or serious physical or mental harm to resident(s)".

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

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

Statutory Authority: 410 ILCS 240

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of newborns screened	96.7 %	98.3 %	100 %	99 %	99 %
* Number of infants confirmed with genetic/metabolic conditions	260.0	277.0	270.0	210.0	250.0
* Number of children referred for lead follow-up exceeding 10mgc/dl	26,384	24,395	25,000	23,063	23,500
* Percentage of children tested with blood lead levels exceeding 10mcg/dl	11.06 %	10.07 %	9 %	9.4 %	9 %
Output Indicators					
* Number of newborns screened for genetic/metabolic disorders	178,177	180,145	180,000	179,072	177,000
* Number of children screened for blood lead poisoning	238,365	242,040	240,000	244,442	249,442
* Number of vision and hearing screenings performed	2,327,418	2,539,919	2,400,000	2,466,100	2,546,000
* Number of children targeted for lead screening	1,201,118	1,201,118	1,200,000	1,201,100	1,201,000
* Number of children eligible for vision and hearing screening	1,300,000	1,300,000	1,300,000	1,300,000	1,300,000
Input Indicators					
* Number of children born (calendar year)	184,293	N/A	180,000	182,141	182,141
* Headcount	71.0	67.0	78.0	67.0	77.0
* Expenditures (in thousands)	$16,790.4	$17,420.3	$39,489.9	$27,282.2	$78,960.1

Prevalance of Smoking

(Percent of Over-18 Population Who Smoke Regularly)

	1990	1999	2000	2001
United States	23.60%	22.80%	22.70%	23.20%
Illinois	25.40%	24.20%	24.20%	22.30%
State Ranking	**19**	**26**	**37**	**21**

Source: United Health Group: State Health Ranking - 2000 Edition
Centers for Disease Control and Prevention

Epidemiology and Health Systems Development

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

Program Goals: Objectives:

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

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

Statutory Authority: 20 ILCS 2310/

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of Medicare-certified rural health clinics	246.0	258.0	265.0	265.0	265.0
* Number of hospitals certified as critical access hospitals	0.0	5.0	4.0	8.0	6.0
* Number of medical scholarship recipients currently in practice in rural and underserved areas	105.0	121.0	120.0	105.0	110.0
* Percentage of eligible hospitals obtaining critical access hospital certification	N/A	13 %	100 %	62.5 %	100 %
Output Indicators					
* Number of hospitals receiving grants to assess potential impact of critical access hospital certification	0.0	27.0	28.0	6.0	10.0
* Number of new medical scholarship awards	31.0	28.0	20.0	20.0	20.0
* Number of continuing medical scholarship awards	94.0	80.0	80.0	80.0	80.0
* Number of hospitals eligible for critical access hospital certification	N/A	38.0	38.0	36.0	32.0
Input Indicators					
* Headcount	83.0	88.0	91.0	86.0	90.0
* Expenditures (in thousands)	$12,656.6	$13,754.6	$20,758.9	$16,584.5	$24,657.2

Women's Health

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

Program Goals: Objectives:

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

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

Statutory Authority: 20 ILCS 2305/

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of women with abnormal screening results who received diagnostic follow-up	100 %	100 %	100 %	100 %	100 %
Output Indicators					
* Number of requests to Women's Health Helpline	N/A	264.0	500.0	1,127	1,200
* Women's Health Initiative and Osteoporosis Grant Awards (in thousands)	$685.6	$1,675.0	$1,975.0	$2,054.2	$2,123.8
* Number of Women's Health Initiative and Osteoporosis Grant Awards	45.0	81.0	81.0	66.0	67.0
* Number of women receiving screening services	N/A	N/A	N/A	13,405	14,050
Input Indicators					
* Headcount	12.0	13.0	15.0	13.0	15.0
* Expenditures (in thousands)	$4,301.1	$6,719.9	$11,102.0	$8,253.4	$12,188.7
Efficiency/Cost-Effectiveness Indicators					
* Average turn-around time for requests received through the Women's Health Helpline (business days)	N/A	3.0	5.0	5.9	5.0

Veterans' Affairs
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Illinois Veterans' Home Quincy	$28,690.5	526	$30,784.4	567
Illinois Veterans' Home Manteno	$17,005.2	321	$19,359.9	334
Illinois Veterans' Home LaSalle	$6,898.5	119	$7,170.1	128
Field Service Division	$3,847.8	72	$3,892.9	70
Illinois Veterans' Home Anna	$2,694.5	3	$2,831.6	3
Awards/Grants/Records Section	$3,185.8	5	$2,093.0	5
State Approving Agency	$553.4	7	$571.1	7
Illinois Veterans' Home - John J. Kelly	$7.6	0	$145.8	0
Totals	$62,883.3	1,053	$66,848.8	1,114

Explanatory Notes The dollar figures for fiscal year 2000 and 2001 take into account support services.

Mission and Organization

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

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

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

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

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

The Department operates five Veterans' Homes in Quincy, Manteno, LaSalle, Anna, and the J.J. Kelly Home at North Chicago. These homes provide nursing and domiciliary care to eligible veterans. The Department currently has a total of 1,275 beds for providing long-term care to veterans: 1,119 nursing care beds and 156 domiciliary care beds. There are currently over 500 persons on the waiting list. The Quincy Veterans' Home was opened in 1887, the Manteno Veterans' Home in April, 1986, the LaSalle Veterans' Home in December, 1990, the Anna Veterans' Home in August, 1994, and the J.J. Kelly Veterans' Home was authorized in fiscal year 2000.

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

The *State Approving Agency* program evaluates and approves veterans' education and training programs available at colleges, universities and vocational training centers in Illinois.

Illinois Veterans' Home Quincy

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

Program Goals: Objectives:

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

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of decubiti (monthly average) (a)	28.9	24.0	12.0	17.0	22.0
* Number of falls resulting in injury	N/A	108.0	60.0	83.0	95.0
Output Indicators					
* Average Daily Census (ADC)- skilled	533.0	518.0	551.0	513.0	551.0
* Average Daily Census (ADC) - domiciliary	59.0	0.0	132.0	65.0	132.0
* Number of nursing hours per resident	2.5	2.2	2.5	2.2	2.5
Input Indicators					
* General Revenue Fund spending (in thousands)	$12,001.2	$14,254.6	$14,072.0	$13,897.2	$14,414.8
* Home Fund spending (in thousands)	$14,355.3	$14,494.8	$18,142.9	$16,887.2	$21,258.9
* Headcount	503.0	511.0	581.0	550.0	625.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of nursing care per resident (per day)	$132.04	$133.75	$140.80	$144.10	$144.10
* Cost of domiciliary care per resident (per day)	$85.33	$85.65	$90.20	$89.90	$89.90

Explanatory Information

The numbers in 1999 and 2000 for outcome indicator "Number of falls resulting in injury" were for ALL falls instead of falls resulting in injuries. 2001 headcount reflects actual numbers instead of authorized.

Footnotes

(a) Decubiti means bed sores

Illinois Veterans' Home Manteno

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

Program Goals: Objectives:

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

Source of Funds: General Revenue Fund, Manteno Veterans Home Fund ***Statutory Authority:*** 20 ILCS 2805/2 - 2805/2.06

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of decubiti (monthly average) (a)	13.0	24.0	15.0	15.0	10.0
* Number of falls resulting in injury	230.0	226.0	220.0	138.0	100.0
Output Indicators					
* Average Daily Census (ADC) - skilled	283.0	289.0	334.0	286.0	300.0
* Average Daily Census (ADC) - domiciliary	8.0	9.0	10.0	8.0	9.0
* Number of nursing hours per resident	2.2	2.4	2.5	2.5	2.5
Input Indicators					
* General Revenue Fund spending (in thousands)	$6,967.7	$8,288.4	$9,774.9	$9,638.9	$10,926.0
* Home Fund spending (in thousands)	$8,589.3	$8,812.3	$10,734.4	$9,721.0	$11,948.8
* Headcount	262.0	312.0	360.0	324.0	379.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of nursing care per resident (per day)	$140.56	$149.11	$160.70	$168.70	$168.70
* Cost of domiciliary care per resident (per day)	$153.92	$120.79	$130.20	$106.10	$106.10

Explanatory Information

The numbers in 1999 and 2000 for outcome indicator "Number of falls resulting in injury" were for ALL falls instead of falls resulting in injuries. 2001 headcount reflects actual numbers instead of authorized.

Footnotes

(a) Decubiti means bed sores.

Illinois Veterans' Home LaSalle

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

Program Goals: Objectives:

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

Source of Funds: General Revenue Fund, LaSalle Veterans Home Fund ***Statutory Authority:*** 20 ILCS 2805/2 - 2805/2.06

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of decubiti (monthly average) (a)	N/A	7.0	0.0	6.7	0.0
* Number of falls resulting in injury	N/A	19.0	0.0	20.0	0.0
Output Indicators					
* Average Daily Census (ADC) - skilled	117.0	116.0	120.0	109.4	120.0
* Number of nursing hours per resident	N/A	2.4	2.5	2.4	2.5
Input Indicators					
* General Revenue Fund spending (in thousands)	$3,051.2	$3,781.6	$3,823.6	$3,772.7	$4,032.7
* Home Fund spending (in thousands)	$3,317.3	$3,161.2	$3,668.0	$3,397.4	$4,390.5
* Headcount	112.0	116.5	133.0	124.0	140.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of nursing care per resident (per day)	$149.04	$155.06	$162.50	$171.30	$171.30

Explanatory Information

The numbers in 1999 and 2000 for outcome indicator "Number of falls resulting in injury" were for ALL falls instead of falls resulting in injuries. 2001 headcount reflects actual numbers instead of authorized.

Footnotes

(a) Decubiti means bed sores.

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 ninety-seven (43 full time and 54 part time) veterans' service offices located statewide.

Program Goals: Objectives:

1. To provide service to veterans, their dependents and survivors.
   a. Increase availability of services to veterans from 82 counties to all 102 by end of fiscal year 2003.
   b. Train all Illinois Veteran Service Officers/Veteran Service Office Associates (VSO/VSOA), United States Department of Veteran's Affairs on state and federal benefits during fiscal year 2002.
2. To increase benefit awareness.
   a. Increase benefits paid to veterans by 5% during fiscal year 2003.
   b. Decrease benefit approval turnaround time by 10% by networking federal and state agencies by June 2003.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Increase benefit and awareness (a)	N/A	9,463	9,800	0.0	0.0
* Number of veterans, their dependents and survivors served (b)	198,514	175,400	184,170	168,344	165,292
Output Indicators					
* Permanent full time offices	43.0	43.0	43.0	43.0	43.0
* Part-time itinerant offices	54.0	54.0	54.0	54.0	54.0
Input Indicators					
* Expenditures (in thousands)	$3,631.9	$3,828.3	$4,243.6	$3,892.9	$4,487.9
* Headcount	77.0	70.0	77.0	68.0	77.0
Efficiency/Cost-Effectiveness Indicators					
* Estimated return on federal monies (c)	$586,000.00	$593,000.00	$600,000.00	$600,000.00	$600,000.00
* State monies received by actual clients (in thousands)	$1,345.0	$1,771.9	$2,024.5	$1,834.3	$2,111.4

Explanatory Information

2001 headcount reflects actual numbers instead of authorized.

Footnotes

(a) Benefit and awareness is for veterans, their dependents and survivors that go to a Veteran Service Office and inquire about benefits/entitlements they are eligible for.

(b) Served means those that actually apply for benfits or entitlements.

(c) The return on federal monies is calculated based on the amount of federal money returned as part of the individual eligible benefit.

Illinois Veterans' Home Anna

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

Program Goals: Objectives:

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

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of decubiti (monthly average) (a)	5.0	3.0	0.0	2.0	0.0
* Number of falls resulting in injury	43.0	49.0	0.0	3.4	0.0
Output Indicators					
* Average Daily Census (ADC)-skilled	48.0	48.0	50.0	49.0	49.5
* Average Daily Census (ADC)-domiciliary	8.0	8.0	10.0	10.0	11.0
* Number of nursing hours per resident	2.5	2.6	2.5	3.4	2.5
Input Indicators					
* General Revenue Fund spending (in thousands)	$920.7	$1,132.1	$1,119.0	$1,114.6	$1,336.3
* Home Fund spending (in thousands)	$1,457.0	$1,557.7	$1,777.5	$1,717.0	$1,690.4
* Headcount	3.0	3.0	3.0	3.0	3.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of domiciliary care per resident (per day)	$48.44	$48.03	$48.00	$51.40	$51.40
* Cost of nursing care per resident (per day)	$119.61	$126.13	$126.10	$147.60	$147.60

Explanatory Information

The numbers in 1999 and 2000 for outcome indicator "Number of falls resulting in injury" were for ALL falls instead of falls resulting in injuries.

2001 headcount reflects actual numbers instead of authorized.

Footnotes

(a) Decubiti means bed sores.

Awards/Grants/Records Section

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

Program Goals: Objectives:

1. Administration of awards and grants as mandated by state statute.
   a. Reduce backlog of Desert Storm Bonus payments 75% by the end of fiscal year 2002.
   b. To interface MIA/POW Scholarship with the veterans' database to reduce processing time by 50% at the end of fiscal year 2003.
2. Publication of the State Veterans' Honor Roll by December 2004.
   a. Input 180,000 Veterans' Honor Roll cards from the period of 1956 through 1992.
3. Administration and maintenance of the veterans' database.
   a. Interface 100% of field office data input with Central Veterans' Database by the end of fiscal year 2003.
   b. Network veterans' database with federal and state agencies for verification of veteran status/claims.
   c. Input 1.3 million (100%) records into veterans' database by the end of fiscal year 2004.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of students improving the quality of life through college education	945.0	909.0	950.0	942.0	994.0
* Number of children improving educational opportunities through post-secondary schools	614.0	570.0	710.0	512.0	710.0
Output Indicators					
* Total number of claims processed	6,968	9,844	10,870	7,044	11,314
Input Indicators					
* Expenditures (in thousands)	$1,631.3	$2,193.3	$2,497.6	$2,093.0	$2,596.5
* Headcount	5.0	5.0	5.0	5.0	5.0
* Headcount (contractual)	5.0	5.0	5.0	5.0	5.0
Efficiency/Cost-Effectiveness Indicators					
* Per unit cost of services provided	$193.0	$180.0	$186.0	$229.0	$186.0

State Approving Agency

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Number of active, approved programs and training establishments	462.0	505.0	550.0	562.0	590.0
* Number of visits accomplished	541.0	478.0	500.0	555.0	531.0
* Number of technical assistance contacts	1,909	1,860	2,000	2,177	2,200
* Number of outreach and liaison contacts	2,327	1,126	1,200	806.0	1,000
Output Indicators					
* Number of program approvals	8,013	12,872	13,000	13,459	14,132
* Number of visits scheduled for supervisory, inspection, other	462.0	500.0	550.0	555.0	531.0
* Number of technical assistance contacts with institutions, training programs	1,909	2,184	2,200	2,177	2,200
* Number of outreach & liaison activities that promote usage of the G.I. Bill	2,327	837.0	1,000	806.0	1,000
Input Indicators					
* Expenditures (in thousands)	$516.1	$553.7	$617.0	$571.1	$708.4
* Headcount	7.0	7.0	7.0	7.0	7.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per approval action	$71.26	$44.70	$49.90	$46.70	$50.20
* Cost per visitation	$41.25	$48.00	$43.60	$34.50	$44.60

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PUBLIC SAFETY

Efforts

Public Safety Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
Department of Corrections	$1,190,421.8	$1,271,231.8	6.8%
Illinois State Police	$310,881.1	$325,069.5	4.6%
Illinois Criminal Justice Information Authority	$59,168.6	$67,272.3	13.7%
Illinois Emergency Management Agency	$31,506.9	$34,543.4	9.6%
Department of Military Affairs	$25,968.6	$28,116.1	8.3%
Department of Nuclear Safety	$23,414.6	$24,320.4	3.9%
Office of the State Fire Marshal	$23,502.1	$16,942.6	-27.9%
Illinois Violence Prevention Authority	$16,278.0	$17,676.2	8.6%
Law Enforcement Training Standards Board	$11,962.9	$11,224.9	-6.2%
Liquor Control Commission	$4,233.8	$5,984.3	41.3%
Prisoner Review Board	$1,235.9	$1,436.6	16.2%
State Police Merit Board	$805.7	$789.1	-2.1%
TOTAL	**$1,699,379.8**	**$1,804,607.2**	**6.2%**

Numbers may not add due to rounding

Results

Violent Crimes in Illinois
(Crimes per 100,000 population)

	1990	1995	1999	2000
Statewide	980.0	1,030.3	702.6	672.5
Chicago Metro Area	1,325.7	1,237.2	725.4	680.2
Northern Illinois	1,355.9	1,266.4	842.4	802.2
Western Illinois	400.3	578.9	375.2	360.0
Central Illinois	379.0	733.9	525.3	512.7
Southern Illinois	392.4	658.4	545.5	526.5

Source: Crime in Illinois 1990, 1995, 1999, 2000

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

	1990	1995	1999	2000
Assault	520.6	624.7	427.0	410.0
Robbery	393.1	333.6	216.4	207.6
Criminal Sexual Assault	56.0	61.6	51.5	47.7
Murder	10.3	10.4	7.7	7.2

Source: Crime in Illinois 1990, 1995, 1999, 2000

Murders: Percent Attributed to Firearms

	1990	1995	1999	2000
United States	65.9%	69.0%	N/A	N/A
Illinois	67.3%	66.7%	72.4%	71.0%

Source: U.S. Centers for Disease Control and Prevention

Property Crime Rates
(Property crimes per 100,000 popuation)

	1990	1995	1999	2000
Total	**4,969.8**	**4,585.9**	**3,900.5**	**3,725.3**
Theft	3,229.7	3,108.1	2,698.3	2,586.3
Burglary	1,052.7	914.6	707.5	659.6
Motor Vehicle Theft	645.1	532.9	468.1	455.3
Arson	42.3	30.3	26.6	24.1

Source: Crime in Illinois, 1990, 1995, 1999, 2000

Prisons: Recidivism Rates
(Inmates returned to custody within three years of prior release)

	1995	1997	1998
United States	34.7%	34.2%	32.7%
Illinois Corrections			
Adult Inmates	40.1%	43.7%	44.1%
Juveniles	29.2%	35.8%	35.8%

Source: Illinois Department of Corrections and Corrections Yearbook

Corrections
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Adult: Institutions/Supervision	$896,542.0	12,744	$963,896.3	13,162
Juvenile: Facilities/Supervision	$107,201.7	1,412	$109,816.5	1,544
Corrections Administration	$68,397.2	363	$70,006.1	385
Illinois Correctional Industries	$48,476.3	215	$48,579.9	211
523 Fund	$27,691.3	64	$34,655.2	65
Educational Programs: Adult Basic Education, Special Education, General Educational Development (GED)	$29,479.4	534	$30,994.5	493
Educational Programs: Vocational Programs	$12,633.9	285	$13,283.3	292
Totals	$1,190,421.8	15,617	$1,271,231.8	16,152

Mission and Organization

The Department of Corrections (DOC) incarcerates inmates and juveniles sentenced by state courts. The Department's mission is to protect the public from criminal offenders through a system of incarceration and supervision which securely segregates offenders from society. Corrections must also assure inmates of their constitutional rights and maintain programs assisting inmates with community reintegration. Given the Department's role in public safety, the citizens of Illinois and the Department's employees are the primary concern. It is important for the Department to report on indicators to ensure for accountability and continuity in meeting the Department's mission. Such indicators can then be used to provide comparison between or among other state or federal correctional agencies.

The major problem confronting the safe and orderly operation of the prison system is the continued growth in adult and juvenile populations resulting in high levels of crowding. Ninety percent of inmates in adult institutions and seventy-four percent of youth in juvenile facilities are double- or multi-celled. Such levels of crowding place staff and inmates/youth at risk.

Efficiency: The measure "escapes from adult/juvenile facilities per 100 inmates/youth" is a valid indication of how successful the Department is in protecting the general public from criminal offenders.

Staff Assaults: "Staff assaults per 100 inmates/youth" is one outcome measure indicating the threat to staff working in adult/juvenile facilities.

Staff Workload: To measure the workload of staff, rates for "staff per 100 inmates/youth at adult/juvenile facilities" are compiled.

Staff Security: The indicator "security/custody staff per 100 inmates/youth" measures workload by security/custody staff.

Drug Testing: Strengthening interdiction and detection efforts to stem the flow of drugs into and within the prison system is a major deterrence policy. Random drug testing is one means of measuring the level of reported drug/alcohol use by adult institutions staff and inmates. During fiscal year 2000, the Department implemented a policy where staff testing positive for drug use may be terminated.

Accreditation: During the last fiscal year, every American Correctional Association accreditation expired. The Department has implemented an internal facility accreditation program whereby a series of standards collected from the professional experience of various correctional systems have been implemented. Accreditation, whether based on national standards or internal department audits, is key to maintaining a safe and secure prison system.

Education Efforts: The cost per enrollee for students in educational programs increased from $1,576 in fiscal year 2000 to $1,722 in fiscal year 2001. The number of GED certificates earned and the number of vocational certificates earned provide a base workload of student achievement.

*Recidivism Rat*e: This rate measures the percent of inmates or incarcerated youth returned to prison within three years after release from prison. Given these criteria, the rate is reflective of inmates released three years prior to the target period.

Adult: Institutions/Supervision

Mission Statement: To protect the public from criminal offenders, through a system of incarceration and supervision that securely segregates offenders from society, assures offenders of their constitutional rights, and maintains programs to enhance the success of the offender's reentry into society.

Program Goals: Objectives:

1. To protect the general public by incarcerating those persons sentenced as adult offenders.
   a. To maintain an escape rate of 0 per 100 inmates from adult institutions.
   b. To be in compliance with state statute and internal accreditation standards.
2. To maintain a secure and safe working and living environment for staff and inmates.
   a. To reduce incidence of assaults on staff per 100 inmates to below 1.5.
   b. Maintain positive drug tests of inmate population to below 2.0%.
   c. Maintain positive drug tests of staff to below 2.0%.
3. To provide basic services that meet the needs of the inmate population.
4. To ensure public safety through a continuum of services from prison to release that effectively monitors and supervises released offenders.
   a. To implement programs and services that effectively reduce the rate of recidivism by 1%.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-2-2

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Boot Camp graduation rate	70.3 %	74.8 %	70 %	72.8 %	73 %
* Escapes from adult institutions per 100 inmates	0.0	0.0	0.0	0.0	0.0
* Positive drug tests: adult inmates	3.6 %	2 %	1 %	1.9 %	1 %
* Positive drug tests: adult staff	2.4 %	2.1 %	0.5 %	1.1 %	1 %
* Three-year rate of recidivism (a)	40.4 %	43.7 %	43.7 %	44.1 %	44.1 %
* Three-year person rate of recidivism (a)	35.5 %	38.4 %	38.4 %	38 %	38 %
* Staff assaults per 100 inmates	1.7	2.2	1.4	2.2	1.5
External Benchmarks					
* Compliance with ACA national accreditation standards: number of facilities not accredited (b)	2.0	3.0	N/A	N/A	N/A
* Compliance with ACA national accreditation standards: number of facilities accredited (b)	25.0	24.0	N/A	N/A	N/A
* Compliance with JCAHO national accreditation standards (c)	27.0	27.0	N/A	N/A	N/A
Output Indicators					
* Percent double or multi-celled	90 %	90 %	90 %	91 %	77 %
* Annual adult population change	2,215	464.0	13,900	810.0	1,091
* Annual MSR (Mandatory Supervised Release) supervision population change	81.0	484.0	497.0	-3,604.0	2,965
* Boot Camp graduates	1,639	1,583	1,400	1,228	1,200
* Number of meals served in adult institutions	42,113,700	43,751,638	46,075,593	44,184,528	44,686,768
* Random drug tests: adult inmates	30,993	47,896	50,000	47,007	47,104
* Random drug tests: adult staff	2,902	3,285	3,500	3,237	3,348
* Total adult court admissions	19,762	19,895	20,811	18,898	20,985
* Total adult violator admissions (violator on supervision)	7,076	8,150	9,001	13,732	9,671
* Total adult visits	467,102	440,361	450,000	407,321	410,000
* Total end of year MSR population	30,691	31,175	31,672	27,571	30,536
* Boot Camp participants	2,332	1,951	2,000	1,663	1,600
* Total year end population	44,355	44,819	46,409	45,629	46,720
Input Indicators					
* Budget expenditures (in thousands)	$810,145.2	$896,542.0	$966,040.0	$963,896.3	$1,032,317.2
* Number of personnel - total end-of-year security staff	9,299	9,176	9,713	9,176	9,792
* Number of personnel - total end-of-year staff	12,875	12,744	13,490	13,162	13,439
* Number of personnel - total end-of-year supervision staff	199.0	267.0	366.0	350.0	366.0
Efficiency/Cost-Effectiveness Indicators					
* Per capita cost per inmate	$18,500.0	$19,543.0	$19,739.0	$20,637.0	$30,536.0
* Per capita cost per inmate per day	$50.7	$53.5	$54.1	$56.5	$59.5
* Staff per 100 inmates at adult institutions	30.5	29.9	29.0	29.9	30.7
* Security staff per 100 inmates at adult institutions	22.2	21.7	20.9	21.6	22.4

Adult: Institutions/Supervision (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
[Efficiency/Cost-Effectiveness Indicators]					
* Supervision staff per 100 released inmates on MSR	N/A	N/A	N/A	1.2	1.1
External Benchmarks					
* National per capita cost per inmate - annual (d)	$20,261.0	$20,608.0	N/A	$21,141.0	N/A
* National per capita cost per inmate per day (d)	$56.0	$56.0	N/A	$57.9	N/A

Footnotes

(a) Recidivism is defined as the total number of Illinois adult exits returned to an adult institution within a three-year period following release. The three-year person rate of recidivism refers specifically to violent offenders.

(b) ACA references the American Correctional Association Standards.

(c) JCAHO references the Joint Commission on Accreditation Hospital Organizations.

(d) National per capita costs per adult for FY2001 are reported based on 2000 Corrections Yearbook.

Juvenile: Facilities/Supervision

Mission Statement: To provide secure custody, rehabilitative programs, and aftercare services for youth committed to the Juvenile Division by the court. These services will be provided consistent with consideration for public safety and the welfare of youth.

Program Goals: Objectives:

1. To protect the general public by incarcerating and supervising juvenile offenders.
   a. To maintain an escape rate of 0 per 100 youth from juvenile facilities.
   b. To be in compliance with state statute and national standards.
2. To maintain a secure and safe working and living environment for staff and youth.
   a. To reduce incidence of assault on staff per 100 youth to below 5.0.
   b. To reduce positive drug testing of youth population to below 2.0%.
   c. To reduce positive drug tests of staff to below 2.0%.
3. To provide basic services that meet the needs of the youth population.
4. To ensure public safety through a continuum of services from incarceration to release that effectively monitors and supervises released offenders.
   a. To implement programs and services that effectively reduce the rate of recidivism by 1%.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-2-2

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Escapes from juvenile facilities per 100 youth	0.0	0.0	0.0	0.2	0.0
* Staff assaults per 100 youth	6.4	2.0	2.0	14.4	10.0
* Positive drug tests: juvenile staff	4.5 %	4.3 %	2 %	2.5 %	2 %
* Three-year person rate of recidivism (a)	26.7 %	32.7 %	32.7 %	33 %	33 %
* Boot Camp graduation rate	72 %	85.8 %	80 %	75.2 %	76 %
* Three-year rate of recidivism (a)	32.8 %	35.8 %	35.8 %	35.8 %	35.8 %
* Positive drug tests: juvenile offenders	3.7 %	0.5 %	0.5 %	3 %	2 %
External Benchmarks					
* Compliance with ACA national accreditation standards: number of facilities accredited (b)	7.0	7.0	N/A	N/A	N/A
* Compliance with ACA national accreditation standards: number of facilities not accredited (b)	1.0	1.0	N/A	N/A	N/A
* Compliance with JCAHO national accreditation standards (c)	7.0	8.0	N/A	N/A	N/A
Output Indicators					
* Percent double or multi-celled	81 %	74 %	70 %	68 %	50 %
* Annual juvenile facility population change	45.0	-128.0	1.0	-131.0	20.0
* Annual juvenile field services population change	113.0	17.0	10.0	-194.0	15.0
* Juvenile facilities releases	2,708	2,885	2,885	2,823	2,851
* Juvenile felons transferred to adult institutions	87.0	71.0	71.0	75.0	80.0

Juvenile: Facilities/Supervision (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Output Indicators]					
* Total juvenile admissions	2,891	2,673	2,674	2,728	2,755
* Total juvenile violator admissions	705.0	820.0	820.0	1,049	1,069
* Random drug tests: juvenile staff	336.0	414.0	440.0	395.0	439.0
* Random drug tests: juvenile youth	987.0	575.0	600.0	1,824	1,895
* Total juvenile visitors	35,212	38,733	39,000	35,732	36,000
* Number of meals served in juvenile facilities	2,474,700	2,487,658	2,469,955	2,320,853	2,561,023
* Total end of year juvenile facility population	2,199	2,071	2,072	1,940	1,960
* Total end of year juvenile field services population	1,603	1,620	1,630	1,426	1,441
* Boot Camp participants	N/A	274.0	275.0	250.0	253.0
* Boot Camp graduates	206.0	235.0	200.0	152.0	154.0
* Secure Care population (youth between ages of 10 and 12 who are committed as delinquents)	2.0	0.0	0.0	0.0	0.0
* Annual number of court evaluations	458.0	458.0	458.0	524.0	530.0
Input Indicators					
* Budget expenditures (in thousands)	$94,945.4	$107,201.7	$120,799.8	$109,816.5	$138,180.6
* Number of personnel: total end-of-year custody staff	846.0	895.0	1,116	1,016	1,162
* Number of personnel: total end-of-year juvenile facilities staff	1,338	1,412	1,761	1,544	1,763
* Number of personnel: total end-of-year juvenile field services staff	82.0	39.0	57.0	61.0	79.0
Efficiency/Cost-Effectiveness Indicators					
* Per capita cost per youth - annual	$36,031.00	$42,297.00	$49,685.00	$50,286.00	$57,206.00
* Per capita cost per youth per day	$98.7	$115.9	$136.1	$137.8	$156.7
* Staff per 100 youth at juvenile facilities	61.9	66.6	76.6	74.2	83.3
* Custody staff per 100 youth at juvenile facilities	39.1	42.7	48.6	47.6	50.1
* Field Services staff per 100 youth on parole			N/A	4.0	4.9

Footnotes

(a) Recidivism is defined as the total number of Illinois juvenile exits returned to an adult institution within a three-year period following release. The three-year person rate of recidivism refers specifically to violent offenders.

(b) ACA references the American Correctional Association Standards.

(c) JCAHO references the Joint Commission on Accreditation Hospital Organizations.

Illinois Correctional Industries

Mission Statement: To operate respected Correctional Industry programs accountable to the citizens of Illinois and beneficial to incarcerated individuals and our customers. To develop job skills for inmates working in Illinois Correctional Industries through on-the-job training and work related experience that assists inmates in becoming self-supporting productive citizens upon release.

Program Goals: Objectives:

1. Develop programs which will improve the ex-offender's ability to acquire employment.
   a. To conduct recidivism research study to improve to determine the benefits of industries programs on inmates potential for employment by 12/20/01.
   b. To improve the training provided to inmates in industry programs through certification.
2. Conduct ongoing review of industry programs.
   a. Develop and issue a yearly report on program revenues and profitability by November 2001.
   b. Complete analysis of production capacities of each program by May 2002.
   c. Conduct annual customer satisfactoin surveys by December 2001.
3. To improve the control and management of Correctional Industries.
   a. To continue installation of automated management information system to be completed March 2003.
   b. To hire a cost accountant to conduct fiscal audits by May 2002.
4. To expand and improve programs that will have an increase in demand for their products due to ongoing growth in inmate population.
   a. Continue planning of new Meat Processing Plant at Vandalia Correctional Center for completion in December 2004.
   b. To double the capacity of the Milk Processing Plant at Hill Correctional Center. Project to begin January 2003.
   c. To begin expansion of existing bakery at Illinois River by December 2002.
5. To improve the services we provide to our customers and ensure products are of a high quality.
   a. Conduct annual surveys of customer satisfaction by December 2001.
   b. To complete a current and updated product catalog by July 2001.
   c. To create a "quickship" catalog that lists products that can be shipped within 7 days of ordering by July 2001.

Source of Funds: Working Capital Revolving Fund ***Statutory Authority:*** 730 ILCS 5/3-12-1

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of population assigned to ICI	3.7 %	3.2 %	3.4 %	3.1 %	2.9 %
* Three-year rate of recidivism (a)	3.7 %	3.2 %	31 %	38 %	38 %
* Percent of ICI assignments that are full	95.5 %	94.9 %	94.6 %	95 %	98 %
External Benchmarks					
* Percent of national prison population assigned to corrections industries (b)	6.7 %	6.7 %	6.7 %	6.4 %	6.4 %
Output Indicators					
* Total ICI sales (in thousands)	$52,488.8	$55,300.0	$57,900.0	$54,633.0	$56,172.0
* Annual adult ICI population change	58.0	-195.0	105.0	29.0	-69.0
* Total end-of-year ICI assignments available	1,657	1,462	1,577	1,491	1,360
Input Indicators					
* Working Capital Fund - expenditures in thousands	$51,600.0	$48,476.3	$55,200.0	$48,579.9	$55,341.0
* Number of ICI personnel - total end-of-year staff	215.0	215.0	215.0	211.0	215.0
* Total end-of-year ICI inmate population	1,582	1,387	1,492	1,416	1,360
Efficiency/Cost-Effectiveness Indicators					
* ICI profit margin	9.7 %	10.3 %	9.4 %	1.5 %	1.4 %
* Staff per 100 ICI inmates	13.6	15.5	14.4	14.2	15.8
External Benchmarks					
* Average national profit margin	4.9 %	5 %	5 %	4.3 %	4.3 %
* Total national correctional industries sales	N/A	N/A	N/A	N/A	N/A

Footnotes

(a) Recidivism defined as the percent of the total number of Illinois ICI exits who earned at minimum $600 through involvement with ICI production returned to an adult institution within a three-year period following release.

(b) National figures reflect estimates based on 2000 Corrections Yearbook.

Educational Programs: Adult Basic Education (ABE), Special Education, General Educational Development (GED)

Mission Statement: To enhance the quality and scope of education for inmates and wards within the Department of Corrections so that they will be better motivated and better equipped to restore themselves to constructive law-abiding lives in the community.

Program Goals: Objectives:

1. To meet the educational needs of the inmate population by providing a means to improve literacy level through ABE instruction, providing an enriched and enhanced curriculum targeting students functioning below grade level, providing Special Education services and providing the educational opportunity to achieve a General Educational Development (GED) certificate.
   a. To award GED diplomas to at least 2,000 inmate students with an overall passage rate of approximately 80%.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-6-2

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of GED certificates earned, inmate population 44,554	2,236	2,207	2,000	1,997	1,997
* Number of students served in ABE programs	15,074	13,133	13,133	10,345	10,345
External Benchmarks					
* Number of GED certificates earned in Ohio DOC, inmate population 45,500	2,105	2,412	N/A	2,300	N/A
* Number of GED certificates earned in Indiana DOC, inmate population 22,035	1,026	1,462	N/A	1,301	N/A
* Number of GED certificates earned in Michigan DOC, inmate population 42,500	2,147	2,257	N/A	2,360	N/A
Output Indicators					
* Number of students enrolled	25,421	18,771	18,771	18,980	18,980
Input Indicators					
* Number of contractual employees	107.0	108.0	108.0	86.0	86.0
* Number of state employees	410.0	426.0	426.0	407.0	407.0
* Actual expenditures (in thousands)	$28,875.0	$29,479.4	$29,573.8	$30,994.5	$30,994.5
Efficiency/Cost-Effectiveness Indicators					
* Annual cost per enrollee	$1,149.00	$1,576.00	$1,576.00	$1,722.00	$1,722.00

Explanatory Information

Federal grants supplement the General Revenue Fund effort to provide Adult Basic Education, Special Education and GED programs. Title I funds are received in both the Adult and Juvenile Division. The majority of these funds are used to pay teachers' salaries. Most Special Education programs are provided through a contract with an Educational Service Region.

Educational Programs: Vocational Programs

Mission Statement: To enhance the quality and scope of education for inmates and wards within the Department of Corrections so that they will be better motivated and better equipped to restore themselves to constructive law-abiding lives in the community.

Program Goals: Objectives:

1. To provide the opportunity for inmates to master occupational skills while incarcerated.
   a. To award certificates of completion to a significant number of inmate students; at least 2,900.
   b. Through our open entry, open exit cycle, to continue to enroll at least 8,800 inmate students in vocational programs, providing not only educational opportunities, but needed assignments.

Source of Funds: General Revenue Fund, Department of Corrections Reimbursement Fund ***Statutory Authority:*** 730 ILCS 5/3-6-2

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of vocational certificates earned	2,923	2,744	2,744	2,375	2,375
External Benchmarks					
* Number of vocational certificates earned in Ohio, inmate population 45,500	1,277	1,317	N/A	1,300	N/A
* Number of vocational certificates earned in Indiana DOC, inmate population 22,035	497	460	N/A	481	N/A
* Number of vocational certificates awarded in Michigan, inmate population 42,500	N/A	2,271	N/A	2,294	N/A
Output Indicators					
* Number of Students Enrolled	8,810	9,388	9,388	9,202	9,202
Input Indicators					
* Actual expenditures (in thousands)	$11,246.5	$12,633.9	$12,369.3	$13,283.3	$13,283.3
* Number of contractual employees	236.0	250.0	260.0	260.0	260.0
* Number of state employees	37.0	35.0	35.0	32.0	32.0
Efficiency/Cost-Effectiveness Indicators					
* Annual cost per enrollee	$1,277.00	$1,318.00	$1,318.00	$1,459.00	$1,459.00

Explanatory Information

Grant funds are used to supplement the General Revenue Fund effort in providing vocational programs and transition services. Most vocational programs are provided through contracts with community colleges. Grants which support vocational education include Vocational Administrative, Education to Careers, Vocational Improvement, Vocational Formula and Youthful Offender.

Illinois Criminal Justice Information Authority
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Crime Control, Crime Prevention and Victim Assistance	$54,686.3	29	$62,911.3	32
Information Systems, Technology and Support	$3,256.3	31	$3,025.0	30
Research, Planning and Coordination	$1,226.0	29	$1,336.0	31
Totals	$59,168.6	89	$67,272.3	93

Mission and Organization

Created in 1983, the Illinois Criminal Justice Information Authority is a state agency dedicated to improving the administration of criminal justice. The Authority works to identify critical issues facing the criminal justice system in Illinois, and to propose and evaluate policies, programs, and legislation that address those issues. The Authority also works to ensure the criminal justice system in Illinois is as efficient and effective as possible. The Authority accomplishes its goals through efforts in three major areas: 1) information systems, technology, and support; 2) research, planning, and coordination; and 3) administration of grants for crime control, crime prevention and victim assistance.

Crime Control, Crime Prevention, and Victim Assistance

Mission Statement: To help improve the administration of justice in this state, the Authority develops, coordinates, administers, implements, and evaluates programs designed to enhance and improve Illinois' criminal justice, juvenile justice, and victim service systems with several major federal assistance programs and state grants.

Program Goals: Objectives:

1. Utilize federal grant funds to promote the improvement of Illinois' criminal and juvenile justice, and victim service systems.
   a. Target resources to areas with greatest need.
   b. Award 468 grants using a needs-based allocation or competitive process.
   c. Coordinate the development and submission of plans to the U.S. Department of Justice for the administration of federal grant programs.
2. Ensure compliance with federal and state requirements.
   a. Ensure all grantees submit required data and fiscal reports in a timely fashion.
   b. Conduct on-site visits to grantees to review programmatic and fiscal compliance.
3. Ensure efficient and effective administration of federal and state grant funds.
   a. Maintain automated system to track the activity of funded programs.
4. Reduce motor vehicle theft through the use of Illinois Motor Vehicle Theft Prevention Act funds.
   a. Use funds to target areas of the state with the highest rates of motor vehicle theft through public awareness campaigns and special task forces.

Source of Funds: General Revenue Fund, Motor Vehicle Theft Prevention Trust Fund, Criminal Justice Information Projects Fund, Criminal Justice Trust Fund, Juvenile Accountability Incentive Block Grant Fund

Statutory Authority: 20 ILCS 3930; 20 ILCS 4005

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Dollar return on motor vehicle theft prevention funds spent (a)	3.5	4.1	4.0	3.6	4.0
Output Indicators					
* Percentage of grantees where on-site monitoring visits were completed	75 %	81 %	80 %	90 %	80 %
* Program and fiscal reports received and processed	4,000	3,382	4,200	6,572	4,200
* Grants monitored	N/A	N/A	450.0	367.0	468.0
* Grants awarded	N/A	N/A	450.0	448.0	468.0
* Technical assistance responses to local grantees	N/A	605.0	300.0	2,368	2,000
Input Indicators					
* Total expenditures for program (in thousands) (b)	N/A	$54,686.3	$113,368.0	$62,911.3	$126,888.0
* Program headcount	38.0	29.0	42.0	32.0	41.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per grant processed/monitored (in thousands)	N/A	N/A	$2.0	$1.5	$2.1

Explanatory Information

This program is responsible for administering the following major state and federal grant programs: Anti-Drug Abuse Act, Victims of Crime Act, STOP Violence Against Women Act, Illinois' Criminal History Record Improvement Program, Local Law Enforcement Block Grants Program, Residential Substance Abuse Treatment Program, Juvenile Accountability Incentive Block Grants Program, Violent Offender and Truth-in-Sentencing Grant Program, State Identification Systems Program, Sexual Assault Nurse Examiner Pilot Program, and Motor Vehicle Theft Prevention Act Grant Program.

The Authority did not start reporting this information until January 2000 so Fiscal Year 2000 Actual is for last two quarters only.

Footnotes

(a) This is defined as the dollar return on the dollars expended.The number is determined using the following formula: [(X*Y)+Z]/W = dollar return on dollars expended, where W = Motor Vehicle Theft Prevention Council (MVTPC) grantee expenditure, X = decline in number of thefts, Y = average value of stolen vehicles as definded by FBI, Z = value of recovered vehicles reported to MVTPC grantees.

(b) Approximately 92% and 93% of expenditures reported for FY01 and FY02 respectively are grant funds awarded to state and local agencies.

Information Systems, Technology and Support

Mission Statement: To help improve the administration of justice in this state, the Authority 1) provides information technology to law enforcement agencies that enables them to receive timely, accurate and complete information to enhance officer and public safety, and maintains systems that enhance the quality of victim service data; 2) promotes the accuracy of criminal history and other justice-related records; and, 3) supports the development of an integrated criminal justice information network in Illinois.

Program Goals: Objectives:

1. Support ongoing development, maintenance and operation of three (3) information systems that meet the needs of law enforcement agencies, including the Police Information Management System (PIMS), Area-wide Law Enforcement Radio Terminal System (ALERTS), and Automated Law Enforcement Communication System (ALECS).
   a. Have staff on site at the Authority twenty-four (24) hours per day, seven (7) days per week to answer calls from users and troubleshoot problems with systems.
   b. Respond to calls requiring on-site assistance within twenty-four (24) hours.
2. Ensure that the needs of more than 11,000 users of PIMS, ALERTS, and ALECS are met.
   a. Provide on-site and on-line training for users of three (3) police information systems.
   b. Conduct a one-day site visit to forty percent (40%) of user agencies to build rapport with departments and to address training or support issues.

Source of Funds: General Revenue Fund, Criminal Justice Information Systems Trust Fund ***Statutory Authority:*** 20 ILCS 3930

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Hours of law enforcement system downtime (with a goal of limiting downtime to 20 hours per year)	42.0	12.4	20.0	42.0	20.0
* Percent of callers whose inquiry was handled within six (6) hours	N/A	77 %	70 %	76 %	70 %
Output Indicators					
* External police departments supported	353.0	373.0	380.0	363.0	385.0
* Help desk inquiries	N/A	1,158	2,300	2,814	2,300
Input Indicators					
* Total expenditures for program (in thousands)	N/A	$3,256.3	$4,192.0	$3,025.0	$4,698.0
* Program headcount	41.0	31.0	40.0	30.0	40.0
Efficiency/Cost-Effectiveness Indicators					
* Direct cost per police department supported (in thousands)	N/A	$.5	$1.6	$1.4	$1.7
* Direct cost per Help Desk inquiry (in thousands)	N/A	$.2	$.2	$.1	$.3

Explanatory Information

The Authority did not start reporting this information until January 2000 so Fiscal Year 2000 Actual is for last two quarters only.

Research, Planning and Coordination

Mission Statement: To help improve the administration of justice in this state, the Authority: 1) identifies and analyzes critical issues facing the justice system; 2) proposes and evaluates policies, programs and legislation that address those issues; 3) advises the Governor, Illinois General Assembly, state and local officials, and members of the general public on the implications of such research, evaluation and analysis; 4) functions as a repository of research, data and other information; and, 5) disseminates information, develops tools and provides technical assistance which supports state and local crime problem solving.

Program Goals: Objectives:

1. Identify, research and address issues affecting the justice system in Illinois.
   a. Develop, collect, analyze and archive official data on crimes, arrests, prosecutions, court dispositions and sentences imposed for each county in Illinois.
   b. Publish at least thirty (30) reports during the fiscal year stemming from research and evaluation activities.
   c. Publish at least three (3) articles or research summaries in external journals, newsletters or other publications.
   d. Distribute at least 100,000 copies of publications.
   e. Receive at least five (5) grants from federal, state or private sources to enable further research and analysis during the fiscal year.
2. Promote the effectiveness of the justice system through research, planning and coordination.
   a. Respond to at least 1,650 requests for information from the public, criminal justice officials and others during the fiscal year.
   b. Maintain the average number of daily user sessions of the agency's website by refreshing it on a continual basis with news items, data and other information of interest to visitors, and by continuing to promote the use of the site.
3. Produce a multi-year comprehensive statewide criminal justice plan.
   a. Plan and conduct Criminal Justice Planning Assembly.
   b. Identify and assess critical criminal justice system issues and needs.
   c. Assess resources available to address issues and needs.
   d. Develop goals, objectives and action plans for addressing issues and needs.

Source of Funds: General Revenue Fund, Criminal Justice Information Projects Fund, Criminal Justice Trust Fund

Statutory Authority: 20 ILCS 3930

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Information requests completed within two (2) days	85 %	81 %	90 %	85 %	90 %
* Percent of requesters satisfied with response to information request	N/A	94 %	80 %	95 %	80 %
* Funded project reports completed by due date	N/A	100 %	75 %	100 %	100 %
Output Indicators					
* Reports published	41.0	21.0	30.0	31.0	30.0
* Information requests completed	1,542	657.0	1,650	1,461	1,700
* Publications distributed	18,606	25,215	30,000	118,590	100,000
* Publications downloaded	N/A	N/A	10,000	34,625	30,000
* Average daily website sessions	257.0	488.0	1,000	423.0	425.0
* Grants received	6.0	2.0	5.0	5.0	5.0
Input Indicators					
* Total expenditures for program (in thousands)	N/A	$1,226.0	$3,509.0	$1,336.0	$3,343.0
* Program headcount	34.0	29.0	33.0	31.0	33.0

Explanatory Information

The Authority did not start reporting this information until January 2000 so Fiscal Year 2000 Actual is for last two quarters only.

Illinois Emergency Management Agency
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Facilitate Disaster Recovery	$21,102.2	2	$23,528.4	2
Hazard Management & Disaster Preparedness	$8,647.9	58	$9,040.7	56
Response Coordination	$1,350.2	9	$1,144.0	9
IEMA State Emergency Response Commission	$406.6	5	$830.3	5
Totals	$31,506.9	74	$34,543.4	72

Mission and Organization

The Illinois Emergency Management Agency (IEMA) maintains and implements statewide emergency management programs that arise from various state statutes, including the Illinois Emergency Management Agency Act, the Hazardous Materials Emergency Act, the Illinois Chemical Safety Act and the Emergency Planning and Community Right-to-Know Act. Based on the requirements of the latter statute, IEMA, as the State Emergency Response Commission, is required to oversee the activities of the 105 local emergency planning committees. A listing of Agency mandates by statute, rule, or executive order appears in a section of the Agency's Strategic Plan.

The mission of IEMA is: "To protect the lives and property of citizens before a disaster strikes through planning, training, and mitigation, and to reduce human suffering after a disaster strikes through prompt and effective coordination of the state's response and recovery efforts through partnerships with state, local, and federal agencies and private and voluntary organizations."

IEMA's programs focus on protecting lives and property and on reducing the effects of disasters regardless of cause. In order to accomplish its goals, IEMA's programs require a strong partnership among federal and state government agencies, local governments, businesses and private organizations, and the general public.

IEMA Senior Administration, consisting of the director, his assistant, policy advisor, five (5) division chiefs, and legislative liaison, make up a project management team which meets periodically to monitor the progress of key projects and allocate resources toward the completion of them.

The Agency's central mission is rooted in statute and in delivery of quality service to the public it serves. In fiscal year 2000, the Agency was reorganized to emphasize and focus its efforts on that mission and on the strategies used by partners in local, state, and federal governments and in regulated businesses: mitigation, preparedness, response and recovery. These four (4) phases of emergency management are defined as follows:

Mitigation: Taking actions to reduce or eliminate long-term risk to people and property from hazards and their effects.

Preparedness: Building the emergency management profession to effectively prepare for, mitigate against, respond to and recover from any hazard through planning, training, and disaster drills and exercises.

Response: Conducting emergency operations to: provide food, water, shelter and medical care to those in need; restore critical public services; evacuate potential victims; and manage human and material resources to save lives and property.

Recovery: Helping communities, businesses, and individuals return to normal life so they can function on their own and protect themselves from future hazards.

Facilitate Disaster Recovery

Mission Statement: In accordance with the Illinois Emergency Operations Plan (IEOP), reduce human suffering and enhance the recovery of individuals and communities after disaster strikes through coordination with the Federal Emergency Management Agency (FEMA) to provide disaster assistance.

Program Goals: Objectives:

1. Assist local governments to recover from disasters or emergencies by coordinating appropriate State agencies and administering State and Federal assistance programs.
   a. Coordinate the post-disaster mitigation activities.
   b. Administer the Hazard Mitigation Grant Program (HMGP).
   c. Administer the Public Assistance (PA) program.
2. Facilitate disaster recovery by coordinating the administration of federal disaster assistance.
   a. Improve systems for administering federal disaster assistance.
   b. Coordinate with FEMA to provide disaster assistance including damage assessments, field offices, assistance applications, financial assistance, and customer surveys.
   c. Receive and disburse federal disaster assistance funding in accordance with the stipulations of the Federal Stafford Act.

Source of Funds: General Revenue Fund, Federal Aid Disaster Fund ***Statutory Authority:*** 20 ILCS 3305/

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Assistance delivered (in thousands) (a)	$31,600.0	$7,560.0	$15,000.0	$23,720.0	$10,000.0
* Close subgrants (b)	143.0	370.0	500.0	392.0	400.0
* Number of public assistance projects formulated (c)	2,091	0.0	1,000	1,313	500.0
External Benchmarks					
* National Flood Insurance Program (NFIP) claims total-State ranking (d)	N/A	13.0	13.0	17.0	17.0
Output Indicators					
* Mitigation projects (current) (c,e)	89.0	59.0	5.0	59.0	5.0
* Acquisitions (c,f)	200.0	105.0	75.0	57.0	N/A
* Individual and Family Grant Applications Approved (c)	11,000	0.0	7,500	59.0	2,500
* Process PA applications (current projects) (c,g)	1,978	0.0	200.0	1,466	250.0
Input Indicators					
* Budget expenditures (in thousands)	$43,422.1	$21,102.2	$37,215.0	$23,528.4	$24,097.9
* Number of personnel	2.0	2.0	2.0	2.0	2.0
Efficiency/Cost-Effectiveness Indicators					
* Benefit/Cost of Floodplain Acquisition Projects (h)	N/A	1.4	1.1	1.1	1.1

Explanatory Information

An outcome indicator is currently being developed for this program.

Footnotes

(a) Total dollars paid in the Public Assistance and Individual and Family Grant programs.
(b) Make final payment and close a Public Assistance grant file.
(c) Numbers for this indicator are based entirely on the number and extent of federally-declared disasters, if any.
(d) Ranking among all states with claims under the National Flood Insurance Program.
(e) Jurisdictions with structures demolished or retrofitted to reduce future disaster related damages.
(f) Properties or parcels of land purchased for mitigation purposes.
(g) Ongoing applications from previous fiscal years.
(h) Benefit to Cost ratio must be greater than 1.0 to support the use of federal funds to purchase a property in a recognized floodplain. This indicator is calculated by dividing the estimated benefit in dollars by the estimated cost in dollars.

Hazard Management and Disaster Preparedness

Mission Statement: To protect lives and prevent loss of property from all hazards through a program of hazard management and disaster preparedness, to include: developing and maintaining state and local emergency operations plans, providing a comprehensive exercise program to test and evaluate all aspects of the emergency management organization.

Program Goals: Objectives:

1. Reduce or eliminate the long-range impact of natural hazards to lives and property in Illinois.
   a. Coordinate the Federal and State agencies who participate on the Interagency Mitigation Advisory Group (IMAG) and meet monthly.
   b. Encourage “all-hazard” mitigation projects.
   c. Administer the Flood Mitigation Assistance (FMA) program.
   d. Complete various hazard mitigation plans.
2. Promote and provide guidance to local governments for mitigation and preparedness efforts to improve disaster resistance, and for the Project Impact-Building Disaster Resistant Communities initiative.
   a. Provide guidance and assistance to local governments interested in pursuing mitigation and preparedness efforts to become more disaster resistant.
   b. Provide coordination of state technical support and guidance to local governments pursuing mitigation and preparedness efforts to become more disaster resistant.
   c. Support the “Project Impact - Building Disaster Resistant Communities” initiative; provide assistance to Illinois communities that are currently involved with the initiative; and provide information to local governments that are interested in learning more about the initiative.
3. Provide for the calibration and exchange of radiological instruments among local emergency management agencies.
   a. Maintain and update the State Radiological Instrument Maintenance and Calibration plan.
   b. Operate the State Radiological Instrument Maintenance and Calibration facility in accordance with state-wide needs for radiological dosimetry and equipment for both peacetime and national emergencies.
4. Develop a readiness capability at the local government level to respond to and recover from major emergencies and disasters.
   a. Provide assistance to local government officials in the development of an annual scope of work that will serve as the foundation for their emergency management program.
   b. Review and suggest revisions to local emergency operations plans submitted for approval based on criteria and standards established by administrative rules.
   c. Administer grants to local governments to fund the administration of emergency management programs and the development of plans.
   d. Provide special assistance to local governments that are at risk from nuclear power station accidents, earthquakes, chemical releases and other specific hazards with a defined impact area.
5. Develop a readiness capability within state government to respond to and recover from major emergencies and disasters.
   a. Develop and annually review the Illinois Emergency Operations Plan.
   b. Develop and maintain plans for response to and recovery from disasters caused by specific hazards with a defined impact area, i.e. nuclear power station accidents, earthquakes, chemical releases.
   c. Provide technical planning assistance to state and local agencies on the threat of domestic terrorism, upon request.
6. Enhance public awareness and education about emergency preparedness in Illinois.
   a. Conduct hazard awareness and emergency preparedness campaigns.
   b. Provide information relating to a specific hazard to selected groups.
7. Provide training to support emergency management programs.
   a. Develop and deliver emergency management curriculum throughout Illinois.
   b. Develop educationally-based certificate program for state and local emergency management staff.
   c. In compliance with 29 CFR 1910.120 (q), 40 CFR Part 311, conduct or provide for Hazardous Materials training for state agency personnel, and local fire, law enforcement, and emergency response personnel.
   d. Conduct Chemical Stockpile Emergency Preparedness Program training for the emergency management staff of Edgar and Vermilion counties.
   e. Review and revise Radiological Emergency Preparedness-specific training programs for the following: Emergency Workers, Telecommunicators, Traffic & Access Control, EOC Staff, Reception Center Staff, and School Personnel.
   f. Conduct Anti-Terrorism training.
8. Establish a comprehensive exercise program to test and evaluate all aspects of the state and local emergency management system.
   a. Develop and maintain the four-year schedule of state and local exercises.
   b. Assist local jurisdictions and participate with Federal agencies in the design and evaluation of comprehensive emergency management exercises which involve natural or technological hazards.
   c. Develop a performance evaluation guide for conducting drills and exercises of emergency operations plans (added in lieu of performance measurement: to be developed).
9. Administer the Illinois Emergency Management Agency in accordance with the IEMA Act.
   a. Develop, maintain, and update a comprehensive multi-year strategic plan for IEMA.
   b. Maintain a capability for emergency printing in the event of disaster.
   c. Develop an agency information technology system to include: digital mapping via the Geographic Information System, management of the IEMA local area network (LAN), automated record keeping, electronic mail, and Internet Home Page.
   d. Administer emergency management assistance grants to counties and municipalities to develop and maintain emergency management programs and special federal grants and grant-related projects.
   e. Develop an Emergency Management Program Evaluation Guide to objectively assess, against accepted standards and components of emergency management organizations, quality emergency management organizations.

Hazard Management and Disaster Preparedness (Concluded)

Source of Funds: General Revenue Fund, Nuclear Civil Protection Planning Fund, Federal Hardware Assistance Fund, Federal Civil Preparedness Administrative Fund, Nuclear Safety Emergency Preparedness Fund

Statutory Authority: 20 ILCS 3305/

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of local governments completing the State and Local Program Evaluation Guide (SLPEG) (b)	N/A	N/A	117.0	16.0	117.0
* Subrecipient audits approved (percentage that are A-133 compliant) (a,c)	N/A	34.8 %	95 %	61.1 %	95 %
Output Indicators					
* Emergency Management trainees	990.0	591.0	900.0	1,186	900.0
* Search and Rescue (SAR)trainees	500.0	404.0	500.0	461.0	500.0
* Jurisdictions receiving IEMA assistance for exercises	12.0	7.0	12.0	24.0	12.0
* Hazardous Materials trainees	17,359	N/A	19,000	4,913	19,000
* IEMA Statewide Conference Attendees	357.0	404.0	400.0	441.0	400.0
* Applied Technology Council (ATC)-20 training	0.0	N/A	40.0	0.0	40.0
* Jurisdictions receiving Terrorism Consequence Management (TCM) planning assistance	N/A	N/A	12.0	4.0	12.0
* Evaluate a jurisdiction's existing TCM plan	N/A	N/A	6.0	2.0	6.0
* Assist Jurisdictional Terrorism Task Force	N/A	N/A	4.0	8.0	4.0
* Sub-recipient audits reviewed (a)	N/A	132.0	200.0	470.0	200.0
* Number of disaster preparedness exercises reported by local jursidictions to IEMA	N/A	27.0	16.0	42.0	16.0
* Number of local Emergency Services and Disaster Agencies(ESDAs) responding to state survey	N/A	N/A	130.0	16.0	130.0
* Sub-recipient audit reports received (a)	N/A	N/A	200.0	215.0	200.0
Input Indicators					
* Budget expenditures (in thousands)	$6,838.2	$8,647.9	$10,900.0	$9,040.7	$12,837.4
* Number of personnel	55.0	58.0	60.0	56.0	59.0

Footnotes

(a) Sub-recipients are units of government or private entities receiving at least $300,000 in total grant funds via IEMA. The number of audits received will be based on the number and extent of federal disaster declarations.

(b) Number of local governments completing the SLPEG.

(c) Percentage of audits reviewed that meet the standards of Office of Management and Budget Circular A-133 for completeness and accuracy.

Response Coordination

Mission Statement: Reduce human suffering through coordination of the state's disaster response capability to ensure that coordination is conducted in an orderly and effective manner among all public safety agencies and that timely decisions affecting health and life safety are made in a timely manner.

Program Goals: Objectives:

1. To provide a single point of contact for incoming and outgoing information on disaster and emergency incidents.
   a. Operate, in accordance with Standard Operating Procedures, a telecommunications center serving as the 24-hour emergency notification point for all emergencies and disasters.
   b. Monitor compliance with Standard Operating Procedures.
   c. Provide for backup capability for state and national communications, to include:
      Backup radio station for IDOT Station 1,
      FEMA National Radio System, and the
      OP SECURE program (HF-SSB capability - High Frequency Single Side Band).
2. To provide an efficient, effective and coordinated response by State government.
   a. Maintain the ability to communicate statewide with emergency response units.
   b. Implement written plans and procedures for emergency and disaster operations to include a staffing pattern for IEMA staff to provide for a coordinated response.
   c. Maintain facilities and equipment for coordinating state government response.

Source of Funds: General Revenue Fund, Nuclear Civil Protection Planning Fund, Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 20 ILCS 3305/

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Verification that Standard Operating Procedures are followed by Communications Center personnel (a)		100 %	100 %	100 %	100 %
* Positive responses on customer satisfaction surveys completed by community officials (b)	N/A	N/A	N/A	92 %	80 %
Output Indicators					
* Emergency Medical System Missions Coordinated by IEMA Communications Center	1,580	868.0	1,600	868.0	1,600
* Search And Rescue Missions Conducted by IEMA	60.0	39.0	39.0	39.0	N/A
* Hazardous Materials Incidents reported to IEMA	3,100	1,263	3,000	1,263	3,000
* Railroad related incidents reported to IEMA	240.0	111.0	250.0	111.0	250.0
* Arson Hotline Calls received by IEMA Communications Center for the State Fire Marshal	750.0	496.0	1,000	496.0	1,000
* Target IL/Poacher Hotline calls received by IEMA Communications Center for IL Dept. of Natural Resources	130.0	107.0	370.0	107.0	370.0
Input Indicators					
* Budget expenditures (in thousands)	$482.4	$1,350.2	$1,500.0	$1,144.0	$3,086.3
* Number of personnel	9.0	9.0	9.0	9.0	10.0

Footnotes

(a) All incidents handled by the IEMA Telecommunications Center are processed in accordance with a Standard Operating Procedure. A supervisor confirms that each incident has been properly handled by Communications Center personnel.

(b) The number of Customer Satisfaction Surveys distributed to communities affected by disaster is dependant on activations of the State Emeregency Operations Center (EOC)and disaster operations evaluated. The Customer Satisfaction Survey was first implemented following the May 2001 flood event.

IEMA State Emergency Response Commission

Mission Statement: In accordance with the 1986 federal Emergency Planning and Community Right to Know Act (EPCRA), IEMA, as the State Emergency Response Commission (SERC), will coordinate and supervise the activities of 103 local emergency planning committees (LEPCs) responsible for planning for chemical emergencies.

Program Goals: Objectives:

1. Improve Regulated Facilities' Compliance with Statutory Reporting Requirements.
   a. Provide outreach and education to regulated industries to facilitate compliance.
   b. Share information databases of federal, state, and local authorities to ensure compliance of regulated facilities.
   c. Pursue enforcement as a means to obtain compliance.
2. Improve Regulated Facilities' Compliance with Emergency Notification of Hazardous Chemical Releases.
   a. Provide outreach and education to municipalities and regulated facilities of release reporting requirements.
   b. Share information databases of federal, state, and local authorities to ensure compliance.
   c. Pursue enforcement as a means to obtain compliance.
3. Programmatic administration of the State Emergency Response Commission and reactivation of 103 LEPCs to plan for hazardous chemical emergencies.
   a. Develop and implement state-wide training modules to assist LEPC members.
   b. Provide guidance through outreach activities, including attendance at LEPC meetings, exercises, and other LEPC-sponsored events.
   c. Design and implement a state-wide computer network system accessible to all 103 LEPCs to facilitate:
      (a)Preparation and completion of its emergency plan;
      (b)Expeditious reporting of area release incidents involving hazardous materials;
      (c)Filing of annual emergency hazardous inventory forms; and
      (d)Review of area industries risk management plans which will be accessible primarily through the Internet.
   d. Make available technical assistance to all 103 LEPCs in the planning, preparation, and development of emergency plans.
   e. Obtain outside input from interested parties serving on various Advisory Committees: to include:
      1) SERC Advisory #1-Includes regulated facilities, State Chamber of Commerce, DCCA, and other outside agencies.
      2) SERC Advisory #2-Includes representatives of LEPCs and IEMA only.

Source of Funds: General Revenue Fund, Emergency Planning and Training Fund, Federal Civil Preparedness Administrative Fund

Statutory Authority: 430 ILCS 45/

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of facilities in compliance with Section 12 of EPCRA (b)	N/A	N/A	100 %	100 %	100 %
* Verification of compliance status, with Section 12 of EPCRA	N/A	96.5 %	100 %	99.5 %	98 %
Output Indicators					
* Hazardous materials facilites reporting in compliance with the Federal Emergency Planning and Community Right to Know Act (a,b)	8,800	6,300	9,500	6,806	6,800
Input Indicators					
* Budget expenditures (thousands)	$493.0	$406.6	$1,197.9	$830.3	$973.6
* Number of personnel	5.0	5.0	5.0	5.0	5.0

Footnotes

(a) The number of facilities required to report during FY2001 was reduced due to a change in federal rules that exempted gasoline filling stations.

(b) The Emergency Preparedness and Community Right to Know Act(EPCRA) require facilities that manufacture or store hazardous materials to report their annual inventories to this agency.

State Police
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Patrol	$122,091.7	1,631	$126,618.4	1,617
Investigation	$71,775.0	593	$60,414.0	602
Forensics	$38,078.5	472	$42,605.8	484
Information & Technology	$14,064.9	305	$30,943.4	307
Agency Support	$28,062.4	128	$26,397.0	129
Communications	$18,320.7	304	$20,154.6	306
Human Resources	$12,940.7	155	$12,502.0	156
Integrity	$5,547.2	66	$5,434.3	68
Totals	$310,881.1	3,654	$325,069.5	3,669

Explanatory Notes FY 2000 and FY 2001 budget totals exclude Motor Carrier Safety Grant expenditures of FY 2000-$3,986.9 and FY 2001-$3,992.4, which are appropriated to ISP via the Illinois Department of Transportation. In FY 2000 Agency Support, a one-time expense for an Illinois First Grant of $2,589.4 is included.

Mission and Organization

The Illinois State Police (ISP) was officially established in 1922. Through the dedication and diverse talents of the approximately 4,000 men and women who comprise its workforce, the Department has forged a reputation as one of the most modern and efficient police organizations in the country. Its mission is to promote public safety with integrity, service and pride to improve the quality of life for our citizens. This year's report includes performance data for *Patrol*, *Investigation*, *Forensics*, and *Integrity*.

The *Patrol* program is the largest and most visible contingent of the ISP. Uniformed officers who comprise this program protect the lives, property and rights of Illinois citizens and visitors by providing a full range of law enforcement services. These services include patrolling more than 138,000 miles of Illinois roadways, assisting motorists, and responding to emergencies such as hostage situations and natural disasters. Officers in specialty roles provide additional services in the areas of safety education, traffic crash reconstruction, commercial vehicle enforcement, crime prevention and drug interdiction.

Investigation: The Investigation program carries out its mission through the use of proactive and innovative methodologies that enhance its ability to provide investigative support to federal, state and local agencies. ISP investigators are located throughout the state within seven investigative zones and are charged with examining homicide, narcotics and violent crime cases throughout the state. Officers working on a statewide platform also specialize in computer crimes and evidence recovery, technical investigations, and the "white collar" crimes of Medicaid fraud and financial exploitation. Additionally, civilian intelligence analysts serve as an invaluable resource, providing tactical and strategic analytical support to ISP investigators and local and federal law enforcement entities.

Forensics: The Forensics program provides expert evidence collection and state-of-the-art scientific evidence analysis to law enforcement and criminal justice entities through the Division of Foresnic Services (DFS). DFS oversees the third largest system of crime laboratories in the world, providing forensic services to all of the approximately 1,000 law enforcement agencies in Illinois and working about 400 cases annually for federal agencies. All nine of the department's forensic laboratories are accredited by the American Society of Crime Laboratory Directors' Laboratory Accreditation Board. Personnel at these labs process evidence collected from crime scenes, using such advanced techniques as DNA analysis and automated fingerprint systems. The *Forensics* program also consists of Crime Scene Investigators (CSIs) who collect crime scene evidence and assist federal, state, county and municipal agencies in the investigation of crimes. Because criminal activity occurs at all hours of the day and night, CSIs are available to respond to calls 24 hours a day, 365 days a year. Crime scene personnel also provide two- and three-dimensional diagrams and animations of crash and crime scenes, computer-aided and free-hand composites, forensic anthropology service and expertise in blood stain pattern analysis.

Integrity: The Division of Internal Investigation (DII) carries out the mission of the *Integrity* program by investigating charges of improper conduct or illegal behavior by ISP employees, and by investigating alleged misconduct or wrongdoing by officials, members or employees of any agency, board or commission in the executive branch of Illinois government. To help prevent problems from occurring, the DII also advises any agency that requests assistance in developing more effective internal control procedures.

Patrol

Mission Statement: Safeguard the public by reducing the number of vehicle crashes and the fatality of those crashes, and by reducing crime and the fear of crime through diligent operations which address the specific needs of communities served.

Program Goals: Objectives:

1. Promote the safety of the motoring public on Illinois interstates, U.S. routes and state highways.
   a. Increase statewide seat belt usage by 4.2 percent from 70.2 percent to 73.2 percent by June 30, 2002.
   b. Increase statewide child safety seat usage by 12.3 percent from the 1997 rate of 52.2 percent to 58.6 percent by June 30, 2001.
   c. Reduce the percentage of fatal traffic crashes that are alcohol related by 8.9 percent from 30.3 percent to 27.6 percent by June 30, 2002.
   d. Reduce the fatal crash rate by 5.6 percent from 1.25 crashes per 100 million vehicle miles traveled to 1.18 crashes per 100 million vehicle miles traveled by June 30, 2002.
   e. Reduce the severe injury rate (Type A) per 100 million vehicle miles traveled by 3.7 percent from 4.03 percent to 3.88 percent by June 30, 2002.
2. Reduce crime and the fear of crime for citizens and their communities.
   a. By June 30, 2001, develop a baseline against which to assess program impact and effectiveness by implementing a recurring survey to assess ISP services and the public's fear of crime.
   b. Reduce crime and improve the quality of life for our citizens by promoting community partnerships to assist in problem-solving efforts.
   c. Reduce the availability of illegal drugs through highway interdiction activities.
3. Promote the safe transportation of commercial vehicles on interstates, U.S. routes and state highways.
   a. Reduce the statewide heavy truck fatal crash rate by 5 percent from 2.21 percent to 2.10 percent by June 30, 2002.
   b. Reduce the percentage of commercial vehicle fatal crashes in the Chicago metro and East St. Louis metro areas by 7 percent from 20.73 percent to 19.38 percent by June 30, 2002.
   c. Increase the number of statewide commercial vehicle inspections by 6 percent from 82,078 to 87,002 by June 30, 2002.

Source of Funds: General Revenue Fund, Road Fund, State Police DUI Fund, Federal Asset Forfeiture Fund, Motor Carrier Safety Inspection Fund, Illinois State Police Federal Projects Fund, State Police Services Fund

Statutory Authority: 20 ILCS 2605/2605-30

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Fatal Crash Rate on Interstates, US Routes & State Highways (per 100 million vehicle miles traveled) (a)	0.8	0.8	0.6	0.8	0.8
* Statewide Fatal Crash Rate (per 100 million vehicle miles traveled) (a)	1.2	1.3	1.2	1.2	1.2
* Alcohol-related Fatal Crash Rate on Interstates, US Highways, and State Routes (per 100 million vehicle miles traveled) (a)	0.3	0.2	0.2	0.3	0.3
* Statewide Alcohol-related Fatal Crash Rate (per 100 million vehicle miles traveled) (a)	0.4	0.4	0.4	0.4	0.4
* ISP personal injury crash rate (per 100 million vehicle miles traveled) (a)	19.3	19.1	18.0	16.6	16.3
* Commercial Vehicle Fatal Crash Rate on Interstates, US Highways, and State Routes (per 100 million vehicle miles traveled) (a)	0.2	0.1	0.2	0.2	0.1
* Statewide Commercial Vehicle Fatal Crash Rate (per 100 million vehicle miles traveled) (a)	0.2	0.2	0.2	0.2	0.2
* Percent observed seatbelt compliance on Interstates, US Highways, and State Routes (a)	72.6 %	77.1 %	78 %	76.2 %	77.5 %
* Statewide percent observed seat belt compliance (a)	65.9 %	70.2 %	69.5 %	69 %	70.5 %
External Benchmarks					
* US Total Fatal Crash Rate (per 100 million vehicle miles traveled) (b)	1.4	1.6	N/A	N/A	N/A
* Percent of US Total Fatal Crashes - alcohol related (per 100 million vehicle miles traveled) (b)	38.1 %	40 %	N/A	N/A	N/A
* US Total Fatal Commercial Vehicle Crash Rate (per 100 million vehicle miles traveled) (c)	2.4	N/A	N/A	N/A	N/A
* Percent of US seatbelt compliance (b)	65.9 %	71 %	N/A	N/A	N/A
Output Indicators					
* Illinois Vehicle Code written warnings (d)	536,461	539,156	349,567	565,954	570,000
* Illinois Vehicle Code citations (d)	409,262	412,895	416,500	432,392	433,000
* Impaired Driving/Zero Tolerance citations (d)	8,411	8,055	8,400	11,396	12,000
* Motor Carrier level 1 inspections	21,276	19,669	20,300	25,802	26,318
* Criminal citations from Patrol	19,765	19,490	19,495	20,989	21,150
* Drug citations from Patrol (d)	1,119	2,666	1,200	2,921	3,100

Patrol (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
[Output Indicators]					
* Public safety education presentations	4,193	5,285	5,713	4,972	5,000
* Motorist assists	144,294	85,143	85,500	102,324	102,600
* Calls for service received (e)	356,687	405,259	128,000	128,000	130,000
* Computer-Aided Dispatch events	N/A	N/A	425,000	617,086	620,000
* Seatbelt citations (d)	71,134	68,794	74,500	79,016	79,300
Input Indicators					
* Budget expenditures (in thousands) (f)	$119,297.8	$126,078.6	$138,873.5	$130,610.8	$150,165.3
* Number of personnel	1,569	1,631	1,675	1,617	1,738
Efficiency/Cost-Effectiveness Indicators					
* Average time per traffic stop (g)	N/A	N/A	N/A	N/A	N/A
* Average time per motorists assist (g)	N/A	N/A	N/A	N/A	N/A

Explanatory Information

Program goals and objectives were taken verbatim from the Department's 2001 Strategic Plan. Some 2000 data has been updated for accuracy. Crash rates are reported per 100 million vehicle miles traveled in order to accurately benchmark against federal crash rate information.

Footnotes

(a) Current staffing levels do not provide sufficient manpower to patrol all roadways throughout the state. Thus, ISP not only tracks its impact on statewide crash rates, but also crash rates on roadways that the Department primarily patrols (i.e., Interstates, U.S. Highways, and State Routes). Statewide includes all local roadways, which are primarily patrolled by local law enforcement.

(b) National data available only through year 2000.

(c) Year 2000 data not yet released.

(d) FY00 figures were run as of 10-10-01. Data was revised for accuracy.

(e) Due to the implementation of Computer Aided Dispatch (CAD), report of calls identified as "calls for service" will be phased out. FY00 data combines CAD and calls for service received.

(f) FY 2000 and FY 2001 budget totals include Motor Carrier Safety Grant expenditures of FY 2000-$3,986.9 and FY 2001-$3,992.4, which are appropriated to ISP via the Illinois Department of Transportation.

(g) Administrative reports are being developed. Data will be available in mid-FY02.

Use of Seatbelts

(Percent of observed vehicles in compliance with seatbelt laws)

	1990	1995	1999	2000
United States	49.0%	68.0%	67.0%	71.0%
Illinois	47.1%	68.7%	65.9%	70.2%
State Ranking	N/A	17	26	N/A

Source: National Highway Traffic Safety Administration and the Illinois Department of Transportation

Violent Crime: Arrest Rates

(Arrests per 100,000 population)

	1990	1995	1999	2000
Total	**579.2**	**287.0**	**238.4**	**221.5**
Assault	487.0	211.3	176.6	161.6
Robbery	62.1	50.1	38.9	39.2
Criminal Sexual Assault	16.5	15.4	15.6	14.4
Murder	13.6	10.2	7.3	6.3

Source: Crime in Illinois 1990, 1995, 1999, 2000

Investigation

Mission Statement: Solve crimes reported directly to the ISP and assist other agencies in solving crime where requested, providing impartial evidence to assist in the prosecution of identified suspects.

Program Goals: Objectives:

1. Reduce the availability of illegal drugs.
   a. By June 30, 2001, increase the availability and use of criminal intelligence and crime data through the implementation of an intranet information access solution.
   b. Increase the effectiveness of inter-agency collaborative efforts and avoid duplication by developing information sharing agreements with the U.S. Attorney's and the High Intensity Drug Trafficking Area (HIDTA) authorities by June 30, 2001.
   c. Impair the ability of criminal organizations to launder illicit drug monies by implementing a multi-agency enforcement strategy by June 30, 2001.
   d. By June 30, 2001, implement a collaborative statewide drug prevention and public awareness campaign targeting the dangers of methamphetamine manufacture and use.
2. Reduce the availability and use of illegal firearms.
   a. By June 30, 2001, ensure all drug interdiction officers are trained in firearms trafficking abatement.
   b. By June 30, 2001, reduce the availability of illegal firearms through a 5 percent increase in collaborative interdiction details with federal, state and local authorities.
   c. By June 30, 2001, reduce the prevalence of firearms among convicted felons through a strategic intelligence initiative.
3. Improve the effectiveness, expertise and capabilities of Illinois State Police investigators.
   a. By June 30, 2001, enhance the core competencies of investigative personnel through the implementation of an investigative fellowship and exchange program.
   b. By June 30, 2002, enhance the core competencies of investigative personnel through the implementation of basic, intermediate and advanced training curriculum.
   c. By June 30, 2002, increase the likelihood of proper computer evidence seizure and recovery by implementing a training regimen for all agency enforcement personnel.
   d. Foster inter-agency cooperation and education and share best practices by hosting a national homicide investigators symposium by January 31, 2002.
   e. By June 30, 2001, explore the development of a computerized case management system.
4. Reduce the number of citizens victimized by crime.
   a. Increase awareness of the potential for victimization through implementation of a collaborative, statewide adolescent Internet exploitation prevention and awareness campaign by June 30, 2001.
   b. Reduce the victimization of the elderly through implementation of a comprehensive strategy to address recent trends in elderly victimization by June 30, 2001.
   c. By June 30, 2001, develop and implement a statewide multi-agency strategy to address serious violent crimes including homicide, criminal sexual assault, aggravated assault, battery and robbery.

Source of Funds: General Revenue Fund, Medicaid Fraud and Abuse Prevention Fund, State Police Motor Vehicle Theft Prevention Trust Fund, Gang Crime Witness Protection Fund, State Asset Forfeiture Fund, Federal Asset Forfeiture Fund, State Police Whistleblower Reward and Protection Fund, Drug Traffic Prevention Fund, Illinois State Police Federal Projects Fund, State Police Services Fund, Missing and Exploited Children Trust Fund

Statutory Authority: 20 ILCS 2605/2605-35

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of convicted sex offenders that are registered (a)	85.6 %	81.8 %	86 %	80.7 %	100 %
* Homicide clearance rate (b)	82.5	61.9	65.0	86.4	87.0
* Violent crimes clearance rate (b)	85.1	69.4	50.0	84.3	85.0
External Benchmarks					
* Percent of homicide cases cleared (East North Central States) (c)	63 %	55.5 %	N/A	N/A	N/A
* Percent of violent crimes cleared (East North Central States) (c)	44.9 %	39.3 %	N/A	N/A	N/A
Output Indicators					
* Number of arrests for drug related offenses	2,387	2,578	2,655	2,582	2,595
* Number of illegal firearms seized (a)	979.0	860.0	760.0	979.0	900.0
* Number of cases opened	8,838	8,837	8,800	8,912	9,000
* Number of criminal arrests from investigations	4,626	4,725	4,866	5,325	5,370
* Number of sex offenders required to register (d)	14,462	15,709	N/A	14,542	N/A
* Number of cases assisting other agencies (e)	5,370	5,470	5,550	2,625	2,650
Input Indicators					
* Number of personnel	767.0	593.0	797.0	602.0	613.0
* Budget expenditures (in thousands)	$71,839.3	$71,838.3	$84,790.4	$60,414.0	$72,564.5
Efficiency/Cost-Effectiveness Indicators					
* Average cases opened per investigator (f)	N/A	N/A	N/A	N/A	N/A
* Average caseload per investigator (f)	N/A	N/A	N/A	N/A	N/A

Investigation (Concluded)

Explanatory Information

Program goals and objectives were taken verbatim from the Department's 2001 Strategic Plan. FY2000 data has been updated for accuracy.

Footnotes

(a) FY00 figures were run as of 10-10-01. Data was revised for accuracy.

(b) Revisions to pilot programs in FY01 modified the clearance rate to include all cases in the system. FY00 only included those opened during that fiscal year.

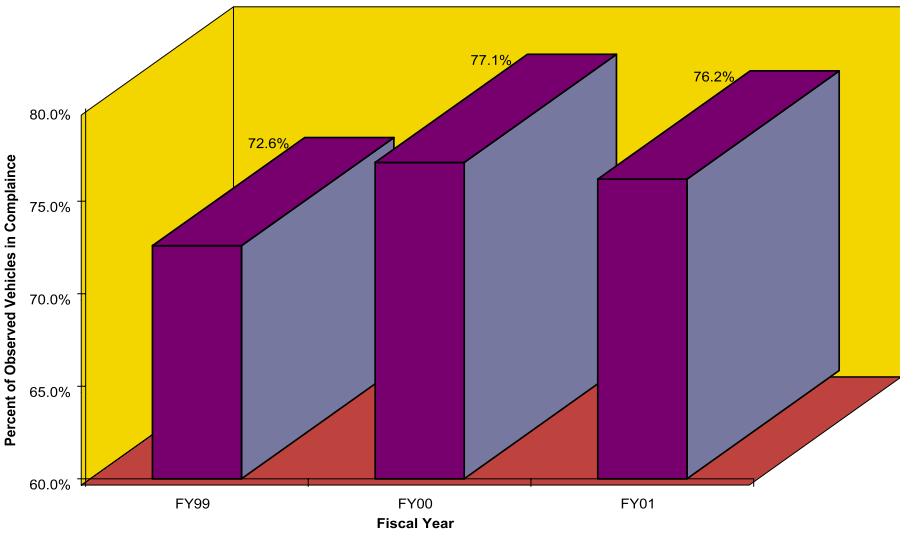
(c) Most recent data available is for calendar year 2000.

(d) Target number will be based on actual convictions that occur in FY02. Sex Offenders Registered (SOR) is for Illinois only. Any decrease in the number of sex offenders registered may be attributed to prisoners who have been extradited to another state or offenders who have otherwise moved outside of Illinois.

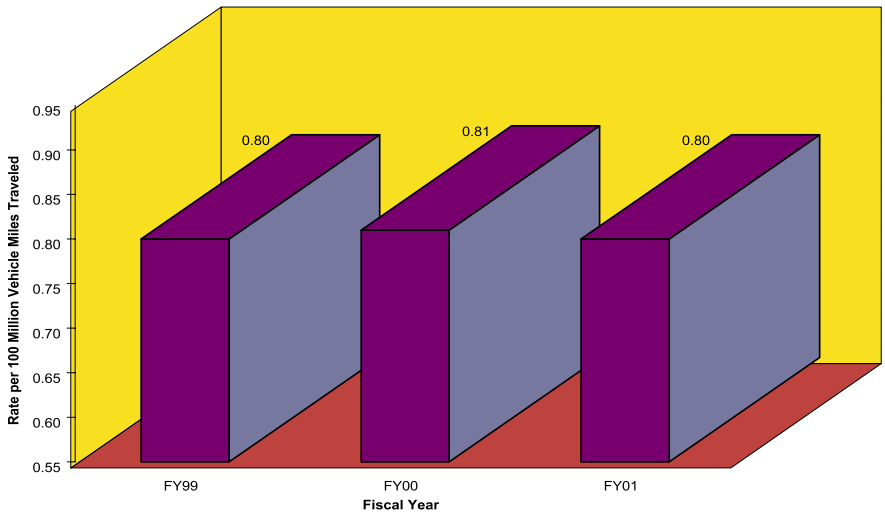
(e) Reduction in number of cases assisting other agencies reflects agency priority focus on violent crimes over property crimes.

(f) Original data reported in last year's report are being re-evaluated. Systems are being developed to improve the collection of this data.

Percent Observed Seatbelt Compliance on Interstates, US Highways and State Routes
Fiscal Years 1999 - 2001



Fatal Crash Rate on Interstates, US Routes & State Highways
Fiscal Years 1999 - 2001



Forensics

Mission Statement: Deliver accurate and timely forensic services in the collection and analysis of physical evidence from crimes and assist with the identification, arrest and prosecution of offenders.

Program Goals: Objectives:

1. Deliver accurate and timely crime scene forensic services.
   a. By June 30, 2002, develop and implement a comprehensive Quality Assurance Program for crime scene processing and reporting to guarantee accuracy and consistency in the crime scene process.
   b. By June 30, 2002, reduce crime scene request response time to less than one hour for 80 percent of valid crime scene requests.
   c. By June 30, 2002, complete 80 percent of 2-D (dimensional) diagrams within 60 days.
   d. By June 30, 2001, select and field test digital cameras for utilization by crime scene services personnel in order to decrease the return time of images to local agency clients.
2. Deliver accurate and timely forensic laboratory analysis.
   a. Meet mandatory court deadlines for evidence within the Forensic Biology/DNA, Latent Print, Firearm and Drug Chemistry disciplines of the statewide forensic science laboratory system while employing techniques to reduce the caseload by June 30, 2002.
3. Provide appropriate training opportunities for DFS employees to grow professionally and personally.
   a. By August 31, 2002, develop and provide a management training initiative to Forensic Sciences Command for future supervisors/managers.

Source of Funds: General Revenue Fund, State Crime Laboratory Fund, State Police DUI Fund, State Offender DNA Identification System Fund, Illinois State Police Federal Projects Fund, State Police Services Fund

Statutory Authority: 20 ILCS 2605/2605-40

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* AFIS hit/matches (Automated Fingerprint Identification System)	549.0	703.0	745.0	704.0	700.0
* Percent of ISP laboratories accredited by the American Society of Crime Laboratory Directors	100 %	100 %	100 %	100 %	100 %
* Percent of Crime Scene Investigators certified by the International Association of Indentification (a)	72.5 %	88 %	84 %	59 %	80 %
* Percent of crime scenes processed	N/A	N/A	90 %	97 %	97 %
* Percent of crime scenes responded to within one hour	N/A	N/A	80 %	64 %	80 %
* Percent of scientific cases processed within established standards	N/A	59 %	100 %	70.5 %	73 %
* Percent of two-dimensional diagrams completed within 60 days	N/A	N/A	80 %	37 %	80 %
Output Indicators					
* Number of crime scenes processed	4,722	5,161	N/A	4,896	5,100
* Number of two-dimensional diagrams completed	N/A	185.0	200.0	309.0	360.0
* Number of Short Tandem Repeat/STR offender profiles submitted to the CODIS (Combined DNA Index System) database (b)	N/A	N/A	N/A	6,443	1,900
* Number of scientific analysis cases worked	N/A	130,306	138,124	117,733	146,411
* Number of requests for crime scene processing (c)	N/A	N/A	5,400	3,714	5,550
* Number of requests for two-dimensional diagrams (c)	N/A	N/A	400.0	211.0	475.0
* Number of cases received for scientific analysis	121,279	126,978	134,597	118,771	142,673
Input Indicators					
* Budget expenditures (in thousands)	$36,196.4	$38,078.5	$43,666.4	$42,605.8	$52,495.4
* Number of personnel	474.0	472.0	492.0	484.0	577.0

Explanatory Information

Program goals and objectives were taken verbatim from the Department's 2001 Strategic Plan. Some 2000 data has been updated for accuracy.

Footnotes

(a) FY01 decrease due to significant increase in new crime scene investigators in FY01 who have not yet completed training to be certified.

(b) The FBI Laboratory's Combined DNA Index System (CODIS) blends forensic science and computer technology into an effective tool for solving violent crimes. CODIS enables federal, state, and local crime labs to exchange and compare DNA profiles electronically, thereby linking crimes to each other and to convicted offenders. FY01 includes cases from previous years that needed to be converted to new database. FY02 only includes conversion of new cases.

(c) This indicator was not tracked during the first quarter of FY01. Number reflects only nine months of data.

Integrity

Mission Statement: Through education and swift and impartial investigations of all allegations, reduce the incidents of misconduct in the executive branch, maintaining a high level of trust in public office.

Program Goals: Objectives:

1. Reduce the incidence of misconduct in the executive branch, maintaining a high level of trust in public officials.
   a. By June 30, 2001, increase from 68 percent to 71 percent the portion of all investigative cases completed within the 120-day target.
   b. By June 30, 2001, increase the number of restricted background investigations completed by retirees from 40 percent to 55 percent.
   c. Annually, deliver Ethics/Integrity instruction (including Division of Internal Investigation's role in conducting investigations of alleged employee misconduct) to all ISP employees attending in-service training and/or promotional school and to other agencies, boards and commissions as requested.
   d. By June 30, 2001, conduct a symposium/specialized training for representatives/liaisons of all agencies, boards, and commissions under the governor's jurisdiction on how to report and/or investigate alleged employee misconduct. Increase from 30 to 37 (44 percent to 55 percent), the number of eligible agencies attending the annual symposium.
2. Ensure a drug free workplace for all Illinois State Police employees by maintaining a reliable drug testing program.
   a. Conduct comprehensive drug testing: pre-employment (on all new ISP employees), random and for cause testing, and monitoring (on current ISP employees subject to provisions of the drug testing program) to maintain a reliable drug testing program and reinforce the Department's zero-tolerance policy.
3. Provide progressive education and training for Division of Internal Investigation employees.
   a. Provide management with the most current training information available for the allocation of training funds and encourage the employee to become involved in their own career development by providing individual training record information on-line by December 31, 2001.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of ISP trooper applicants disqualified after review of background investigations	N/A	25 %	35 %	21 %	30 %
* Percent of ISP personal complaints cleared	N/A	28 %	30 %	35 %	30 %
* Percent of executive branch agencies attending ethics/integrity events (a)	N/A	N/A	55 %	0 %	55 %
* Percent of attendees rating ethics/integrity events above average (a)	N/A	N/A	60 %	0 %	60 %
* Percent of pre-employment drug tests conducted that were negative	N/A	N/A	100 %	98.7 %	100 %
* Percent of random drug tests conducted that were negative	N/A	N/A	100 %	99.6 %	100 %
External Benchmarks					
* Metropolitan Police (Scotland Yard): number of complaints per 1,000 officers	N/A	N/A	N/A	263.0	N/A
Output Indicators					
* Number of ISP personal complaint cases received	N/A	360.0	360.0	403.0	355.0
* Number of hours of ethics/integrity training provided	N/A	30.0	40.0	32.5	50.0
* Number of ethics/integrity events offered	N/A	17.0	20.0	17.0	25.0
* Number of pre-employment drug tests conducted	N/A	353.0	350.0	299.0	400.0
* Number of random drug tests conducted	N/A	548.0	575.0	502.0	570.0
* Number of new hires subject to pre-employment drug testing	N/A	N/A	350.0	299.0	400.0
* Number of ISP employees randomly selected for drug testing	N/A	N/A	575.0	502.0	570.0
Input Indicators					
* Budget expenditures (in thousands)	N/A	$5,547.2	N/A	$5,434.3	$5,634.6
* Number of personnel	69.0	66.0	70.0	68.0	71.0
Efficiency/Cost-Effectiveness Indicators					
* Percent of ISP complaint investigations completed within 120 days.	N/A	65 %	70 %	50 %	70 %

Explanatory Information

Program goals and objectives were taken verbatim from the Department's 2001 Strategic Plan. Some 2000 data has been updated for accuracy. Integrity program did not report performance indicators to the Public Accountability Project prior to FY01.

Footnotes

(a) Zero percent due to Division of Internal Investigations symposium being postponed until April 18, 2002.

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Illinois Law Enforcement Training and Standards Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Law Enforcement Training	$11,962.9	24	$11,224.9	24
Totals	$11,962.9	24	$11,224.9	24

Mission and Organization

The Illinois Police Training Act (Act) created the Illinois Law Enforcement Training and Standards 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 2001 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.

The Act requires the Board to 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 to 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 $3,086.9 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 $1,046 to $3,349. It is for that reason the Board looks at costs over time rather than from year to year.

Mandated County Corrections Officer Basic Training Outcome Indicators.

The Act requires the Board to 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 $537.2 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 whose costs range from $424 to $2,033. It is for that reason the Board looks at costs over time rather than from year to year.

In-Service Training Delivery for Public Safety Personnel Output Indicators.

This represents the number of public safety personnel (law enforcement officers, county corrections officers, and support personnel) trained. *Input Indicators:* The amount of funding allocated by the Board was $3,537.7 thousand. Please note that since the 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 manhour is used.

Law Enforcement Training

Mission Statement: To upgrade and maintain a high level of training and standards for local law enforcement, county corrections, and related support personnel.

Program Goals: Objectives:

1. Promote compliance with mandatory training requirements.
   a. Provide statutory maximum reimbursement for law enforcement training.
   b. Provide statutory maximum reimbursement for county corrections training.
2. Promote increased voluntary in-service training sessions for public safety personnel.
   a. Increase number of public safety personnel choosing to make use of in-service training opportunites.

Source of Funds: Traffic and Criminal Conviction Surcharge Fund ***Statutory Authority:*** 50 ILCS 705/1

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Provide law enforcement and county corrections agencies with statutorily maximum reimbursement	100 %	100 %	100 %	100 %	100 %
Output Indicators					
* Number of law enforcement officers completing mandated basic training	1,655	1,780	1,300	1,218	1,600
* Number of county corrections officers completing mandated basic training	722.0	587.0	500.0	421.0	600.0
* Number of public safety personnel trained utilizing in-service training delivery system	53,198	57,791	62,000	61,143	63,000
Input Indicators					
* Total program expenditures (in thousands)	$11,186.0	$11,962.9	$12,654.6	$11,224.9	$13,761.2
* Number of personnel	20.0	24.0	26.0	24.0	26.0
Efficiency/Cost-Effectiveness Indicators					
* Reimbursement cost per law enforcement officer trained (in thousands)	$2,056.0	$2,399.0	$2,550.0	$2,534.0	$2,483.0
* Reimbursement cost per county corrections officer trained (in thousands)	$945.0	$1,100.0	$1,300.0	$1,276.0	$1,216.0
* Cost per training manhour for in-service training delivery program	$5.33	$5.45	$5.85	$5.76	$5.90

Liquor Control Commission
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Liquor Law Enforcement	$2,661.0	28	$2,184.0	30
Tobacco	$0.0	0	$1,767.9	2
Adjudication of Liquor Law Violations	$884.4	8	$748.4	8
Licensing	$688.5	8	$597.6	9
Under 21	$0.0	0	$376.8	2
Retailer Education	$0.0	0	$223.2	2
Beverage Alcohol Sellers and Servers Education and Training (BASSET)	$0.0	0	$86.4	1
Administrative/Support Staff	$0.0	16	$0.0	7
Totals	$4,233.9	60	$5,984.3	61

Explanatory Notes Administrative/Support Staff expenditures pro-rated among all programs listed by headcount allocation.

Mission and Organization

The Illinois Liquor Control Commission's mission is to protect the health, safety and welfare of the people of Illinois by careful control and regulation of the manufacture, distribution and sale of alcoholic liquors and by fostering temperance in their consumption. The Commission regulates businesses that manufacture, distribute and sell alcoholic beverages. It also issues licenses, inspects liquor establishments, regulates mail-order shipments of alcoholic beverages, hears appeals from local liquor commission decisions, reviews citations and evaluates license revocations. The Commission assists state, county and local governments and agencies in interpreting the law and educates liquor licensees and officials.

The Commission is also the state's lead agency for tobacco issues. Currently, the Commission is involved in a campaign titled "Kids Can't Buy 'Em Here," which works with local areas and retailers to reduce youth access to tobacco products. The Commission is also involved in educational and public awareness campaigns with licensees (*Retailer Education*), their employees (*BASSET*) and the general public regarding the Liquor Control Act, minimum age purchase and consumption laws (*Under 21*) and the consequences associated with violations of the Act.

Liquor Law Enforcement

Mission Statement: To ensure statewide compliance with the provisions, rules and regulations of the Illinois Liquor Control Act.

Program Goals: Objectives:

1. Conduct inspections of ILCC-licensed liquor businesses.
   a. Each agent to complete an average of 5 inspections per day.
   b. A complaint investigation shall be completed within 14 days of assignment.
   c. Three contractual agents to conduct 500+ special event inspections annually.
   d. All "proof of service" referrals are to be processed within 10 days.
2. Develop measurable performance objectives for division staff.
   a. Revise and update the Liquor Control Special Agent job description.
   b. Revise and update the Area Supervisor job description.
3. Develop a comprehensive training program for field agents.
   a. Hold semi-annual Statewide Agent Training Conferences.
   b. Maintain a training profile on all agents.
4. Revise and update Standard Operating Procedures.
   a. Review and revise the Division Standard Operating Procedures Manual.
   b. Develop and publish procedures on new functions/responsibilities on an as-needed basis.
   c. Publish any revisions to the Standard Operating Procedures Manual.
5. New Administrator to complete a management analysis of the Investigative Division.
   a. Interview and discuss operations with area supervisors.
   b. Report issues and discuss operations with Executive Director quarterly.
   c. Propose changes and recommendations to the Executive Director.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Violations cited	12,188	11,096	12,000	9,376	10,000
* Fines/penalties - citations (in thousands)	$575.0	$425.2	$500.0	$347.0	$400.0
Output Indicators					
* Inspections - retail	21,247	19,575	22,900	21,366	22,900
* Inspections - distributor	191.0	196.0	200.0	250.0	300.0
* Inspections - special events	310.0	330.0	400.0	375.0	500.0
* Inspections - complaints	1,357	745.0	500.0	336.0	500.0
* Inspections - follow-up	740.0	825.0	1,000	420.0	800.0
* Inspections - total	23,845	21,671	25,000	22,747	25,000
* Annual mileage - field agents	4,778	3,610	10,000	14,000	10,000
Input Indicators					
* Budget expenditures (in thousands)	$1,496.1	$2,661.0	$2,300.0	$2,184.0	$2,356.9
* Number of personnel (administrative)	5.0	5.0	3.0	3.0	3.0
* Number of personnel (field agents)	22.0	23.0	27.0	27.0	28.0
Efficiency/Cost-Effectiveness Indicators					
* Average inspections per day	4.5	4.2	5.0	3.8	4.0
* Average annual violations per field agent	557.0	482.0	400.0	334.9	400.0
* Cost to perform a field inspection	$62.70	$73.30	$90.00	$96.90	$90.00
* Revenue generated per inspection	$24.10	$19.60	$20.00	$15.30	$20.00
* Net revenue/(loss) per inspection	-$38.60	-$53.70	-$70.00	-$81.60	-$70.00

Explanatory Information

The Investigations Division is responsible for conducting liquor inspections at over 26,000 licensed entities throughout Illinois. On average, Liquor Control Special Agents conduct 1,000 inspections each year. These agents use laptop computers to ensure standardized reporting and consistent application of enforcement. Agents respond to all complaints received from the general public regarding violations, serve as liaisons to local liquor commissioners and law enforcement agencies, and conduct orientation inspections for new licensees upon request.

Tobacco

Mission Statement: Promote the "Kids Can't Buy 'Em Here" Program; Develop retailer education program on minimum age tobacco laws; Operate the tobacco enforcement grant program.

Program Goals: Objectives:

1. To reduce youth access to tobacco products in Illinois.
   a. Provide compliance information to every tobacco vendor in the state.
   b. Conduct annual sample of 600 inspections to determine statewide compliance level as required by Federal Synar law. (a)
2. To reduce youth access to tobacco in Illinois - Kids Can't Buy 'Em Here.
   a. Publish and distribute a semi-annual newsletter to all tobacco vendors.
   b. Develop a program for local government enforcement efforts based on pilot program.
   c. Conduct surveys to evaluate program's impact in improving compliance.
3. To reduce youth access to tobacco in Illinois - Tobacco Settlement Fund.
   a. Solicit proposals from local governments to initiate or sustain tobacco enforcement programs.
   b. Review program results at close of FY-02 for FY-03 funding.
   c. Disburse $1.0M in grants in FY-02 based on best program proposals.
   d. Increase TEP grants to $1.25M in FY03 and $1.5M in FY04.

Source of Funds: General Revenue Fund, Tobacco Settlement Recovery Fund, Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Vendor compliance rate - Synar (a)	N/A	N/A	80 %	88.5 %	80 %
* Vendor compliance rate - Local	N/A	N/A	80 %	85 %	80 %
* Population covered by local grants	N/A	N/A	80 %	77 %	90 %
Output Indicators					
* Training sessions - local government	N/A	N/A	40.0	57.0	40.0
* Retailer kits submitted to vendors	N/A	N/A	20,000	13,500	20,000
* Information packets submitted to vendors	N/A	N/A	300.0	265.0	300.0
* Local/municipal grants	N/A	N/A	150.0	136.0	150.0
* Vendor compliance inspections- Synar (a)	N/A	N/A	600.0	531.0	600.0
* Vendor compliance inspections-local	N/A	N/A	18,000	15,563	18,000
Input Indicators					
* Budget expenditures (in thousands)	N/A	N/A	$1,800.0	$771.6	$1,800.0
* Number of personnel (b)	N/A	N/A	9.0	9.0	10.0
* Dollars expended in grants (in thousands) (c)	N/A	N/A	$1,000.0	$996.3	$1,000.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection	N/A	N/A	$50.00	$49.90	$50.00
* Average cost per grant	N/A	N/A	$6,666.70	$7,325.00	$6,666.70

Explanatory Information

The Tobacco Division is responsible for the "Kids Can't Buy 'Em Here" Campaign. The Tobacco Enforcement Program (TEP) distributes $1 million in grants to local units of government and law enforcement agencies to educate tobacco retailers on minimum-age tobacco laws and to perform tobacco compliance checks on retailers. The Commission's appropriation is from the state's Tobacco Settlement Fund to offer grants to communities to either initiate programs that enforce minimum-age tobacco laws or support existing programs. Municipal Surveys are conducted in order to gain knowledge of community-based efforts pertaining to vendor education, enforcement and adjudication.

Footnotes

(a) The Synar Amendment to Section 1926 of the U.S. Public Health Service Act was enacted in response to U.S. Congressman Synar's concerns that is was too easy for underage youth to purchase tobacco products. While there are many regulations to the amendment, there are four primary regulations that all states must achieve. Failure to achieve Synar Regulation can result in a 40% reduction in Substance Abuse Prevention and Treatment Funding. For Illinois, this could mean up to $28 million. The four primary regulations to the Synar Amendment are that each state must: enact laws that prohibit the sale of tobacco products to minors; enforce those laws to a reasonable extent; conduct annual, unannounced, random compliance checks that statistically provide a retailer compliance rate for the state and; report the state's annual compliance rate, the level of enforcement occurring and the activities conducted by the state to comply with all Synar Regulations. In 1993, the Illinois General Assembly designated the Commission as the state agency responsible for complying with the Synar Amendment.

(b) For FY 2001, the totals listed under the "number of personnel" indicator include two authorized full-time employees and seven part-time contractual workers. The FY 2002 target total includes two authorized full-time employees and an increase in the number of part-time contractual workers to eight.

(c) The total dollar amounts listed for the "dollars expended in grants" indicator fall within the "budget expenditures" indicator totals for the entire program. The "dollars expended in grants" indicator seeks to highlight the importance of grant expenditures to the Tobacco program.

Adjudication of Liquor Law Violations

Mission Statement: To ensure statewide compliance with the provisions, rules and regulations of the Illinois Liquor Control Act.

Program Goals: Objectives:

1. Review and revise the Illinois Liquor Control Act.
   a. Incorporate the necessary updates related to new legislation.
   b. Update the Illinois Liquor Control Act on the Internet Web page.
2. Review and revise the Commission's Administrative Code rules and regulations.
   a. Incorporate language from any new legislation.
   b. Update the Code on the Internet Web page.
   c. Eliminate outdated, unnecessary or burdensome rules and regulations.
3. Implement all the provisions of the Mail-Order Regulation Act of 1999.
   a. Develop internal controls to track express mail carrier shipment reports.
   b. Continue to develop interstate contacts with other state regulatory agencies.
4. To complete an analysis of agency-wide processing of Freedom of Information Act requests.
   a. Establish a central tracking log of FOIA requests.
   b. Calculate the in-house cost of responding to each individual request vs. revenue collected.
   c. Develop a pricing list that will ensure Commission recoupment of administrative costs.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Fines/penalties - administrative review cases (in thousands)	$467.4	$339.2	$300.0	$280.0	$300.0
* Fines/penalties - citations (in thousands)	$107.5	$86.0	$70.0	$67.0	$70.0
* Collections - citations (IL Dept of Revenue) (in thousands)	$1,835.8	$1,480.3	$1,800.0	$2,975.9	$2,500.0
* Total - fines/penalties/collections (in thousands)	$2,410.7	$1,905.5	$2,170.0	$3,322.9	$2,950.0
* Liquor license revocations by IL Liquor Control Commission	76.0	55.0	40.0	11.0	30.0
* Liquor license revocations by IL Dept. of Revenue (a)	173.0	87.0	200.0	318.0	200.0
Output Indicators					
* Administrative review cases heard	7,453	5,893	6,900	5,367	6,900
* Pre-disciplinary conference hearings	148.0	175.0	150.0	150.0	150.0
* Citation cases	663.0	505.0	500.0	264.0	500.0
* Appeals cases	50.0	39.0	50.0	54.0	50.0
* Citation cases (IL Dept of Revenue)	653.0	798.0	900.0	886.0	900.0
* Total cases	8,967	7,410	8,500	6,721	8,500
* Total revenue-generating Cases	5,136	3,977	3,050	2,800	3,050
* Warnings/dismissals	2,980	3,433	3,300	3,396	3,300
Input Indicators					
* Budget expenditures (in thousands)	$444.6	$884.4	$745.0	$748.4	$1,025.5
* Number of personnel	7.0	8.0	8.0	8.0	11.0
Efficiency/Cost-Effectiveness Indicators					
* Cost to process and adjudicate a compliance case	$50.00	$78.00	$85.00	$267.00	$200.00
* Revenues generated per case	$269.00	$257.00	$450.00	$4,121.00	N/A
* Net revenue generated per case	$219.00	$179.00	$400.00	$3,854.00	$3,500.00

Explanatory Information

The Administrative Review Processing System is an automated computer system that processes minor administrative violations of the Liquor Control Act much like traffic tickets. All parties waive the right to a formal hearing. Citation cases are more serious and may involve violations of the Act that impact the public safety of Illinois citizens. All citations come before the Commissioners at a formal hearing. All revenues derived from ARP cases and citations are deposited into the General Revenue Fund.

Footnotes

(a) The Illinois Department of Revenue revokes liquor licenses for the following reasons: failure to file a tax return; filing of a fraudulent return; failure to pay any portion of a tax or penalty that is due; failure to maintain books and records; failure to obtain and display any required certificates or sub-certificates of registration; and willful violation of any Department of Revenue rule or regulation concerning the administration and enforcement of tax liability.

Licensing

Mission Statement: Review and determine eligibility of business entities to hold a liquor license in the State of Illinois.

Program Goals:
Objectives:

1. To review, validate and issue liquor licenses in a timely and efficient manner.
   a. Maintain retail customer satisfaction with an application turnaround of 36 hours or less.
   b. Maintain the cost of issuing a license at or below $18.00.
   c. Implement monthly quality control programs to determine employee application processing accuracy.
   d. Implement quarterly in-house training to improve staff efficiency and accuracy.
2. To complete implementation of the Brand Registration and Territorial Tracking System.
   a. Develop a public-private partnership to have data loaded in system.
   b. Load data from M - Z during FY03 (5,000 records).

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* License transaction turnaround time (in hours)	36.0	36.0	36.0	36.0	36.0
* License revenues collected (in thousands)	$4,119.0	$4,203.9	$600.0	$597.5	$633.3
Output Indicators					
* Licenses issued	25,925	25,750	26,000	25,879	26,000
* Mail control transactions	30,524	N/A	31,000	36,000	31,000
* Application rejection transactions	3,147	4,656	5,000	15,000	5,000
* Duplicate licenses issued	428.0	325.0	400.0	369.0	400.0
* Certificate tracking transactions	34,000	32,025	31,000	30,000	31,000
* Telephone transactions	36,650	35,400	30,000	28,000	30,000
* Non-resident dealer record entries	N/A	N/A	3,000	2,933	3,000
* Total transactions	130,674	98,156	126,400	138,181	126,400
Input Indicators					
* Budget expenditures (thousands)	$310.4	$688.4	$600.0	$597.6	$633.3
* Number of personnel	6.5	8.0	9.0	9.0	9.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per license issued	$12.00	$15.00	$18.00	$18.00	$18.00
* Revenue collected per license	$159.00	$163.00	$155.00	$155.00	$155.00
* Net revenue per license issued	$147.00	$148.00	$135.00	$138.00	$140.00
* Annual transactions per employee	17,095	16,144	9,000	15,353	10,000
* Licenses issued annually per employee	4,713	3,218	2,900	2,875	3,000

Explanatory Information

The Licensing Division is responsible for reviewing state liquor applications and issuing more than 200 new and 2,000 renewal state liquor licenses every month. There are 28 categories of liquor licenses which have fees ranging from $25 to $3,600. This Division has staff in both the Chicago and Springfield offices and provides assistance to licensees to facilitate the license issuance process. The following transactions may be required to issue a license: 1) mail control; 2) review; 3) possible rejections; 4) issuance; and 5) certificate tracking. Full Time Employees increased to 9 during FY2001. All revenues from liquor licenses are deposited into the Dram Shop Fund and are subsequently appropriated to cover all operation expenditures for the Illinois Liquor Control Commission.

Under 21

Mission Statement: To develop a public awareness campaign related to minimum-age liquor laws and to educate retail liquor establishments on how to guard against illegal sales and services to minors.

Program Goals: Objectives:

1. To reduce illegal purchases of alcoholic beverages by person under 21 via education.
   a. Distribute flyers to 21,000 licensed liquor retailers in Illinois.
   b. Distribute brochures on dangers of illegal purchase to target areas.
   c. Distribute brochures on dangers of illegal purchase to parents of college freshmen.
   d. Introduce radio/TV/print Public Service Announcements in 72 selected college markets in Illinois.
2. To reduce illegal purchases of alcoholic beverages to persons under 21 via enforcement.
   a. Have agents stop at all licensees in college community locations with flyers.
   b. Examine ILCC fine structure for administrative penalties for "under 21" sales.
3. To reduce illegal consumption of alcoholic beverages by persons under 21 via education.
   a. Conduct the second survey of students under 21 to measure baseline data.
   b. Meet with national/state fraternity/sorority associations on changing drinking culture.
   c. Distribute brochures on danger of illegal consumption to all freshmen.
   d. Introduce radio/TV/print Public Service Announcements in 14 selected Illinois college markets.
   e. Form statewide advisory council to address campus "drinking culture" issues.
4. To reduce illegal consumption of alcoholic beverages by persons under 21 via enforcement.
   a. Discuss campus disciplinary actions with faculty/student advisory council.
   b. Network with local and state law enforcement agencies in communities in or surrounding college locations.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Output Indicators					
* Student survey participants	N/A	N/A	1,300	6,125	2,000
* College/university contacts	N/A	N/A	40.0	192.0	50.0
* Sorority/fraternity contacts	N/A	N/A	10.0	7.0	10.0
* Public service announcement minutes aired	N/A	N/A	1,000	0.0	1,000
* Colleges/universities contacted to establish rapport and evaluate program components	N/A	N/A	40.0	39.0	40.0
* Number of participants in annual survey to determine Under 21 program effects on drinking culture	N/A	N/A	2,000	6,125	2,000
* Number of participants in initial survey who participated in follow-up surveys	N/A	N/A	N/A	N/A	1,000
Input Indicators					
* Budget expenditures (in thousands)	N/A	N/A	$480.0	$376.8	$480.0
* Number of personnel	N/A	N/A	2.0	2.0	2.0

Explanatory Information

The Under 21 program is a new program being reported by the Liquor Control Commission. This public awareness campaign helps educate underage college students of the negative consequences of underage drinking and provides Illinois liquor retailers with awareness/educational materials and signage that sends a strong message to minors that under 21 alcohol sales will not be tolerated. As the program continues, further performance indicators will be created, and more information will be available to determine effectiveness and efficiency of this program. Outcome indicators are currently being developed for this program.

Retailer Education

Mission Statement: To create an industry/government communications network which provides timely, succinct, accurate and comprehensive information related to the regulation and operation of the alcoholic beverage industry in Illinois.

Program Goals: Objectives:

1. To improve and enhance Commission-Industry communications via newsletters.
   a. Publish and distribute newsletters statewide on a quarterly basis.
   b. Include satisfaction surveys to measure acceptance by licensees.
   c. Maintain a 50% or better approval rating on newsletter content.
2. To improve and enhance Commission-Industry communications via Mayor's/Licensee conferences.
   a. Hold 20 mayors and licensees conferences to provide open forums for discussion (May, June, July, August, September and October).
   b. Collect program evaluations to determine program satisfaction scale.
   c. Maintain a 60% or better approval rating on forum content.
3. To improve and enhance Commission-Industry communications via the Internet.
   a. Review and revise Internet publications on a quarterly basis.
   b. Review and examine Internet site "hits" to determine interest in topics.
   c. Send out an Internet survey with one of the quarterly newsletters to measure usefulness.
   d. Maintain a 60% or higher approval/interest rating towards the Commission's Website.
4. To improve and enhance Commission-Industry communications via publications.
   a. Publish fact sheets on tobacco/alcohol issues semiannually.
   b. Issue satisfaction survey with publications to measure benefits.
   c. Analyze satisfactions surveys to improve or scrap program.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/1-1 et seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Newsletter surveys received	N/A	N/A	75 %	80 %	N/A
* Website surveys received	N/A	N/A	75 %	0 %	75 %
* Rate of customer satisfaction with Commission publications (based upon survey results)	N/A	N/A	50 %	80 %	50 %
Output Indicators					
* Quarterly newsletters published	N/A	N/A	4.0	4.0	4.0
* Media programs initiated	N/A	N/A	8.0	306.0	300.0
* Number of Mayors' Conferences held	N/A	N/A	6.0	28.0	20.0
Input Indicators					
* Budget expenditures (in thousands)	N/A	N/A	$250.4	$223.2	$250.4
* Number of personnel	N/A	N/A	2.0	2.0	2.0

Explanatory Information

The Liquor Control Commission is reporting on a new program, Retailer Education. This program is responsible for educating the liquor industy regarding the laws that govern liquor and tobacco sales throughout the state. Retailer Education makes available a variety of educational publications including newsletters, booklets, flyers, news releases, signs and an ILCC website. This Division continues to improve communications between the ILCC and industry and government agencies. As it advances, additional performance indicators will be established, and the ILCC will be better able to determine the effectiveness and efficiency of the Retailer Education program.

BASSET

Mission Statement: To license and regulate entities which provide seller/server education to the employees of license liquor establishments.

Program Goals: Objectives:

1. Administrate the BASSET Program.
   a. Maintain reporting system for semi-annual training data requirement.
   b. Recertify and license the 127 BASSET providers in Illinois.
2. Enhance BASSET training in Illinois.
   a. Publish and distribute CD version of BASSET to Illinois municipalities.
   b. Survey municipalities on BASSET issues and recommendations.
   c. Begin issuing Training Certification cards to persons successfully completing BASSET training.
   d. Seek advisory council input on the BASSET program.
3. Expand BASSET training in Illinois.
   a. Promote more BASSET ordinances in interested communities.
   b. Develop model BASSET training program for interested municipalities.
   c. Promote the new BASSET program through industry trade publications.
   d. Promote the new BASSET program to all 1,300 Illinois municipalities.

Source of Funds: Dram Shop Fund ***Statutory Authority:*** 235 ILCS 5/3-12 (a) (11.1)

	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Outcome Indicators					
* Licensed BASSET programs	N/A	N/A	120.0	106.0	120.0
* License revenues collected (in thousands)	N/A	N/A	$30.0	$26.5	$30.0
* Persons trained in BASSET program	N/A	N/A	15,000	11,838	17,000
* Favorable responses on surveys regarding usefulness of BASSET program	N/A	N/A	75 %	75 %	75 %
* Favorable responses on surveys regarding new BASSET curriculum	N/A	N/A	75 %	80 %	75 %
* Favorable responses from trainees on server/seller education course just received	N/A	N/A	75 %	70 %	75 %
Output Indicators					
* BASSET surveys mailed	N/A	N/A	2.0	1.0	2.0
Input Indicators					
* Budget expenditures (in thousands)	N/A	N/A	$150.0	$86.4	$150.0
* Number of personnel	N/A	N/A	1.0	1.0	2.0

Explanatory Information

The BASSET (Beverage Alcohol Sellers and Servers Education and Training) Program is a new program reported by the Liquor Control Commission. BASSET is a tool used to help the industry by educating the servers/sellers on liquor law violations and to promote safe industry practices.

Military Affairs
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Facilities	$21,170.2	278	$22,122.5	278
Lincoln's Challenge Academy	$4,798.4	142	$5,993.6	169
Totals	$25,968.6	420	$28,116.1	447

Mission and Organization

The Illinois Department of Military Affairs, a part of the executive branch of state government, acts as the channel of communication between the federal government and the State of Illinois on all matters pertaining to the State Military. The Military Code of Illinois (20 ILCS 18-5 et seq.) establishes the powers and duties of the Department and the Adjutant General.

The Department is comprised of the Illinois Army National Guard and the Illinois Air National Guard, which are collectively titled the Illinois National Guard (Guard). The Guard has approximately 13,500 members and is responsible for carrying out a dual mission, federal and state. The Guard's federal mission includes providing highly-trained, well-equipped personnel and units capable of rapid deployment when called upon by the President in time of war or national emergency. The state mission of the Guard is to support civil authorities when called upon by the Governor in order to protect life and property and preserve peace, order and public safety.

The Department organizes and operates the community-related program *Lincoln's Challenge*, with the assistance of federal funding. *Lincoln's Challenge* is a 17-month program designed for at-risk youth ages 16 through 18. The program is a two-phase (resident and post-resident) program that focuses on eight core objectives: academic excellence; job skills; physical fitness; leadership and fellowship; health, sex education and nutrition; life coping skills; responsible citizenship; and community service.

Facilities

Mission Statement: To provide military support that is trained and equipped to protect life and property, and to preserve peace, order, and the public safety, as directed by the governor.

Program Goals: Objectives:
1. Maintain readiness for state emergencies.
   a. To insure that Illinois National Guard forces possess the most modern and compatible equipment available to acomplish the mission. To insure adequate personnel are available to meet emergencies and contingencies.

Source of Funds: General Revenue Fund, Federal Support Agreement Revolving Fund ***Statutory Authority:*** 20 ILCS 1805

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Output Indicators					
* Number of armory rentals	350.0	354.0	350.0	350.0	355.0
* Number of drill weekends	12.0	12.0	12.0	12.0	12.0
* Number of state active-duty Guard call-ups	0.0	0.0	0.0	1.0	1.0
* Number of guardsmen-Army/Air	13,593	13,268	13,355	13,353	13,400
Input Indicators					
* Budget expenditures (in thousands)	$19,012.1	$21,170.2	$22,800.5	$22,122.5	$24,321.5
* Number of personnel	275.0	278.0	298.0	278.0	298.0
Efficiency/Cost-Effectiveness Indicators					
* Average cost per employee (in thousands)	$42.0	$43.9	$42.0	$44.9	$46.3
* Cost per guardsmen- state support of facilities (in thousands)	$1.4	$1.5	$1.7	$1.5	$1.8

Explanatory Information

Federal Funding: Following is the federal funding support to the Illinois Army and Air National Guard for fiscal years 1999, 2000 and 2001: FY99-$204,365,297; FY00-$224,044,685; FY01-$212,138,287. State Funding: State resources are allocated to funding general operations (i.e. administration, maintenance of state-owned armories and permanent improvement projects). Outcome Indicators: Outcome indicators are being developed for the next reporting period.

Lincoln's Challenge Academy

Mission Statement: To provide resident and non-resident programs for at-risk youth.

Program Goals: Objectives:

1. Prepare Lincoln's Challenge Academy students for success after graduation.
   a. To provide 100% of the graduates with mentors who will evaluate the graduates' status one year after graduation.
   b. To insure program graduates receive appropriate stipend assistance.
   c. To insure 65% of the Lincoln's Challenge students obtain a General Educational Development (GED) certificate during the program.
   d. To insure that more than 70% of the Lincoln's Challenge graduates go on to college, vocational training or go directly into the work force immediately after graduation.

Source of Funds: Federal Support Agreement Revolving Fund ***Statutory Authority:*** 20 ILCS 1805/27

	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Outcome Indicators					
* Number of graduates	689.0	739.0	800.0	863.0	800.0
* Number of GED certificates awarded	412.0	487.0	520.0	607.0	520.0
External Benchmarks					
* Number of GED certificates awarded in Michigan's equivalent program	N/A	N/A	N/A	48.0	N/A
* Number of GED certificates awarded in Missouri's equivalent program	N/A	N/A	N/A	65.0	N/A
* Number of GED certificates awarded in Wisconsin's equivalent program	N/A	N/A	N/A	59.0	N/A
Output Indicators					
* Number of students enrolled	860.0	911.0	1,000	1,074	1,000
Input Indicators					
* Number of contractual employees	148.0	142.0	169.0	161.0	174.0
* Budget expenditures (in thousands)	$4,458.8	$4,798.4	$4,707.8	$5,993.6	$5,622.9

Nuclear Safety
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Environmental Monitoring, Radioactive Waste Management & Laboratory Support	$4,867.5	39	$4,960.3	39
Administration	$4,647.7	58	$4,909.4	58
Monitoring Nuclear Power Plants	$3,605.5	30	$3,822.1	30
Regulating Medical & Industrial Uses of Radiation Equipment and Materials	$3,260.9	46	$3,417.3	46
Emergency Planning and Response	$3,259.3	27	$3,374.0	27
Nuclear Power Plant Safety	$1,989.0	21	$2,013.1	21
West Chicago Decommissioning Project	$1,784.7	4	$1,824.1	4
Totals	$23,414.6	225	$24,320.3	225

Mission and Organization

The Department of Nuclear Safety is responsible for protecting individuals in Illinois from unnecessary exposure to the harmful effects of radiation. Its mission is accomplished through public education, emergency response, regulation, inspection, testing and enforcement. The Department carries out several programs that establish, implement and enforce radiation protection measures and standards. One of the purposes of these programs is to carefully monitor any and all radiation sources with the intent of containing exposure to the lowest level reasonably achievable. Some programs also serve to educate the general public and, more specifically, to educate and train individuals working with or near the sources of radiation and individuals responding to emergencies involving radiation.

The Department is reporting for six programs: 1) Emergency Planning and Response; 2) Monitoring Nuclear Power Plants; 3) Nuclear Power Plant Safety; 4) Regulating Medical and Industrial Uses of Radiation Equipment and Materials; 5) Environmental Monitoring, Radioactive Waste Management and Laboratory Support; and 6) West Chicago Decommissioning Project.

The *Emergency Planning and Response* program provides training to state and local emergency workers, financial assistance to local governments near nuclear facilities and maintains emergency response equipment for the Department. During fiscal year 2001, program targets were achieved for training emergency workers and successfully conducting emergency exercises with federal, state and local government responders, as well as nuclear industry personnel.

The *Monitoring Nuclear Power Plants* program is in the process of developing a new gaseous effluent monitoring system to replace systems using old technology that were installed at each of Illinois' nuclear power stations ten or more years ago. During fiscal year 2001, the program target was met with the completion of the prototype system. In addition, program staff are installing new software for each plant to allow Department analysts to better track abnormal events at each plant. Over 90 percent of the target was met for this part of the program.

The *Nuclear Power Plant Safety* program is developing a new risk-based inspection program for the Department's resident inspectors to use at Illinois' nuclear power stations. The new inspection program will allow inspectors to increase their efficiency in checking plant systems for potential problems and failures. The fiscal year 2001 target was met for this program. In addition, staff are performing an ongoing inspection of the shut-down Zion nuclear power station.

The *Regulating Medical and Industrial Uses of Radiation Equipment and Materials* program is working to improve its efficiency levels for the various types of inspections it performs. Target levels are nearly being met.

The *Environmental Monitoring, Radioactive Waste Management and Laboratory Support* program is also working to improve its efficiency in sample analysis and investigations. Target levels are being met or exceeded.

The *West Chicago Decommissioning Project* is the Department's largest on-going environmental radiation clean-up program. The Department is the regulatory authority for the clean-up of the Kerr McGee Rare Earth Facility of West Chicago and provides testing and verification services for other properties in the area being cleaned up under the U.S. EPA Super Fund program. Program targets are being met or exceeded for verification testing being performed by project staff.

Environmental Monitoring, Radioactive Waste Management & Laboratory Support

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:
1. Minimize unnecessary radiation exposure to individuals from environmental radiation sources.
   a. Assist other agencies to reduce exposures to radium in water supplies and test for radioactive contamination in the environment.

Source of Funds: Radiation Protection Fund, Indoor Radon Mitigation Fund, Nuclear Safety Emergency Preparedness Fund, Sheffield February 1982 Agreed Order Fund, Radioactive Waste Facility Development and Operation Fund

Statutory Authority: 420 ILCS 20

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Water samples analyzed by target time (a)	50 %	77 %	85 %	83 %	100 %
* Radon reports investigated within 14 days	100 %	100 %	100 %	100 %	100 %
* Environmental samples analyzed by target time (a)	70 %	78 %	85 %	100 %	100 %
Output Indicators					
* Radon mitigation complaints investigated (b)	28.0	39.0	36.0	45.0	30.0
* Water sample analyses performed	3,055	3,118	3,500	4,081	2,560
* Environmental soil and air sample analyses performed	5,730	5,877	6,500	6,141	6,700
Input Indicators					
* Number of personnel	50.0	50.0	39.0	39.0	39.0
* Program expenditures (in thousands)	$4,229.1	$4,693.6	$4,435.8	$4,960.3	$4,882.2
* State Indoor Radon grant (in thousands)	$164.1	$173.9	$251.5	$220.3	$250.4

Footnotes

(a) Some of the samples are analyzed for U.S. EPA and Illinois EPA. Target turnaround times are suggested by these client agencies.

(b) Clients of entities that test for or mitigate radon contamination may file complaints against the providers.

Monitoring Nuclear Power Plants

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:
1. Minimize unnecessary radiation exposure to individuals from nuclear power plants.
   a. Reduce the time for identifying potential accidents at nuclear power plants by developing expert software and procedures that detect and categorize abnormal operating conditions.
   b. Improve the reliability, accuracy and speed of monitoring systems by simplifying and updating the system.

Source of Funds: Nuclear Safety Emergency Preparedness Fund

Statutory Authority: 420 ILCS 5

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Develop replacement gaseous effluent monitor - percent completed (a)	25 %	99 %	100 %	100 %	100 %
* Develop reactor analysis decision aids - percent completed (b)	N/A	50 %	100 %	91.3 %	100 %
Output Indicators					
* Abnormal event software - tasks completed (b)	N/A	6.0	23.0	21.0	21.0
* Prototype monitoring developed - tasks completed (b)	145.0	436.0	134.0	134.0	134.0
Input Indicators					
* Program expenditures (in thousands)	$3,657.4	$3,605.5	$3,863.1	$3,822.1	$3,936.8
* Number of personnel	38.0	38.0	30.0	30.0	30.0

Footnotes

(a) The Department is developing an upgraded system to monitor gases that are released from nuclear power plants. This system will replace systems that were installed ten or more years ago.

(b) The Department is developing computer programs to analyze data coming from nuclear power plants which will assist decision makers responding to emergency situations.

Regulating Medical and Industrial Uses of Radiation Equipment and Materials

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from medical and non-medical sources of radiation.
   a. License all qualified facilities that apply to use medical or non-medical radioactive materials.
   b. Register all facilities that use medical or non-medical radiation producing devices.
   c. Accredit all qualified individuals that apply ionizing radiation to patients.
   d. Certify all qualified idividuals that perform industrial radiography.
   e. Inspect facilities that use sources of radiation for medical or non-medical purposes.

Source of Funds: General Revenue Fund, Radiation Protection Fund, Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 420 ILCS 40

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* X-ray inspections performed compared to planned	97 %	98 %	100 %	82.2 %	100 %
* Mammography inspections performed compared to planned	100 %	100 %	100 %	98.7 %	100 %
* Radioactive materials inspections performed compared to planned	95 %	96.5 %	100 %	92 %	100 %
Output Indicators					
* X-ray inspections performed	2,980	3,070	3,500	3,122	4,310
* Mammography inspections performed	380.0	348.0	400.0	395.0	400.0
* Radioactive materials inspections performed	355.0	374.0	350.0	320.0	350.0
Input Indicators					
* Number of personnel	47.0	47.0	46.0	46.0	46.0
* Program expenditures (in thousands)	$3,178.8	$3,260.9	$3,081.6	$3,417.3	$3,520.0
Efficiency/Cost-Effectiveness Indicators					
* Inspections per program FTE	79.0	81.0	90.0	81.6	107.0
* Program cost per inspection	$855.7	$860.0	$726.6	$891.0	$700.0

Emergency Planning and Response

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from nuclear power plants and from uncontrolled sources of radiation.
   a. Maintain response equipment in an immediately deployable status.
   b. Provide regular radiological response training to staff.
   c. Promptly respond to and investigate all reports of uncontrolled radiation source incidents.
   d. Increase the percentage of local government emergency workers for radiological response.

Source of Funds: Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 420 ILCS 5

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
Emergency exercises successfully conducted	4.0	5.0	4.0	4.0	5.0
Deficiencies identified	0.0	0.0	0.0	0.0	0.0
Output Indicators					
Emergency workers trained	2,215	2,388	2,178	1,059	1,525
Emergency exercises conducted	4.0	5.0	4.0	4.0	5.0
Input Indicators					
Number of personnel	35.0	35.0	27.0	27.0	27.0
Program expenditures (in thousands)	$2,794.9	$2,800.7	$3,013.9	$3,374.0	$3,008.3
Local government support (in thousands) (a)	$448.2	$458.6	$450.0	$453.3	$450.0

Footnotes

(a) Under this program the Department provides financial assistance to local governments located near nuclear facilities for their efforts related to radiological emergency planning and response.

Nuclear Power Plant Safety

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from nuclear power plants.
   a. Reduce the likelihood of a nuclear power plant accident by developing and following a risk-based inspection program focusing on safety significant plant systems.

Source of Funds: Nuclear Safety Emergency Preparedness Fund ***Statutory Authority:*** 420 ILCS 10

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Implement a risk-based inspection program - percent completed (a)	N/A	9 %	50 %	50 %	50 %
Output Indicators					
* Develop risk-based inspection program - tasks completed (a)	N/A	5.0	20.0	20.0	20.0
* Inspection of permanently shut-down plant - tasks completed (b)	N/A	30.0	15.0	15.0	15.0
Input Indicators					
* Number of personnel	21.0	21.0	21.0	21.0	21.0
* Program expenditures (in thousands)	$1,926.4	$1,943.9	$2,067.6	$2,013.1	$2,073.5

Footnotes

(a) The Department is developing a new inspection strategy to be used by its inspectors at each nuclear power plant. The new program will improve inspection efficiency.

(b) The Department inspectors are performing a series of inspections of the shut-down Zion nuclear plant.

West Chicago Decommissioning Project

Mission Statement: To provide radiation protection for individuals in Illinois through public education, emergency response, regulation, inspection and enforcement.

Program Goals: Objectives:

1. Minimize unnecessary radiation exposure to individuals from non-medical sources of radiation.
   a. Eliminate contamination from residential and public properties near the Kerr McGee Rare Earth Facility area of West Chicago.

Source of Funds: Radiation Protection Fund ***Statutory Authority:*** 420 ILCS 42

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Properties verified clean within three days of notification by contractor	100 %	100 %	100 %	100 %	100 %
Output Indicators					
* Residential properties verified clean	140.0	132.0	110.0	100.0	20.0
Input Indicators					
* Program expenditures (in thousands)	$1,946.1	$1,784.7	$2,050.0	$1,824.1	$1,878.8
* Number of personnel	4.0	4.0	4.0	4.0	4.0

Explanatory Information

The Department inspects and verifies that properties being decontaminated by contractors hired by Kerr-McGee Chemical Co. in West Chicago meet predetermined radiological standards. The list of sites to listed for remediation continues to increase as new contaminations are discovered.

State Fire Marshal
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Fire Prevention	$3,055.9	37	$3,326.9	41
Underground Storage Tank (UST)	$3,165.7	31	$3,210.3	28
General Services	$2,610.2	28	$2,843.5	28
Personnel Standards and Education	$2,097.8	8	$2,238.3	8
Boiler and Pressure Vessel Safety	$1,814.0	22	$1,984.7	22
Arson Investigation	$1,536.6	23	$1,698.9	22
Legislative Initiatives	$9,221.9	0	$1,640.0	0
Totals	$23,502.1	149	$16,942.6	149

Mission and Organization

The Office of the Illinois State Fire Marshal (OSFM) enhances its organizational unity with the fire service through ongoing relationships with the Fire Advisory Commission and the Illinois Fire Services Association. OSFM also continues developing proactive partnerships with Illinois businesses. Fire is a serious problem in this country; 4,000 Americans die each year due to fires and approximately 22,000 are injured. In Illinois, hundreds of Illinois citizens die or are injured every year due to fires. There were 221 fire deaths in 2000. The results are still unacceptable.

A major responsibility of the OSFM is public information and education. Educational materials were developed and provided dealing with arson investigation, assistance to fire departments and victims of fire. Kits include information for families about where to go for shelter, actions to take after a fire, informational booklets, juvenile firesetter intervention assistance, and other useful information. Under the leadership of the OSFM, Illinois' Juvenile Firesetters Task Force continues to develop programs and provide resources to families and organizations dealing with young firesetters. Trained intervention specialists in the fire service are available to departments statewide to assist fire departments or individual families. The OSFM is committed to providing professional personnel and programs that contribute to the safety of the state's citizens. State statutes (Chapter 425 of the Illinois Complied Statutes) mandate that OSFM work to reduce the loss of life, injuries and property damage from fire and explosions and other hazards.

The program divisions of the OSFM form the frontline support for fire prevention programs in Illinois. Two of the divisions, *Boiler and Pressure Vessels* (*Boilers*) and *Petroleum and Chemical Safety* (*DPCS*) have unique and very specific responsibilities. *Boiler*s focuses on ensuring that the boilers operating within the State of Illinois meet or exceed all industry standards. As evidenced from the external benchmarks, *Boilers* exceeds the national targets.

The *DPCS* is responsible for Underground Storage Tank (UST) activities in Illinois. With 2.2 times the number of UST facilities than the national average, *DPCS* faces a challenging task. *DPCS* has established programs, which will ensure that 1/3 of all USTs in the state are inspected annually on a rotating basis.

The OSFM devotes one entire division to the critical fire problem of arson. Through its field offices (4) and field staff (20) the Arson Division provides needed services to fire departments across the state. The professional arson investigators provide technical support to the many small and mid-sized departments that lack the fiscal resources to conduct arson investigations on their own.

Fire Prevention has the major responsibility of enforcing national fire codes all across Illinois. While concentrating efforts on state licensed day care, health care and educational occupancies, OSFM fire prevention inspectors also help ensure safety through the inspection of service stations, above-ground petroleum and propane storage tanks, and hotel/motel occupancies.

The OSFM *Personnel Standards and Education Division* is responsible for assisting local governments in improving levels of education and training standards for local firefighters. The division manages a program of training and certification for the 42,000 firefighters in Illinois.

Past analysis by organizations such as the National Fire Protection Association (NFPA) emphasized that fire deaths and injuries could best be combated by fire prevention and fire safety education. The OSFM continues its commitment to fire safety education and awareness by maintaining its many educational programs offered through the Public Information Office. As such, OSFM is committed to fire prevention and fire safety awareness and education.

Fire Prevention

Mission Statement: To prevent the loss of life and damage to property through effective and efficient enforcement of state fire safety codes.

Program Goals: Objectives:

1. Conduct inspections and enforce the fire prevention codes of Illinois with the goal of minimizing or eliminating losses of life and property due to fire.
   a. Complete fire prevention inspections as mandated by filling all the inspector vacancies.
   b. Issue letters of compliance, or notice of violations as the result of fire prevention inspection of selected facilities. (e.g., day care centers, residential board and care homes, hotels and motels, adult educational occupancies, pari-mutuel race tracks, prisons, self-service gas stations, above-ground flammable liquid storage tanks, liquid petroleum (LP) gas tanks, permanently moored vessels, etc.).
   c. Meet and consult with state agencies including the Illinois Department of Agriculture, Department on Aging, Department of Children and Family Service, Commerce Commission, Department of Corrections, Department Human Services, Racing Board and State Board of Education on fire code enforcement, rule development and other public safety issues.
2. Provide a building plan review with the purpose of ensuring that fire safety codes are implemented in new or remodeled occupancies.
   a. Review building plans, fire detection and alarm system plans, automatic fire suppression system plans, self-serve gasoline station applications, above-ground flammable and combustible liquid tank installation applications, and LP-Gas tank installation applications for applicable fire code compliance.
   b. Provide information and technical assistance to building owners, architects, local fire departments and state agencies on Life Safety Code compliance and other standards referenced by the Life Safety Code 2000 - National Fire Protection Association (NFPA).
   c. Provide a one week turn-around time for above-ground storage tank, LP-gas tank and self-service station applications and plan review. Seek timely completion of building plan reviews in accordance with identified construction schedules of the submitter.
3. Conduct training of all fire prevention inspectors to ensure their familiarity with the latest standards and regulations for the inspection of facilities within their jurisdictions.
   a. Conduct fire code enforcement practices and procedures training and identify new materials and methods for fire protection systems for fire prevention inspectors.
   b. Provide monthly fire prevention training to fire prevention inspectors in each regional office addressing specific occupancy problems, code enforcement, policy procedures and administrative requirements.
   c. Conduct quarterly fire prevention training sessions at one location for all fire prevention inspectors to ensure uniformity of fire code enforcement practices.
4. Provide timely emergency response assistance including technical support to state and local emergency responders.
   a. Provide a liaison to the Illinois Emergency Management Agency (IEMA) center during disasters to support fire service activities with technical advice and information.
   b. Provide on-site response to local fire department and fire district requests for technical advice, liaison to other state agencies, and communications equipment support.
5. Oversee a comprehensive fire equipment licensing and testing program throughout the state.
   a. Provide testing and licensing of fire equipment distributors and their employees to install and maintain fixed suppression systems and to provide maintenance and testing of portable fire extinguishers in accordance with state statute and applicable administrative codes.
   b. Enforce reference NFPA Standards for the installation of fixed fire suppression systems and the maintenance and testing of portable fire extinguishers to ensure public safety.
   c. Offer licensure examinations in an annual manner instead of every two years to meet industry needs.
6. Provide for the effective implementation of Wet Fueling (a) program and follow-up inspections in the affected areas of the state.
   a. Adopt new standards using NFPA as a guide.
   b. Develop administrative and operational procedures.
   c. Conduct inspections of all wet fueling operations.
7. Insure that the Fire Prevention Division is prepared to provide the OSFM with whatever is needed to meet the agency's responsibilities in times of statewide emergency involving terrorism and/or other emergency incidents.
   a. Be prepared to assist the OSFM in meeting its responsibilities with the State of Illinois Emergency Operations Center.
   b. Develop a plan and provide necessary training that will insure that the entire Fire Prevention Division staff is prepared to provide appropriate assistance to OSFM in times of a declared emergency.
   c. Be prepared to assist other State of Illinois agencies, municipalities and/or mutal aide contact in response to emergencies.
8. Insure that there are effective and efficient communication links for all OSFM field personnel.
   a. Explore all in vehicle communication possibilities with the goal of implementing a communications network to be used by all OSFM field staff (e.g., Arson Investigators, UST Inspectors, Boiler Inspectors, Fire Prevention Staff and Personnel Standards and Education Instructors).
   b. Work to enhance the Division's field staff capacity to communicate with headquarters and investigator to investigator in real time radio network.
   c. Evaluate all communication systems within the Division and the OSFM to insure that proper redundant capacity is available in times of emergency.

Source of Funds: Fire Prevention Fund ***Statutory Authority:*** 225 ILCS, 425 ILCS, 430 ILCS

	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Outcome Indicators					
* Percentage of above-ground storage tank (AST) reviews completed in ten days or less	100 %	100 %	100 %	100 %	100 %

Fire Prevention (Concluded)					
[Outcome Indicators]	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Percentage of licensing requests received from other state agencies that are completed by the Division of Fire Prevention in a manner to allow timely responses/results to the requesting agency	100 %	100 %	100 %	100 %	100 %
* Arrival of Division Fire Prevention personnel at emergency scenes within (4) hours of requests from local authorities having jurisdiction	N/A	100 %	100 %	100 %	100 %
* Number of Life Safety Code violations identified during primary occupancy inspections that are corrected as determined by subsequent re-inspections/recontacts	100 %	100 %	100 %	100 %	100 %
Output Indicators					
* Total number of fire prevention inspections conducted	20,397	15,862	24,000	21,677	24,000
* Total number of building plans, above-ground storage tank, self-service gasoline stations, and fire suppression and detection plans reviewed	1,322	1,165	1,400	945.0	1,400
* Total number of employee training-hours delivered to fire prevention personnel	2,126	2,199	2,400	2,032	2,400
* Delivery of at least 60 hours per year of ongoing fire prevention education to Division of Fire Prevention field inspectors and staff in the form of monthly regional training seminars and semi-annual "statewide" meetings for all inspectors (numbers=hours)	N/A	2,199	2,400	2,032	2,400
Input Indicators					
* Personnel full-time headcount	37.0	37.0	44.0	41.0	44.0
* Total program spending (in thousands)	$2,911.0	$3,055.9	$3,384.1	$3,326.9	$3,700.4

Footnotes

(a) Wet fueling is mobile fueling to other vehicles.

Deaths from Fires

(Deaths per 100 fires)

	1990	1995	1999	2000
United States	5,195	4,585	3,570	4,045
Illinois	318	168	180	146
Civilians	317	167	178	145
Firefighters	1	1	2	1

Source: Federal Emergency Management Agency and Office of the State Fire Marshal

Underground Storage Tank (UST)

Mission Statement: To protect against the threat to human safety and contamination of the environment that can occur by the underground storage of petroleum products and other hazardous substances through prevention, education and enforcement.

Program Goals: Objectives:

1. Support the Division of Petroleum and Chemical Safety (DPCS) by developing, maintaining and providing complete administrative support to the division.
   a. Insure that all staff have state-of-art telecommunications equipment and are fully trained in the optimal utilization of that equipment.
   b. Systematize the filing process for all materials in the division and maintain the integrity of the database and its hard file backup through annual review.
   c. Initiate the planning for the implementation of scanning of materials with the goal of achieving a paperless office by 2003.
2. Support the DPCS Mission by the temporal processing of all checks received by the DPCS to the Management Services Division, timely issuance of removal permits and timely processing of permits that require technical review.
   a. Perform an accurate administrative review through use of current computer records.
   b. Establish and maintain an effective communication system with contractors, UST operators and UST owners through the use of e-mail (e.g., permit submittals, returns, approvals,etc.).
   c. Provide a process for contractor access to select information on the division database by 2003.
   d. Initiate the development processes for the electronic transfer of funds for the payment of permitting, registration and licensing fees.
3. Support the DPCS Mission by the accurate and timely processing of all technical permits in 20 working days or less.
   a. Answer technical questions concerning USTs and division statutory and regulatory requirements.
   b. Ensure quality through bi-monthly staff training in the technical aspects of permitting.
   c. Develop the use of e-mail as a vehicle for permit communications with contractors for receipts, issuance and field inspector communication by 2003.
   d. Conduct regular outreach to contractors and owner/operators regarding compliance issues and the latest advances in UST technology.
4. Support the DPCS Mission by effectively and efficiently deploying field staff who work with industry to insure UST activities in Illinois are safe for the citizens and the environment.
   a. Insure that Storage Tank Safety Specialists (STSS) are at every tank pull activity to insure the safety of workers, the community and the environment.
   b. Re-inspect one third of all active UST facilities annually for compliance with the USEPA UST regulations and the Illinois Administrative Code 170 rules and issue dated decals.
   c. Develop a state of the art telecommunications network for carrying on the work of the division field staff and their interface with the Office, contractors and UST owners and implement in the spring of 2002.
   d. Secure UST Facility File data transmission capacity for field staff interface with the DPCS UST database.
5. Develop and implement a comprehensive Compliance/Enforcement program to insure the safe operation of UST Systems and work on those systems.
   a. Continue to implement the Notice of Violation (NOV) (a) program dealing with non-compliance at UST facilities in such a form to maximize the compliance level of UST systems in Illinois.
   c. Continue to implement the Contractor Notice of Violation (CNOV) (b) program dealing with contractor violations of operating rules and procedures and work with UST stakeholders to develop a penalty process.
6. Support the DPCS Mission by processing all eligibility requests in 60 days or less with an internal target of 40 days.
7. Support the DPCS Mission by providing contemporary, efficient and effective two-way communication with the UST users and regulators.
   a. Conduct "industry group" meetings for the purpose of exchange of ideas and information on UST issues in Illinois on at least a bi-monthly basis.
   b. Produce a monthly "DPCS UST ALERT" newsletter for the UST community in Illinois.
   c. Meet monthly with the Chicago Department of Environment and Chicago Fire Department to insure smooth consistent operation of the UST activity in Chicago.
8. Implement a comprehensive long term Global Positioning System (GPS) mapping of the entire UST universe in Illinois.
   a. Secure necessary hardware to initiate a GPS mapping of all UST in Illinois in conjunction with the audit of one-third of all active facilities each year.
   b. Provide training for all Storage Tank Safety Specialists in the proper use of GPS hardware to achieve maximum accuracy for the UST GPS database.
   c. Complete the entire mapping of the active UST in Illinois by the end of calendar year 2005.
9. Provide 24 hour a day 7 days a week (24-7) emergency response capability for the State of Illinois regarding UST.
   a. Maintain a state of the art communication link with all Storage Tank Safety Specialists (STSSs) in order to provide for emergency response in conjunction with requests from municipalities and/or the Illinois Emergency Management Agency.
   b. Initiate an outreach program designed to familiarize municipalities of the assistance available from DPCS when they face UST emergencies.
   c. Provide staff support for the State Emergency Operations Center on request.
10. Insure that the Petroleum and Chemical Safety Division is prepared to provide the 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 Petroleum and Chemical Safety 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 contacts in response to emergencies.

Underground Storage Tank (UST) (Concluded)

Source of Funds: Underground Storage Tank Fund, Emergency Response Reimbursement Fund, Fire Prevention Division Fund

Statutory Authority: 415 ILCS 5/57.9, 425 ILCS 15

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of UST inspected for compliance annually in Illinois	33 %	33 %	33 %	33 %	33 %
* After the issuance of a notice of violation and upon re-inspection, the percentage of underground storage tanks found to be in compliance with the Illinois Administrative Code 170 rules for underground storage tank operation	N/A	53.7 %	66.7 %	82.5 %	66.7 %
* Perecent of techinical permits issued within 20 days of receipt or less	N/A	97 %	100 %	99.8 %	100 %
* Percent of underground storage tank owners/operators notified within 40 days of eligibility for Leaking Underground Storage Tank (LUST) Fund eligibility (State statute mandates that such notification be given within 60 days of eligibility)	80 %	99.7 %	100 %	100 %	100 %
Output Indicators					
* Total number of UST tanks maintained	99,478	101,396	102,500	103,726	104,500
* Installation, upgrade and removal permits issued to contractors for UST work	4,627	2,826	3,200	2,712	3,000
* UST facility inspections	8,104	8,777	6,000	10,723	11,500
* Number of active UST in the State of Illinois	31,091	27,993	25,493	24,106	23,500
* UST facility file maintained	38,776	39,470	40,500	36,432	40,500
* Phone calls received	37,229	26,628	30,000	24,049	25,500
* Eligibility applications received	1,008	762.0	1,200	529.0	1,000
Input Indicators					
* Total program spending (in thousands)	$3,367.0	$3,165.7	$3,644.0	$3,210.3	$3,621.1
* Personnel full-time headcount	32.0	31.0	34.0	28.0	34.0

Footnotes

(a) NOV- is an informal enforcement notice to owners and operators of USTs.

(b) CNOV- is an informal enforcement notice to contractors.

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. Evaluate the effectiveness of one-to-one visitations with fire departments/schools (program developments, assistance in training and training records development, audit findings, public relations).
2. 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.
3. Raise the level of firefighter training to the highest quality by examination; certify fire training programs at the U of I and other schools and administer advanced training programs to firefighters.
   a. Annually administer mandated levels of firefighter exams.
   b. Schedule exams at regional sites around the state, establishing and updating calendar on OSFM web site for accessbility by training facilities to enhance training schedules.
   c. Develop and distribute training manuals, ensuring uniform training programs based on NFPA Standards for all levels.
   d. Distribute state examination results and certificates to successful candidates.
   e. Process course approvals and review course syllabi.
4. Increase the level of participation in the training certification programs of the division.
   a. More efficient accessibility to division's database information.
   b. More efficient distribution of required training materials.
   c. Establish bi-yearly meetings with appropriate ad hoc and item review committees to ensure validity of certification programs.
   d. Involve all fire service organizations in program and examination development.
   e. Review all programs for Americans with Disabilities Act (ADA) compliance.
5. 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.
6. 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.
7. Identify and evaluate fire service training and testing requirements.
   a. Streamline training, certification and approval procedures.
8. Develop and implement a comprehensive system for the transacting of all personnel standards and education business activity.
   a. Process all inspection reports and certificates of inspection via the internet.
   b. All accounts receivables will be generated electronically.
9. Identify training needs of the fire service and implement procedures for meeting those needs.
   a. Identify needs based on location.
   b. Provide qualified instructors.
   c. Acquire equipment for standardized training.
   d. Promote combined training programs to establish standardized training.
10. 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.
11. 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.
12. Review Illinois Administrative Code, Section 140 to ensure validity and currency of divisional programs.
13. Promote programs identifying the training and equipment needs of the fire service.
    a. Establish a list of programs, such as Illinois FIRST, which enable departments to obtain training and equipment.
14. Review current IT resources, training resources, program development, ad hoc and item review involvement, and Division staff involvement to update training resources for promotion of fire service training.
    a. Establish a listing of updated resources and funding requirements for establishing and distributing state of art training and certification programs throughout the fire service and related programs in Illinois.
    b. Investigate and procure grants to enhance fire service training.
    c. Work to develop and implement electronic payment for all accounts receivables.
15. Explore and promote grants, programs, and private considerations to assist the fire departments in obtaining training, needed equipment, etc. establishing a safe training program.
16. Review and enhance avenues for IT programs and resources. Continue to enhance data systems for updating of training, examinations, certification programs, and NFIRS maximizing utilization of IT systems for promotion of training to enhance firefighter knowledge and safety.

Personnel Standards and Education (Concluded)

[Program Goals: Objectives:]

17. Insure that the Personnel Standards and Education Division is prepared to provide the 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 in times of statewide emergency involving terrorism and/or other emergency incidents.
    b. Develop a plan and provide necessary training that will insure that the entire Personnel Standards and Education Division staff are 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: 50 ILCS 740, 425 ILCS 25/6

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of levels of certification	33.0	33.0	33.0	34.0	35.0
* Percent of Illinois Firefighter II trained firefighters (a)	97 %	97 %	97 %	97 %	97 %
* Percent of Fire Fighter II Test takers passing the exam on their first attempt (with a goal of 70%)	N/A	68 %	70 %	100 %	100 %
* Percent of Fire Fighter certification courses taken that are approved toward certification (with a goal of 50%)	N/A	72 %	50 %	100 %	100 %
* Percent of fire departments and districts reporting (with a goal of 70%) (b)	65.7 %	52.5 %	70 %	94 %	95 %
External Benchmarks					
* Percent of Firefighter II trained nationally	100 %	100 %	87 %	88 %	88 %
Output Indicators					
* Number of fire department training reimbursement claims processed	3,913	3,652	3,400	3,142	3,200
* Number of courses established for certification	52.0	52.0	52.0	53.0	55.0
* Number of fire fighter exams given	15,676	17,153	18,200	14,753	15,000
* Number of fire fighter certifications issued	6,808	8,782	10,200	7,872	10,300
* Total number of fire departments served	1,277	N/A	1,272	1,272	1,272
Input Indicators					
* Personnel full-time headcount	8.0	8.0	8.0	8.0	8.0
* Total program spending (in thousands)	$2,079.0	$2,097.8	$2,245.8	$2,238.3	$2,270.0
* Total grant spending (in thousands) (c)	$450.0	$500.0	$430.0	$430.0	$350.0

Footnotes

(a) In most states Firefighter II is mandatory, while in Illinois it is voluntary.

(b) Fire departments will report fire incidents, death, injury, and property loss under the National Fire Incident Reporting System.

(c) The total dollar amounts listed for the "total grant spending" indicator fall within the "total program spending" indicator for the entire program.

Boiler and Pressure Vessel Safety

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 ensure only "clean" data is input and captured.
   d. Purge database monthly of old records no longer needed.
2. Inspect all boilers and pressure vessels to the requirements of the Illinois Boiler Safety Act and adminstrative rules and verify compliance. Conduct standardized safety inspections to minimize risk to general public.
   a. Insure that all inspectors are notified 60 days in advance of inspection certificate expiration date.
   b. Make necessary arrangements to schedule required boiler and pressure vessel inspections before or on the due date.
   c. Perform internal inspections on high pressure boilers, certificate inspections on low pressure boilers and triennial inspections on pressure vessels.
   d. Distribute a monthly, past due inspection list to all inspectors.
   e. Notify owners and users when deficiencies are found and follow up to verify that corrective action has been taken.
3. Issue Certificates of Inspections to those owners and users who meet the state rules for continued safe operation.
   a. Insure that all inspection reports are keyed when received.
   b. Insure that all inspection invoices are mailed to the responsible party within 10 business days.
   c. Issue Certificates of Inspection as soon as payment is received.
   d. Verify that owners and users are posting certificates as required by law.
4. Administer inspector licensing program to make sure only competent individuals are conducting quality safety inspections.
   a. Verify that all applicants meet experience requirements for examination.
   b. Administer the National Board Examination four times per year to prospective candidates.
   c. Issue Certificates of Competency to inspectors who meet experience requirements and successfully pass examination.
   d. Maintain an up-to-date list of all license holders who perform inspections in Illinois.
5. Insure that only licensed organizations are performing welded repairs to boilers and pressure vessels.
   a. Review upon reciept all license applications for conformity with rules.
   b. Issue a repairer license to those organizations meeting all the requirements.
   c. Maintain accurate records of all licenses and permits issued.
   d. Periodically audit authorized repair concerns for compliance with rules.
6. Develop and implement a comprehensive system for the transacting of all boilers and pressure vessel business activity.
   a. Process all inspection reports and Cerificates of Inspection via the Internet.
   b. All accounts receivables will be generated electronically.
   c. Stakeholder communication will take place through the Internet.
   d. Plan for implementation of electronic payment of all license fees.
7. Continue the effective enforcement of Illinois statutes and rules as they relate to boilers and pressure vessels.
   a. Issue deficiency notices to owners of non-compliant boilers and pressure vessels.
   b. Conduct follow-up inspections of deficient boiler and pressure vessel units to verify compliance.
   c. Issue warning letters and notice of suspensions for those failing to comply.
   d. Refer continued violators to the Attorney General's office for prosecution.
8. Insure that the Boiler Division is prepared to provide the 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 Boiler 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 contacts in response to emergencies.
9. Insure that there are effective and efficient communication links for all OSFM field personnel.
   a. Explore all in-vehicle communication possibilities with the goal of implementing a communications network to be used by all OSFM field staff (e.g., Arson Investigators, UST Inspectors, Boiler Inspectors, Fire Prevention Staff and Personnel Standards and Education Instructors).
   b. Work to enhance the division's field staff capacity to communicate with headquarters and investigator to investigator in a real time radio network.
   c. Evaluate all communication systems within the Division and the OSFM to insure that proper redundant capacity is available in times of emergency.

Source of Funds: Fire Prevention Fund

Statutory Authority: 225 ILCS 203, 430 ILCS 75

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Number of violations per 100 inspections in Illinois	6.3	6.0	6.0	5.0	5.5

Boiler and Pressure Vessel Safety (Concluded)					
	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
[Outcome Indicators]					
* Percentage of boiler and pressure vessels that are past due for an inspection to determine whether they are in complinance with Illinois statute and administrative rules	0.09 %	10.9 %	100 %	11.7 %	10 %
* Violations reported and corrected within 60 days of the inspection by boiler safety specialist	80 %	77 %	100 %	83 %	100 %
Output Indicators					
* Total number of inspections performed	43,499	41,722	42,050	43,069	41,500
* Total number of active boilers and pressure vessels requiring inspections	100,643	101,097	101,200	102,011	101,800
Input Indicators					
* Total program spending (in thousands)	$1,725.0	$1,814.0	$2,020.5	$1,984.7	$2,129.2
* Personnel full-time headcount	23.0	22.0	22.0	22.0	22.0

Arson Investigation

Mission Statement: To determine cause, origin, and circumstances of such fires or explosions that are suspected to be arson or arson related crimes.

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, 7 days a week for assistance using the "Arson Hotline" 800 number and dispatch investigators.
   c. Conduct arson investigations through a network of 20 trained and certified arson investigators who are geograghically dispersed throughout the state. Over two-thirds of the 1,209 fire departments in the state are volunteer and have no arson investigators. Therefore, the sole responsibility lies with this agency in providing those investigations.
   d. Interview suspects and handle case management, including evidence collection and analyses, and work with states attorneys up to and including trial, through prosecution. (This is routine for all arson fire cases).
2. Insure that all arson investigators have met the statutory requirements for the job, maintain quarterly firearms qualifications on the firing range, and attend agency provided in-service training on a regular basis.
   a. All arson investigators must be certified through the agency working with the Illinois Federation of Public Employees union (IFPE) to develop mandatory and minimum hours for annual continuing education requirments.
   b. Maintain quarterly firearms training and meet prescribed minimum scores to maintain qualification.
   c. Conduct annual divisional training to stay current with changes in law, court procedures, investigative techniques, fire science and changes in the field of arson investigation.
3. Prepare monthly reports to the agency director that include caseload, arrests, training, and other information for tracking increases or decreases in workload, workload distribution among employees, and assessing agency services provided to fire departments.
   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.

Arson Investigation (Concluded)

[Program Goals: Objectives:]

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 "customers" are being met.
   a. Maintain an effective relationship with the insurance industry as a partner in the mission to reduce fires and the resultant deaths and injuries. Insurance industry representatives have been appointed to standing agency committees.
   b. Identify effective programs for improving fire safety in homes and public buildings; communicate directly with families, foster homes, day care centers, schools and other entities that deal with potential juvenile firesetters.
8. Insure that the Arson Division is prepared to provide the 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 Office of the State Fire Marshal (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 Arson Division staff are 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 contacts in response to emergencies.
9. Insure that there are effective and efficient communication links for all OSFM field personnel.

Source of Funds: Fire Prevention Fund

Statutory Authority: 20 ILCS 2910, 425 ILCS 75

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Provide local fire departments with Arson Investigator response in 36 hours or less	N/A	99 %	100 %	100 %	100 %
Output Indicators					
* Arson arrests	57.0	38.0	83.0	96.0	100.0
* Arson awareness & identification workshops for volunteers	N/A	N/A	6.0	83.0	50.0
* Agency sponsored in-service training for agency investigators and paid fire department investigators	N/A	N/A	2.0	6.0	6.0
* Provide local fire departments increased access to Arson Investigators and OSFM headquarters through Regional Arson Offices opened two days a week	N/A	107 %	100 %	100 %	100 %
* Qualify all Arson Investigators for firearms use through participation three times a year in hand gun range training	N/A	100 %	100 %	100 %	100 %
* Fire investigations	835.0	991.0	990.0	1,033	1,050
* Canine investigations (a)	96.0	129.0	115.0	150.0	170.0
Input Indicators					
* Total program spending (in thousands)	$1,462.0	$1,536.6	$1,731.6	$1,698.9	$2,028.4
* Personnel full-time headcount	19.0	23.0	23.0	22.0	23.0

Footnotes

(a) Canine investigations are included in the fire investigation totals.

Environment

Efforts

Environment Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
Environmental Protection Agency	$376,477.6	$419,571.1	11.4%
Department of Natural Resources	$282,758.7	$322,201.6	13.9%
Environmental Protection Trust Fund Commission	$2,500.0	$2,995.0	19.8%
Pollution Control Board	$2,085.3	$2,337.4	12.1%
Drycleaner Council	$456.5	$905.0	98.3%
TOTAL	**$664,278.0**	**$748,010.1**	**12.6%**

Numbers may not add due to rounding

Results

Percent of Population Served by Healthy Community Water Supplies
(Community water supplies within health requirements)

	1995	1999	2000
National Average	84.0%	91.0%	91.0%
Illinois	89.0%	91.5%	93.1%

Source: Illinois Environmental Protection Agency

Percentage of Days with Good or Moderate Air Quality
(Illinois Metropolitan Areas)

	1990	1995	1999	2000
Illinois	92.1%	91.2%	92.9%	97.5%
Chicago Metro	98.6%	93.7%	96.7%	99.7%
Metro East	95.3%	94.8%	97.0%	98.9%

Source: Illinois Environmental Protection Agency

Percent of Waterways in Good Condition

	1990	1995	1999	2000
National Average	N/A	64.0%	N/A	N/A
Illinois	43.4%	54.4%	59.3%	63.3%

Source: Illinois Environmental Protection Agency

Illinois State Parks and Recreation Areas

	1990	1995	2000	2001	2002 Est.
Illinois Acreage (thousands of acres)	393.3	409.3	402.3	417.5	423.0
Number of visitors (in millions)	39.8	40.0	43.5	43.2	42.0
Percent of highly satisfied visitors (per parks survey)	N/A	N/A	95.0%	93.2%	90.0%

Source: Illinois Department of Natural Resources

Illinois Environmental Rankings for 2000

	Illinois	State Rank
Air Quality		
(Percent of population living in counties that exceed air quality standards, 1999)	69.8%	42
Carbon Dioxide Emissions from Fossil Fuel Use		
(Pounds per capita of carbon dioxide generated by fossil fuel use, 1997)	1,088.40	20
Emissions-to-Job Ratio		
(Pounds of toxic chemical emissions per manufacturing job, 1997)	131.1	25
Energy Consumption		
(Millions of BTUs consumed per capita from all energy sources)	324.7	17
Change in Energy Consumption		
(Percent change in per capita energy consumption from 1992 to 1997)	8.30%	19
Carcinogens in Water		
(Grams per capital of carcinogenic toxins directly discharged to water, 1992-96)	19.33	17
Hazardous Waste Generated		
(Pounds per capita produced, 1997)	366.5	43
Solid Waste Generated		
(Pounds per capita produced, 1998 and 1999)	2,228.7	24
Solid Waste Recycled		
(Percent of solid waste recycled, 1996)	23%	24

*Source: **Gold and Green 2000**, Institute for Southern Studies*

Environmental Protection Agency
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Clean Water	$198,074.7	417	$224,536.3	426
Clean Land	$105,511.9	464	$123,804.4	459
Clean Air	$72,891.0	383	$71,230.4	362
Totals	$376,477.6	1,264	$419,571.1	1,247

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 2001 the IEPA expended $421.3 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 1,247 people in fiscal year 2001, including engineers, biologists, attorneys and other professionals with the skills necessary to carry out the functions of the agency. Activities of the agency include issuing permits for air, land and water to restrict emissions into the environment from industrial and commercial sources; regulating pollution control facilities and solid waste diposal sites; testing the quality of water processing procedures for operators of sewage treatment plants and public drinking water supplies; training operators of wastewater treatment plants; and testing of gasoline-powered vehicles in ozone nonattainment areas. Ozone nonattainment areas are areas that do not meet National Air Quality Standards for ozone. Illinois contains two nonattainment areas: (1) the Chicago nonattainment area includes the counties of Cook, DuPage, Kane, Lake, McHenry and Will, plus Oswego Township in Kendall County and Aux Sable and Goose Lake Townships in Grundy County; (2) the Metro-East St. Louis nonattainment area includes Madison, Monroe and St. Clair counties.

The IEPA also administers grants and loans to local governments for wastewater and drinking water treatment facilities and for brownfields redevelopment projects.

Clean Water

Mission Statement: Illinois rivers, streams and lakes will support all designated uses; every public water supply will provide water that is consistently safe to drink and resource groundwater will be protected.

Program Goals: Objectives:

1. Illinois rivers, streams, and lakes will support all designated uses for fishing, swimming, and other recreation.
   a. Waterways with good water quality conditions will remain constant or increase: 1) Timely permits will be issued to reduce pollutant loading from wastewater discharges; 2) Permitted facilities will be periodically inspected, compliance will be monitored, and timely enforcement action will be taken in instances of non-compliance; 3) Financial assistance will be used to promote compliance and protect watersheds to the greatest extent possible.
   b. The percentage of lakes in good or fair condition will remain constant or increase.
2. Every public water supply will provide water that is consistently safe to drink and resource groundwater will be protected.
   a. The percentage of the population served by community water supplies receiving drinking water which complies with health-protective standards will increase to 95% by 2005: 1) Timely permits will be issued for the construction and operation of appropriately designed water treatment facilities; 2) Community water supply facilities will be periodically inspected, compliance monitored, and timely enforcement action will be taken in instances of non-compliance; 3) Financial assistance will be used to promote compliance to the greatest extent possible.
   b. 50% of the community water supply systems in the State will have source water protection programs in place by 2005. Comprehensive delineation and assessment of potential pollution sources for all surface and groundwater supplies will be completed by May 2003.

Source of Funds: General Revenue Fund, U. S. Environmental Protection Fund, Capital Development Fund, Water Revolving Fund, Anti-Pollution Fund, Conservation 2000 Fund, Fund for Illinois' Future, Hazardous Waste Fund, Environmental Protection Permit and Inspection Fund, Build Illinois Bond Fund

Statutory Authority: 415 ILCS 5/1 et seq.

Outcome Indicators	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Percent of pollutant of load discharged that is compliant with permit discharge limits	99.2 %	99.21 %	99.3 %	99.4 %	99.4 %
* Percent of population served by community water supplies compliant with health requirements	92 %	92 %	93 %	93.1 %	93.2 %
* Percent of community water supplies with source water protection programs in place	36.2 %	39 %	42 %	42 %	44 %
* Percent of Illinois Inland Lakes in good or fair condition	90.1 %	90.1 %	90.1 %	97.4 %	97.4 %
* Percent of Illinois Waterways with good water quality conditions	59.3 %	59.3 %	63 %	63.3 %	65 %

Clean Water (Concluded)

Output Indicators	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
* Drinking water permits issued	4,492	5,097	4,900	4,959	4,900
* Wastewater permits issued	3,928	3,626	3,800	3,368	3,300
* Drinking water facilities inspected	662.0	399.0	525.0	384.0	425.0
* Wastewater facilities inspected	923.0	958.0	900.0	971.0	900.0
* Infrastructure grants (a)	86.0	115.0	15.0	16.0	7.0
* Wastewater loans	35.0	39.0	35.0	19.0	18.0
* Drinking water loans	28.0	27.0	30.0	21.0	20.0
* Nonpoint source control projects (b)	10.0	23.0	17.0	15.0	20.0
* Lakes restoration/projection grants (b)	10.0	12.0	11.0	14.0	11.0
Input Indicators					
* Headcount	425.0	417.0	471.0	426.0	477.0
* Amount expended (in thousands) (c)	$185,860.9	$198,074.7	$731,088.0	$224,536.3	$299,317.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per facility permitted	$758.00	$736.00	$750.00	$754.00	$788.00

Footnotes

(a) These grants result from special project appropriations, such as the Illinois First program.
(b) Larger dollar awards to fewer recipients are expected in the budget year.
(c) Targets reflect reappropriations of wastewater and drinking water loans issued in prior years.

Clean Land

Mission Statement: To minimize the generation of wastes, to maximize the proper management of generated wastes and to maximize the restoration of contaminated land.

Program Goals: Objectives:

1. Manage waste in an environmentally correct manner to protect human health and the environment.
   a. Prevent releases from waste management facilities that harm groundwater, human health and the environment.
   b. Reduce the volume of hazardous waste generated, focusing on long-lasting toxic substances.
   c. Encourage pollution prevention, waste reduction and recycling.
2. Remediate contaminated sites to reduce or control risk to human health and the environment.
   a. On an annual average basis, increase the acres of land remediated at Superfund and (state) site remediation program sites.
   b. On an annual average basis, increase the acres remediated at leaking underground storage tank sites.
3. Protect groundwater.
   a. Demonstrate a decreasing trend in significant releases to shallow groundwater at regulated non-leaking underground storage tank facilities over the next five years.
   b. Ensure that all injected contaminants are contained in designated injection zones.
4. Support the cleanup and reuse of Brownfields properties.
   a. Provide technical assistance to public and private entities through brownfields representatives.
   b. Provide brownfields redevelopment grants to municipalities to perform environmental site assessments.
   c. Provide low-interest brownfields redevelopment loans to public and private entities for environmental remediation activities.

Source of Funds: General Revenue Fund, U. S. Environmental Protection Fund, Underground Storage Tank Fund, EPA State Projects Trust Fund, Solid Waste Management Fund, Subtitle D Management Fund, Brownfields Redevelopment Fund, Hazardous Waste Occupational Licensing Fund, Used Tire Management Fund, Hazardous Waste Fund, Environmental Protection Permit and Inspection Fund, Landfill Closure and Post-Closure Fund, Build Illinois Bond Fund

Statutory Authority: 415 ILCS 5/1 et seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Millions of cubic yards of material diverted from landfills through state administered programs	13.3	12.0	13.0	17.7	15.0
* Acres with cleanups completed or controls in place	4,321	3,200	3,962	3,207	3,100
* Millions of cubic yards of waste disposed in permitted landfills	44.8	47.0	45.0	47.0	47.0
Output Indicators					
* Facility permits issued (a)	757.0	718.0	765.0	652.0	750.0
* Facilities inspected (b)	4,720	4,613	4,500	4,718	4,500
* Solid waste administrative citations	42.0	50.0	75.0	47.0	70.0
* Superfund constructions completed	1.0	3.0	3.0	3.0	3.0
* State cleanup projects completed	6.0	8.0	7.0	9.0	8.0
* Household hazardous waste collections	7.0	8.0	8.0	22.0	30.0
* LUST (Leaking Underground Storage Tanks) incidents reported	1,935	1,397	700.0	1,010	700.0

Clean Land (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Input Indicators					
* Amount expended (thousands)	$73,348.2	$105,511.9	$202,807.1	$123,804.4	$139,212.5
* Headcount	427.0	464.0	478.0	459.0	478.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per household hazardous waste collection (c)	$55,600.00	$115,200.00	$100,000.00	$61,000.00	$61,000.00
* Cost per facility permitted	$5,300.00	$5,300.00	$5,500.00	$5,600.00	$6,700.00

Footnotes

(a) Past year goal not met because of vacancies and hiring/turnover lag. Current year goal expected to be met due to recent staff hires.

(b) Current year total includes inspections by 20 local governments under delegated agreements with the Agency.

(c) The average cost of collection is derived by taking the total expenditures for household hazardous waste collections and dividing it by the number of collections. There are two types of costs included in the average cost of collections: mobilizations costs (expenses involved in getting staff and equipment to hazardous waste locations along with the labor involved in collection and sorting of waste; and disposition costs (costs to transport waste to off-site locations and the actual treatment or disposal of the waste collected).

Clean Air

Mission Statement: Protect the health, welfare, property and the quality of life of the citizens of Illinois through the elimination or control of harmful pollutants in the air.

Program Goals: Objectives:

1. Planned emissions reductions will be achieved by the specified timeframes.
   a. Emissions of Volatile Organic Materials (VOM) from stationary sources (factories, gas stations, refineries) in the Chicago nonattainment area will be reduced from 1999 levels by at least 3,300 tons per season by 2002.
   b. Emissions of VOM from mobile sources (automobiles, airplanes, construction equipment, boats) in the Chicago nonattainment area will be reduced from 1999 levels by 11,400 tons per season by 2002.
   c. Emissions of nitrogen oxides statewide will be reduced from 2002 levels at least 109,000 tons per season levels by 2005. (Nitrogen oxide emissions stem from combustion, most of which are from the burning of fuel - coal, oil, gasoline, etc.)
2. Planned emissions reductions will be achieved by specified timeframe, when determined.
   a. Reduction of fine particulate matter (PM2.5) emissions consistent with the national air quality standard, when established.
3. Exposure to airborne toxics from regulated sources will be reduced.
   a. Reduce air toxics emissions pursuant to the national emissions standards for hazardous air pollutants (NESHAPs).
4. Visibility will meet regional goals for reduction of haze in designated national parks and national wilderness areas, and the national health-based air quality standards will be met, when established.
   a. Emission reductions of fine particulate matter (PM2.5) will meet levels to be established.
5. Illinois' coal-fired power plants subject to the Acid Rain program will reduce emissions of Sulfer Dioxide and Nitrous Oxide consistent with Title IV of the Clean Air Act on an annual basis.
   a. Illinois' coal-fired power plants will reduce emissions consistent with target levels under the program.
6. The negative impacts on the quality of the Great Lakes resulting from emissions from Illinois sources will be reduced or minimized.
   a. Emissions into the Great Lakes will be reduced through implementation of control measures by 2010.
   b. Deposition of mercury to the Great Lakes will be reduced through implementation of control measures by 2007.
7. The Illinois EPA will be prepared to develop and implement programs designed to reduce emissions of greenhouse gases upon ratification of the Kyoto Protocol by the U.S. Senate and will promote actions to reduce greenhouse gases as a collateral benefit of other air pollution control programs.
   a. Emissions of greenhouse gases will meet levels to be established.

Source of Funds: General Revenue Fund, U. S. Environmental Protection Fund, Clean Air Act (CAA) Permit Fund, Alternate Fuels Fund, Alternative Compliance Market Account Fund, Environmental Protection Permit and Inspection Fund, Vehicle Inspection Fund

Statutory Authority: 415 ILCS 5/1 et seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Customer satisfaction with claim/repair process for vehicles damaged during inspections (a)	N/A	91 %	N/A	N/A	N/A
* Percentage of days with "good" to "moderate" air quality in the ozone nonattainment areas	99.5 %	99 %	95 %	96.4 %	95 %
* Percentage of days with "good" to "moderate" air quality in the ozone attainment areas	98.9 %	98 %	97 %	98.7 %	95 %
* Ambient levels of ozone in the Chicago ozone nonattainment area (b)	119.0	N/A	N/A	N/A	N/A
* Ambient levels of ozone in the Metro-East ozone nonattainment area (b)	129.0	N/A	N/A	N/A	N/A
* Percentage of vehicles damaged during inspections	N/A	0.016 %	0.01 %	0.01 %	0.02 %

Clean Air (Concluded)					
External Benchmarks	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Highest number of exceedance days (per month) of the 1-hour ozone standard in the Chicago nonattainment area (calendar year basis) (c)	0.0	0.0	N/A	0.0	N/A
* Highest number of exceedance days (per month) of the 1-hour ozone standard in the Metro-East nonattainment area (calendar year basis) (c)	1.0	0.0	N/A	0.0	N/A
* Emissions of volatile organic compounds in the Chicago ozone nonattainment area (tons per calendar year) (d)	23,269	23,645	N/A	N/A	N/A
* Emissions of volatile organic compounds in the Metro-East ozone nonattainment area (tons per calendar year) (d)	5,182	6,085	N/A	N/A	N/A
Output Indicators					
* Number of permits issued to non-Title V sources	N/A	1,721	2,400	2,485	2,400
* Number of initial vehicle emission tests performed	2,193,000	1,725,106	1,813,500	1,748,146	2,380,000
* Number of pollutant emitting facilities inspected	3,190	2,611	2,350	2,228	2,200
* Number of permits issued to large pollutant emitting facilities (Title V) for the operation of such facilities (e)	582.0	1,127	900.0	875.0	882.0
Input Indicators					
* Amount Expended (in thousands)	$80,353.2	$72,891.0	$92,316.9	$71,230.4	$93,974.5
* Headcount	384.0	383.0	436.0	362.0	438.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of inspecting and permitting each small (non-Title V) pollutant-emitting facility	$869.00	$1,004.00	$1,050.00	$1,162.00	$1,310.00
* Cost of inspecting and permitting each large (Title V) pollutant-emitting facility	$7,420.00	$7,044.00	$7,000.00	$9,081.00	$9,654.00
* Cost per vehicle tested in the Chicagoland and Metro-East areas to ensure compliance with state and federal air quality standards	$21.86	$25.34	$26.00	$25.00	$25.00

Footnotes

(a) We are assuming that those customers' claims that have been resolved are satisfied. There are 45 customers from FY01 whose claims are not yet resolved. Claims pending are either in arbitration or the contractor is attempting to obtain documentation to substantiate claims. The test contractor continues to process damage claims as quickly as possible with the intent of all claims being resolved within 30 days. There were 124 total claims in the 4th quarter of FY01 with 5 claims pending after 30 days in April, 13 in May and 13 in June. The claims process includes immediate resolution of as many claims as possible. Those that cannot be resolved on the spot are sent to the test contractor's claims department immediately, and the motorist usually receives written correspondence from the contractor within seven business days; a vast majority of claims are resolved at this step. Those who are not satisfied at this second step, may use binding arbitration conducted by the Better Business Bureau mediation and binding arbitration processes.

(b) Attainment of or compliance with the ozone standard is based upon the 4th highest monitored value of ozone over a three-year period during the "ozone season", which is April 1 through October 31.

(c) The number of exceedance days is the number of days each month in the quarter where the highest value at any ozone monitor in each of the nonattainment areas exceeded the 1-hour or 8-hour national ozone air quality standards. We cannot project how many exceedance days there will be, nor do we have a target other than attaining the standard by 2007. Also, the fact that the state fiscal year ends and begins in the middle of an ozone season complicates meaningful reporting. Ozone compliance is determined on a calendar-year basis.

(d) Emissions are reported in annual emissions reports required by May 1 of the year following the calendar year during which the emissions occurred. Subsequent to receipt of the annual emissions report, the Agency must process the data received. Moreover, all emissions are reported on a calendar-annual basis and emissions of volatile organic compounds are also reported on a seasonal basis. No emissions are reported on a monthly basis. Therefore, it is not truly possible to determine the emissions of volatile organic compounds in the format required, even on a seasonal total, as the ozone season straddles the state fiscal year.

(e) Title V operating permits are required by the United States Environmental Protection Agency to be issued by December 2003. Our goals are based on having them all issued by that date. Without an increase in fee revenues, we do not have the resources to meet this goal.

Natural Resources
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Natural and Cultural Resource Protection	$122,289.0	886	$141,397.4	896
Resource Compatible Recreation	$101,751.0	943	$112,309.3	953
Science, Education and Culture	$45,269.5	513	$52,331.9	515
Resource-Related Public Safety	$13,449.3	184	$16,163.0	184
Totals	$282,758.8	2,526	$322,201.6	2,548

Mission and Organization

The Department of Natural Resources (DNR) was established on July 1, 1995. DNR's mission is to provide leadership to manage, protect, sustain and promote Illinois' natural and cultural resources. DNR manages over 260 sites totaling more than 415,000 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.

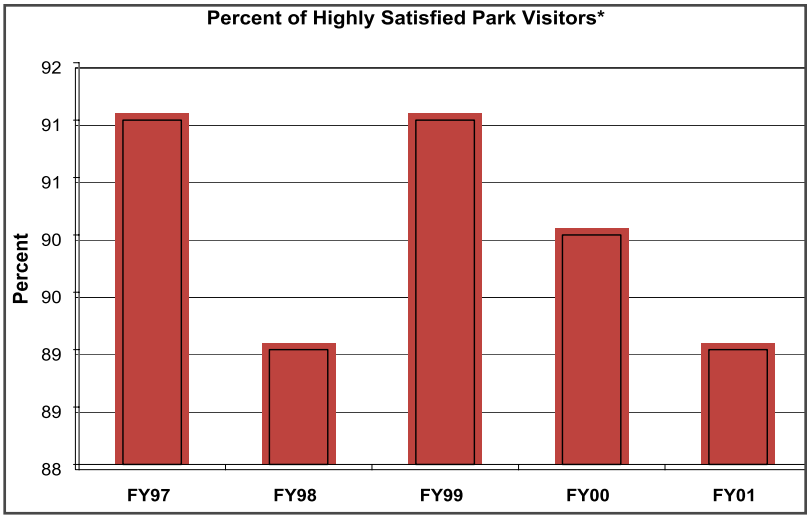
Through its *Resource Compatible Recreation Program* (*RCRP*), the Department offers a wide range of recreational opportunities at its state parks including camping, picnicking, sightseeing, fishing, hunting, boating, swimming and trail use. The *RCRP* expands recreational opportunities statewide through grant partnerships with local units of government. Through such partnerships, DNR assists in the acquisition and development of open spaces, boat access areas, and bike and snowmobile trails.

As part of the *Natural and Cultural Resource Protection Program*, the Department manages land and water resources, enforces resource laws, acquires resource-rich lands, reclaims mine sites and manages the state's mineral resources.

Through its *Resource-Related Public Safety Program*, the Department offers safety education classes for hunters, boaters, trappers and snowmobilers to enhance safety in these recreational activities. The Department's conservation police officers enforce state laws pertaining to boating, hunting and snowmobile safety, and assist park staff in ensuring the safe use of facilities and resources at Department 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. Department staff work to protect the public from mine subsidence and other abandoned mine emergencies and enforce safety standards for dam and flood plain construction.

The Department offers a wide range of interpretative and environmental education opportunities as part of the S*cience, Education and Culture Program*. The Department's science activities are performed by the State Museum and the Department's four science institutions located in Champaign. These divisions of the Department conduct ongoing research and outreach efforts on the state's geologic, natural history, water and atmospheric resources as well as on the state's natural, cultural and artistic heritage.



Natural and Cultural Resource Protection

Mission Statement: To protect, manage, enhance and restore Illinois' natural and cultural resources to preserve these resources for present and future generations.

Program Goals: Objectives:

1. Restore, enhance and sustain Illinois' natural and cultural resources for present and future generations.
2. Acquire interest in land to meet the public's open space and resource protection needs.
3. Maximize the effectiveness of laws, statutes and administrative rules to better protect resources.
4. Balance resource consumption and use with resource protection.
5. Avoid, minimize and mitigate adverse impacts to Illinois lands and waters that result from mining and mineral extraction activities.

Source of Funds: General Revenue Fund, Wildlife and Fish Fund, Mines and Minerals Underground Injection Control Fund, Forest Reserve Fund, Plugging and Restoration Fund, Capital Development Fund, Aggregate Operations Regulatory Fund, Coal Mining Regulatory Fund, AML Reclamation Set Aside Fund, Underground Resources Conservation Enforcement Fund, State Furbearer Fund, Natural Areas Acquisition Fund, State Pheasant Fund, Natural Heritage Fund, Illinois Habitat Fund, Flood Control Land Lease Fund, Petroleum Resources Revolving Fund, Conservation 2000 Fund, Conservation 2000 Projects Fund, Federal Title IV Fire Protection Assistance Fund, Federal Surface Mining Control and Reclamation Fund, Illinois Forestry Development Fund, Illinois Wildlife Preservation Fund, State Migratory Waterfowl Stamp Fund, Park and Conservation Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund, Abandoned Mined Lands Reclamation Council Federal Trust

Statutory Authority: 20 ILCS 801-880 and others

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of the state covered by Ecosystem Partnerships (a)	63 %	71 %	73 %	77 %	80 %
* Number of acres brought under forest management (b)	57,639	49,527	49,500	42,657	45,000
* Tons of carbon dioxide (CO2) removed from the atmosphere by reforestation (c)	43,355	55,447	52,848	109,032	52,848
* Conservation Reserve and Enhancement Program (CREP) enrollment percentage (d)	8 %	19 %	30 %	32 %	40 %
* Number of deer harvested	135,336	136,470	136,000	149,500	136,000
* Protected natural area acreage	58,550	63,821	68,000	66,649	73,000
* Private lands wildlife habitat benefitted (acres)	109,272	153,040	51,000	81,315	51,000
* Acquired land (acres)	2,818	3,374	9,700	15,233	11,000
* Acres of abandoned mine land reclaimed	196.0	436.0	225.0	299.0	270.0
* Number of oil/gas wells plugged or restored	132.0	146.0	350.0	397.0	500.0
Output Indicators					
* Number of assists to forest landowners	8,016	8,396	8,400	14,870	8,400
* Number of acres reforested	13,126	17,568	20,000	38,740	20,000
* Number of protected natural areas	436.0	465.0	500.0	485.0	530.0
* Number of Ecosystem Partnerships designated	29.0	33.0	34.0	38.0	40.0
* Number of acres annually enrolled in CREP	18,790	24,678	23,000	27,165	23,000
* Amount of seedlings produced for reforestation	6,877,000	5,662,200	6,100,000	6,098,649	6,100,000
* Number of landowners receiving wildlife assistance	4,128	8,046	4,500	7,056	4,500
* Coal mine inspections performed	1,444	1,471	1,500	1,458	1,100
* Number of abandoned mine lands sites reclaimed	20.0	28.0	26.0	28.0	30.0
* Number of oil/gas field inspections	21,756	24,070	20,000	18,186	22,000
* Number of oil/gas permits issued	5,500	4,228	5,500	7,589	5,500
* Number of flood control projects completed	11.0	8.0	13.0	14.0	6.0
Input Indicators					
* Estimated headcount (e) (f)	N/A	886.0	896.0	896.0	869.0
* Amount expended (in thousands) (f)	N/A	$122,289.0	$141,000.0	$141,397.4	$196,478.7

Explanatory Information

IDNR revised its definitions of core programs in FY 2001.

Footnotes

(a) Ecosystem Partnerships provide financial and technical support for maintaining and enhancing ecological and economic conditions in watersheds.

(b) The Department provides forest management assistance to public and private landowners.

(c) The Department administers tree planting programs available to public and private entities interested in planting and maintaining trees that consequently remove harmful carbon dioxide elements from the atmosphere.

Natural and Cultural Resource Protection (Concluded)

[Footnotes]

(d) 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.

(e) Estimated full-time equivalency based on authorized full-time, part-time and seasonal staffing levels.

(f) IDNR revised its definitions of core programs in FY 2001. Historical information for FY 1999 expenditures and headcount for the revised program structure is not available. Headcount and expenditure information for FY 2000 and FY 2001 has been amended to reflect allocation changes stemming from the new program definitions.

Resource Compatible Recreation

Mission Statement: To provide safe, accessible, high quality and resource compatible outdoor recreation opportunities to the public so they can enjoy the state's natural and cultural resources.

Program Goals: Objectives:

1. Meet the public's outdoor recreation needs in a resource-compatible manner.
2. Develop and maintain Department facilities and infrastructure to provide meaningful outdoor recreation experiences for Illinois residents and visitors.
3. Establish and maintain partnerships to expand resource-compatible recreation opportunities.

Source of Funds: General Revenue Fund, State Boating Act Fund, State Parks Fund, Wildlife and Fish Fund, Salmon Fund, Capital Development Fund, Open Space Lands Acquisition and Development Fund, Land and Water Recreation Fund, Off-Highway Vehicle Trails Fund, Conservation 2000 Projects Fund, Fund for Illinois' Future, Snowmobile Trail Establishment Fund, Park and Conservation Fund, Build Illinois Bond Fund, Illinois Beach Marina Fund

Statutory Authority: 20 ILCS 801-880 and others

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Miles of bike trails acquired/developed through grants (a)	46.0	119.0	64.0	20.0	75.0
* Amount of grantee acquired acreage (b) (c)	1,596	863.0	2,100	505.0	1,700
* Percentage of highly satisfied park visitors (d)	91 %	90 %	90 %	89.0 %	90 %
* Percentage of visitors highly satisfied with park cleanliness (d)	93 %	95 %	90 %	93.2 %	90 %
Output Indicators					
* Acreage owned and managed	406,100	402,302	412,000	417,475	423,000
* Number of camper days (e)	1,150,000	1,174,100	1,185,000	1,333,152	1,400,000
* Number of grants awarded (b)	147.0	143.0	150.0	157.0	150.0
* Total dollar amount of grants awarded (in thousands) (b)	$23,498.0	$22,911.1	$36,500.0	$49,088.3	$36,000.0
* Number of fishing licenses issued (f) (g)	776,386	782,599	779,500	779,619	779,500
* Number of hunting licenses (f) (g)	314,150	313,674	307,000	305,777	307,000
* Site attendance	42,144,000	43,506,000	44,000,000	43,214,000	42,000,000
* Number of deer permits issued (h)	523,353	538,576	545,000	539,341	540,000
* Number of fish produced and stocked	66,500,000	67,800,000	67,400,000	67,400,000	67,800,000
* Total number of active registered boats (i)	402,562	404,554	406,000	405,600	407,000
Input Indicators					
* Headcount (j) (k) (l)	N/A	943.0	953.0	953.0	945.0
* Amount expended (in thousands) (k)	N/A	$101,751.0	$140,068.7	$112,309.3	$148,178.4
Efficiency/Cost-Effectiveness Indicators					
* Cost per acre managed	$87.92	$92.13	$96.89	$99.16	$101.60
* Cost per visitor	$0.85	$0.85	$0.91	$0.96	$1.02

Explanatory Information

IDNR revised its definition of core programs in FY 2001.

Footnotes

(a) The Department awarded grants to acquire or develop more than 70 miles of bike trails in FY 1999 and FY 2000 with an exptected two-year completion period. However, the build-out periods for bike trail grants have exceeded the Department's estimates. As a result, only 20 of the targeted 64 miles of bike trail grants were completed in FY 2001.

(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 recreational activities.

(c) The Department awarded grants for the acquisition of more than 3,000 acres in FY 2000 with an expected one-year completion period. However, the time needed to complete these grants has exceeded expectations. As a result, grantees completed acquisition of only 505 of the targeted 2,100 acres in FY 2001.

(d) Percentage of visitor survey scores of 4 or more on a 5-point scale (5=excellent).

Resource Compatible Recreation (Concluded)

[Footnotes]

(e) Camper days information is reported on a calendar year basis. Information for FY 2001 Public Accountability Project (PAP) report reflects camper activity in calendar year 2000.

(f) Hunting and fishing license information is reported on a license year basis. Information shown for FY 2001 is for license year 2000 (April 1, 2000 through March 31, 2001).

(g) The figures for FY 1999 and FY 2000 sales of hunting and fishing licenses have been revised to reflect delinquent licenses vendor accounts which were closed after the previous SEA reporting period.

(h) Deer permit information is reported on a calendar year basis. Information for the FY 2001 PAP report reflects permits issued in calendar year 2000.

(i) The number of active registerd boats is reported on a calendar year basis. Information for the FY 2001 PAP report reflects the number of active registered boats as of the end of calendar year 2000.

(j) Estimated full-time equivalency based on authorized full-time, part-time and seasonal staffing levels.

(k) IDNR revised its definition of core programs in FY 2001. Historical information for FY 1999 expenditures and headcount for the revised program structure is not available.

(l) The FY 2001 target for heacount has been amended to reflect a revision in the Department's definition of core programs. This revision in program definition impacted headcount allocation.

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 reosurces to government agencies, businesses, other scientists, education institutions, teachers, students and the general public to advance their understanding and appreciation of the state's natural and cultural resources.

Program Goals: Objectives:

1. Educate the public on the diversity and value of the state's natural and cultural resources.
2. Preserve and showcase the state's natural, cultural and artistic heritage.
3. Acquire and provide geological information for use in making environmental, economic, public safety and human health related decisions.
4. Acquire and provide natural history information that can be used to promote the common understanding of and the sustainable conservation of Illinois' living natural resources.
5. Promote information on water and atmospheric resources for use in private and public decision-making.
6. Develop technologies and provide information and technical assistance on waste management and pollution prevention to businesses and the public.

Source of Funds: General Revenue Fund, Toxic Pollution Prevention Fund, Capital Development Fund, Natural Resources Fund, Patent and Copyright Fund, Used Tire Management Fund, Hazardous Waste Research Fund, Natural Resources Information Fund, Park and Conservation Fund

Statutory Authority: 20 ILCS 801-880 and others

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of site visitors expressing high satisfaction with interpretive programs (a)	N/A	82 %	85 %	79 %	85 %
* Number of continuing professional education (CPE) hours awarded to teachers via ENTICE and other programs (b)	N/A	N/A	8,000	13,754	13,000
* Amount of external funding received by science institutions (in thousands) (c)	$19,214.4	$21,653.8	$21,000.0	$20,333.0	$21,000.0
* Attendance at museum facilities	390,464	396,271	420,000	384,806	375,000
* Number of articles added to collections and libraries of science institutions (c)	N/A	57,982	60,000	263,731	240,000
Output Indicators					
* Number of field education programs	3,300	3,988	3,600	3,539	4,000
* Number of teachers completing ENTICE training (b)	N/A	N/A	100.0	225.0	300.0
* Number of Outdoor Illinois subscriptions	25,399	26,335	27,000	27,523	27,700
* Number of active science research projects	662.0	833.0	627.0	774.0	650.0
* Number of user sessions on science institutions' Websites (b)	N/A	N/A	6,000,000	6,439,570	6,000,000
Input Indicators					
* Headcount (d) (e)	N/A	513.0	515.0	515.0	507.0
* Amount expended (in thousands) (e)	N/A	$45,269.5	$52,000.0	$52,331.9	$55,355.9

Footnotes

(a) Percentage of visitor survey scores of 4 or more on a 5-point scale (5=excellent)

(b) 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 Boad of Education as a certificate renewal credit provider as part of the Board's recertification requirements for teachers.

Science, Education and Culture (Concluded)

[Footnotes]

(c) 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.

(d) Estimated full-time equivalency based on authorized full-time, part-time and seasonal staffing levels.

(e) IDNR revised its definition of core programs in FY 2001. Historical information for FY 1999 expenditures and headcount for the revised program structure is not available. FY 2001 targets for headcount and expenditures have been amended to reflect allocation changes stemming from the new program definitions.

(f) In fiscal year 2001, the Department clarified the definition of this indicator, resulting in a significant increase in reported performance as compared to previous years. The indicator was clarified to include the activities of all of the Department's science institutions rather than just those of the State Museum.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of visitors expressing high satisfaction with park safety (a)	86 %	87 %	90 %	88 %	90 %
* Number of students certified by safety education classes (b)	18,209	20,464	20,000	19,671	20,000
Output Indicators					
* Number of safety education classes held (b)	570.0	587.0	590.0	556.0	590.0
* Number of mine safety certifications issued	122.0	287.0	145.0	402.0	180.0
* Number of mine safety accident prevention contacts	22,025	37,310	23,000	33,734	28,000
* Number of mine laboratory analysis performed	4,973	6,714	5,300	6,158	7,000
* Number of blasting and explosives licenses and certifications issued	1,163	1,077	1,050	1,272	1,250
* Number of blasting and explosives inspections performed	1,530	1,823	1,550	1,431	1,600
* Number of dams inspected	96.0	153.0	100.0	168.0	140.0
* Number of floodway permit applications processed	1,374	1,274	1,200	1,336	1,275
Input Indicators					
* Estimated headcount (c) (d)	N/A	184.0	184.0	184.0	178.0
* Amount expended (in thousands) (d)	N/A	$13,449.3	$16,000.0	$16,163.0	$16,334.5

Footnotes

(a) Percentage of visitor survey scores of 4 or more on a 5 point scale (5=excellent)

(b) The Department offers recreational safety classes on hunting, trapping, boating and snowmobiling.

(c) Estimated full-time equivalency based on authorized full-time, part-time and seasonal staffing levels.

(d) IDNR revised its definitions of core Agency programs in FY 2001. Historical information for FY 1999 expenditures and headcount for the revised program structure is not available. FY 2001 targets for headcount and expenditures have been amended to reflect allocation changes stemming from the new program definitions.

Pollution Control Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Environmental Regulations, Contested Case Decision-Making and Public Information	$2,085.3	35	$2,337.4	41
Totals	$2,085.3	35	$2,337.4	41

Mission and Organization

The Illinois Pollution Control Board (IPCB) is a quasi-legislative and quasi-judicial body that adopts environmental regulations and hears contested cases, effectively acting as an environmental court-of-law. The Board, consisting of seven technically qualified members appointed to three-year terms by the governor, conducts hearings on complaints charging violations of the Environmental Protection Act or regulations brought by the state or its citizens. The Board also hears contested cases involving decisions of the Illinois Environmental Protection Agency (IEPA), Office of the State Fire Marshal and local government siting decisions on pollution control facilities.

The Board conducts business at bi-monthly meetings. Formal Board action is conducted at public meetings (following public notice) in accordance with the Open Meetings Act. Duties and responsibilities of the Board are divided into two categories: rulemaking and adjudicatory cases. Regulations adopted by the Board pertain to air, land, water, and public water supply; mine and livestock related pollution; hazardous and non-hazardous waste; noise; and atomic radiation. Adjudicatory cases consist of enforcement actions, permit appeals, variances, adjusted standards, administrative citations, and landfill siting appeals. Complaints may be filed by the IEPA, attorney general, state's attorneys, and citizens to enforce the Environmental Protectection Act and regulations.

The Board maintains a comprehensive Internet site (www.ipcb.state.il.us) including Board opinions and orders; the Environmental Protection Act; current and pending environmental regulations; links to pending legislation; the Board calendar of meetings and hearings; and general information on the Board and its services. Board members are also available for public speaking engagements on environmental issues.

Environmental Regulations, Contested Case Decision-Making and Public Information

Mission Statement: To create a stable system of Illinois environmental law through the promulgation of environmentally protective regulations based upon a decision-making process that considers the most current scientific and technological knowledge, and through the fair consideration and adjudication of contested cases; and to reduce pollution by increasing public awareness of the Environmental Protection Act and regulations.

Program Goals: Objectives:

1. Promulgate sensible and sound environmentally protective regulations based upon a decision-making process that considers the most current scientific and technological knowledge, and affords maximum public input.
   a. Maintain a high percentage of environmental regulations adopted within the statutory deadline, or if no deadline is specified, within 12 months of the first-notice proposal.
   b. Maintain a high percentage of adopted regulations that are final upon promulgation (i.e., affirmed on appeal or not appealed) by maximizing public and technical input in the rulemaking process, thereby affording the Board a complete and comprehensive record upon which to base its decisions.
2. Create a stable system of Illinois environmental law through the impartial consideration and adjudication of contested cases, and the prompt issuance of well-written, well-reasoned decisions.
   a. Maintain a high percentage of final opinions and orders issued within 95 days of the close of the case record by establishing protocols for timeframes and streamlining the Board's adjudicatory process.
   b. Maintain a high percentage of Board decisions upheld on appeal by issuing well-written and well-analyzed opinions and orders.
3. Reduce pollution by increasing public awareness of the Environmental Protection Act and regulations.
   a. Increase the number and types of documents posted to the Board's Web site by 2004.
   b. Maintain a high number of updates to the Board's existing Web site to ensure accurate information for the public.
   c. Maintain an active public speaking agenda to increase awareness of Illinois environmental law and regulations, as measured by the number of speaking engagements.

Source of Funds: General Revenue Fund, Clean Air Act (CAA) Permit Fund, Pollution Control Board State Trust Fund, Pollution Control Board Fund, Used Tire Management Fund, Environmental Protection Permit and Inspection Fund

Statutory Authority: 415 ILCS 5/5

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of adopted Board regulations that are final upon promulgation (i.e., not appealed, or upheld on appeal)	87 %	87 %	87 %	87 %	90 %
* Amount of fines levied	$643,265.00	$871,544.00	N/A	$831,922.00	N/A
* Number of visits to Board's Internet site	N/A	N/A	402,548	402,548	402,560
* Number of Board decisions upheld on appeal	9.0	5.0	N/A	5.0	N/A
* Percentage of Board decisions upheld on appeal	90 %	100 %	100 %	100 %	100 %
Output Indicators					
* Number of pending rules	10.0	6.0	24.0	24.0	25.0
* Percentage of pending rules posted on Board's Internet site	N/A	N/A	100 %	100 %	100 %
* Number of rules adopted	27.0	16.0	22.0	22.0	23.0
* Number of regulatory hearings	14.0	8.0	24.0	24.0	26.0
* Number of adjudicatory hearings	33.0	35.0	30.0	30.0	32.0
* Number of Board orders issued	584.0	653.0	664.0	664.0	690.0
* Number orders issued by hearing officers	1,154	1,263	1,379	1,379	1,448
* Number of public speaking engagements	15.0	12.0	19.0	19.0	21.0
* Percentage of rules adopted within statutory deadlines, or if no deadline is specified, within 12 months of the first-notice proposal	100 %	100 %	100 %	100 %	100 %
* Percentage of opinions and orders voted on within 90 days of the close of the record	83 %	100 %	100 %	100 %	100 %
* Percentage of opinions and orders issued within 5 days of the Board's vote	100 %	100 %	100 %	100 %	100 %
Input Indicators					
* Expenditures (in thousands)	$2,612.5	$2,085.3	$2,337.4	$2,337.4	$3,366.7
* Headcount	36.0	35.0	41.0	41.0	41.0

Explanatory Information

All prior year data was updated.

Business Regulation

Efforts

Business Regulation Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
Illinois Commerce Commission	$35,589.2	$37,518.6	5.4%
Department of Insurance	$27,197.1	$33,386.9	22.8%
Office of Banks and Real Estate	$25,925.8	$26,993.9	4.1%
Department of Professional Regulation	$22,833.2	$23,211.1	1.7%
Industrial Commission	$10,421.3	$10,772.9	3.4%
Department of Human Rights	$8,649.5	$8,316.2	-3.9%
Department of Financial Institutions	$7,252.6	$8,310.5	14.6%
Illinois Racing Board	$10,382.6	$7,598.1	-26.8%
Commission on Human Rights	$1,676.3	$1,351.1	-19.4%
TOTAL	**$149,927.6**	**$157,459.3**	**5.0%**

Numbers may not add due to rounding

Results

Financial Condition of Key Business Groups

	1990	1995	2000	2001
Percentage of Thrift Institutions in Good Financial Condition	N/A	100.0	93.1	94.0
Percent of Insurance Companies in Receivership - 10-year rolling average				
Life and Health Companies	N/A	N/A	0.45	0.45
Property and Casualty Companies	N/A	N/A	0.44	0.52
Health Maintenance Organizations (HMOs)	N/A	N/A	1.33	0.3

Source: IL Dept. of Insurance

Regulation of Licensed Professionals

	2000	2001
Licensees Place on Probation	504	572
Cases Resulting in Disciplinary Orders	4379	5004
Total Licenses	702,541	709,036

Source: IL Dept.of Professional Regulation

Regulation of Horse Racing
(in thousands)

	1990	1995	2000	2001
Total State Revenue from Racing	$47.8	$44.0	$21.6	$17.2
Total wagering on horse races	$1,280.9	$1,424.5	$1,655.8	$1,764.3
Illinois wagering on Illinois races	$1,239.1	$1,099.9	$372.1	$369.1
Illinois wagering on out-of-state races	$23.0	$91.5	$727.2	$731.8
Out-of-state wagering on Illinois races	$18.8	$233.1	$556.5	$663.4

Source: Illinois Racing Board

Financial Institutions
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Credit Union Division	$2,671.2	33	$2,924.4	41
Consumer Credit Division	$1,378.1	21	$1,819.7	22
Currency Exchange Division	$1,020.8	12	$1,167.4	14
Administration	$853.2	9	$949.5	10
EDP	$752.8	6	$783.2	7
Unclaimed Property	$576.4	8	$666.3	7
Totals	$7,252.5	89	$8,310.5	101

Explanatory Notes The fiscal year 2001 expenditure for the Consumer Credit Division includes a one-time expenditure of $239,336 authorized by a supplemental appropriation.

Mission and Organization

The Department of Financial Institutions (DFI) is the state regulatory agency responsible for administering the Illinois Financial Institutions Code. The Department licenses, investigates, examines and regulates all state-chartered credit unions, currency exchanges, consumer finance companies, title insurance companies, money transmitters and various related consumer credit institutions, including payday and auto title lenders as well as sub-prime mortgage lenders.

Management of the DFI is vested in the director who is assisted by three advisory boards appointed by the governor. The Board of Credit Union Advisors, the Board of Currency Exchange Advisors and the Board of Debt Management Service Advisors play key roles in shaping the direction by which the Department employs methods to fulfill its fundamental mission: to protect the interests of depositors, borrowers, shareholders, and consumers of the licensed financial institutions operating in the State of Illinois.

The DFI is comprised of three operating divisions that are overseen by division supervisors. These divisions directly administer the laws regarding currency exchanges, credit unions, and various consumer credit companies.

The *Consumer Credit Division* (*CCD*) administers nine separate statutes and oversees the licensing, examination and regulation of a diverse group of financial institutions. These licensees include: consumer installment lenders, sales finance companies, title insurance companies, money transmitters and debt management companies, as well as retail installment lenders, development credit corporations, and safe deposit box companies.

In conjunction with recently enacted regulations that address predatory mortgage lending, the *CCD* developed and administers the *Mortgage Awareness Program* (*MAP*) and *Third Party Review Programs*. The *MAP* is a free counseling and education program for consumers who are seeking to refinance their home or obtain a home equity loan. The *Third Party Review Program* provides an independent review of consumer mortgage contracts to determine if a loan is in the consumer's best financial interest. This program also allows consumers to withdraw from contemplated loans without financial penalty.

The *Credit Union Division* administers the Illinois Credit Union Act and oversees the chartering, examination, supervision and regulation of all state chartered credit unions in Illinois. The division's mission is to administer and enforce the laws and regulations pertaining to Illinois state-chartered credit unions. By executing these duties, the division works to ensure the safety and soundness of these financial institutions thereby protecting the interest of their members.

The *Currency Exchange Division* licenses and regulates currency exchanges under the Currency Exchange Act. The division enforces the Act's rules and regulations that delineate rates, records and ratemaking procedures. The division's mission is to ensure that currency exchange services are delivered fairly and that the public is provided with the protection intended by state law.

Credit Union Division

Mission Statement: To administer and enforce the laws and regulations pertaining to Illinois state-chartered credit unions and ensure the safety and soundness of these financial institutions; thereby protecting the interest of their members.

Program Goals: Objectives:

1. Enhance credit union industry awareness of the department's role and activities.
   a. Beginning December 31, 2001, publish a semi-annual informational newsletter.
   b. Effective December 31, 2001, conduct semi-annual surveys with state-chartered credit unions.
   c. Beginning FY 2002, annually attend one credit union chapter meeting (per chapter) in both a speaking role and an observatory capacity.
2. Expand the capability of credit unions to obtain mandatory reports electronically from the Credit Union Division.
   a. Effective June 30, 2002, place various required forms on the department's Internet site.
3. Promote the safety and soundness of the credit union industry.
   a. Develop the Credit Union Service Organization audit program with complete implementation by July 1, 2002.
   b. Develop an Internet/EDP audit program with successful implementation by December 31, 2002.
   c. Develop and implement a program for assisting large, complex credit unions by June 30, 2002.
   d. Develop and implement a program for assisting small, non-complex credit unions by June 30, 2002.
   e. Effective fiscal year 2002, conduct specialized examinations focusing on specific areas of concern.
4. Conduct an annual meeting for examination staff.
   a. Beginning FY 2002, hold one (1) examiner staff meeting per year in order to discuss examination procedures and industry trends.

Source of Funds: Credit Union Fund ***Statutory Authority:*** 20 ILCS 1205/1

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of credit unions that are in compliance with applicable statutes and rules and regulations	436.0	412.0	420.0	409.0	385.0
* Number of consumer complaints pending (a)	N/A	N/A	N/A	5.0	10.0
Output Indicators					
* Number of complex credit union examinations assigned ($25 million and over)	52.0	59.0	63.0	66.0	75.0
* Number of complex credit union examinations assigned ($5 million - $24.9 million)	134.0	91.0	95.0	122.0	125.0
* Number of non-complex credit union examinations assigned (less than $5 million)	274.0	184.0	175.0	253.0	220.0
* Number of problem case credit union examinations assigned	36.0	37.0	40.0	39.0	35.0
* Number of consumer complaints received	82.0	86.0	100.0	78.0	75.0
* Number of by-law amendments received	252.0	262.0	275.0	184.0	200.0
* Total number of chapter meeting engagements scheduled (b)	N/A	N/A	N/A	N/A	12.0
* Number of non-complex credit union examinations completed (less than $5 million)	265.0	103.0	150.0	235.0	175.0
* Number of problem case credit union examinations completed	30.0	24.0	35.0	45.0	35.0
* Number of Review Comment Letters issued	312.0	383.0	375.0	403.0	320.0
* Number of by-law amendments completed	241.0	227.0	245.0	199.0	200.0
* Number of complex credit union examinations completed ($25 million and over)	52.0	45.0	60.0	54.0	75.0
* Number of complex credit union examinations completed ($5 million - $24.9 million)	121.0	48.0	75.0	123.0	125.0
* Number of by-law amendments pending (b)	53.0	62.0	N/A	29.0	25.0
* Number of consumer complaints pending (a)	N/A	N/A	N/A	5.0	10.0
* Number of chapter meeting engagements attended (b)	N/A	N/A	N/A	N/A	12.0
* Total number of state chartered credit unions	472.0	458.0	450.0	449.0	420.0
* Average number of days to resolve a complaint (a)	N/A	40.0	30.0	33.0	21.0
* Average number of days to complete a by-law amendment	12.0	14.0	10.0	33.0	21.0
Input Indicators					
* Number of examination staff	25.0	19.0	35.0	28.0	25.0
* Number of support/administration staff	10.0	14.0	15.0	13.0	13.0
* Total program expenditures (in thousands)	$2,680.0	$2,671.2	$3,490.0	$2,924.4	$2,750.0

Credit Union Division (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Efficiency/Cost-Effectiveness Indicators					
* Number of examinations completed per examiner	18.0	11.0	10.0	19.0	17.0

Explanatory Information

Data for FY 1999 and FY 2000 is now available. Therefore, new figures were added for FY 1999 and FY 2000 information.

Footnotes

(a) This item was not tracked during previous fiscal years. We will be tracking this information for the current and future fiscal years.

(b) This is a new indicator and was not included in the FY 2000 SEA Report. Therefore, we do not have FY 2001 Target figures to report.

Consumer Credit Division

Mission Statement: To protect consumers and ensure that the entities regulated are in compliance with state and federal statutes.

Program Goals: Objectives:

1. Disseminate Departmental news and information to our licensees.
   a. Educate licensees about new rules and regulations that may affect them via the Internet and U.S. mail.
   b. Meet with consumer groups and various licensees in order to recognize current industry trends.
2. Promote public awareness and provide consumer education.
   a. Beginning FY 2002, perform Mortgage Awareness Program (MAP) presentations to consumers.
   b. Provide citizens with various educational materials about short-term lending and mortgage awareness.
   c. Develop and implement a program to train and utilize division personnel to provide consumers with personal help about their short-term loans or mortgages.
3. Develop and implement a Safety and Soundness Section that will focus on Debt Management and Transmitter of Money Act licensees.
   a. Hire and train one additional staff member in FY 2002 to be the manager of the Safety and Soundness Section.
   b. Hire and train three additional staff members in FY 2003 to be employed in Safety and Soundness Section.
4. Enhance examination procedures to keep pace with current trends.
   a. Beginning FY 2002, hold two examiner meetings per year in order to recognize and discuss current industry trends.
   b. Formulate and implement enhanced examination procedures recommended by examination staff.

Source of Funds: Financial Institution Fund ***Statutory Authority:*** 20 ILCS 1205/1

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of resolved complaints to total complaints filed	90 %	84.1 %	88.69 %	76.3 %	76 %
* Number of examinations completed	1,441	1,622	1,745	1,688	1,750
* Number of Consumer Installment Loan Act examinations completed	988.0	1,191	1,305	1,268	1,313
* Number of individuals attending MAP presentations (a)	N/A	N/A	N/A	N/A	30.0
* Number of complaints resolved	201.0	327.0	400.0	348.0	382.0
* Number of short-term lender complaints resolved (b)	N/A	47.0	51.0	58.0	65.0
* Number of mortgage complaints resolved (b)	N/A	N/A	N/A	100.0	111.0
* Number of complaints pending (a)	23.0	62.0	N/A	51.0	55.0
* Percentage of short-term lender complaints to total filed (b)	N/A	90.4 %	89.47 %	14.7 %	14.9 %
Output Indicators					
* Total number of examinations assigned (a)	1,441	1,622	N/A	1,688	1,750
* Total number of CILA examinations assigned (a)	988.0	1,191	N/A	1,268	1,313
* Total number of examination exceptions cited (a)	7,553	4,288	N/A	2,819	2,114
* Total number of MAP presentations scheduled (a)	N/A	N/A	N/A	N/A	10.0
* Number of consumer complaints received	224.0	389.0	451.0	456.0	502.0
* Number of short-term lender complaints received (b)	N/A	52.0	57.0	67.0	75.0

Consumer Credit Division (Concluded)	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
[Output Indicators]					
* Number of mortgage complaints received (b)	N/A	N/A	N/A	103.0	115.0
* Number of MAP presentations performed (a)	N/A	N/A	N/A	N/A	10.0
* Total number of examination exceptions processed (a)	7,553	4,288	N/A	2,819	2,114
* Number of licenses granted (a)	641.0	273.0	300.0	292.0	N/A
* Total number of licensees regulated by the division (a)	1,556	1,705	N/A	1,768	2,050
* Number of days complaint outstanding (b)	N/A	8.0	N/A	8.0	15.0
* Average number of days to resolve a complaint	N/A	8.0	N/A	8.0	15.0
Input Indicators					
* Total program expenditures (in thousands)	$1,309.0	$1,378.1	$1,900.0	$1,819.7	$2,261.0
* Number of examination staff (a)	8.0	9.0	N/A	9.0	10.0
* Number of administrative/support staff (a)	10.0	12.0	N/A	13.0	14.0
Efficiency/Cost-Effectiveness Indicators					
* Cost to administer each licensee	$835.00	$808.00	$1,085.00	$852.00	$1,103.00
* Number of examinations completed per examiner (a)	180.0	180.0	N/A	188.0	175.0

Explanatory Information

Data for FY 1999 and FY 2000 is now available. Therefore, new figures were added for these fiscal years.

Footnotes

(a) This is a new indicator and was not included in the FY 2000 Public Accountability Report. Therefore, we do not have FY 2001 Target figures to report.

(b) This item was not tracked during previous fiscal years. We will be tracking this information for the current and future fiscal years.

Currency Exchange Division

Mission Statement: To ensure that currency exchange services are delivered fairly, and by regulating the industry that provides those services, the public is provided with the protection intended by state law.

Program Goals: Objectives:

1. Disseminate departmental news and industry trends to all currency exchange employees.
   a. Beginning FY 2002, publish a semi-annual informational newsletter to all Division employees.
2. Provide consumer tips regarding currency exchange transactions to the general public.
   a. During FY 2002, post consumer tips regarding currency exchange transactions on the department's Internet site.
3. Develop and implement a Service Review Section of the Currency Exchange Division.
   a. During FY 2003, hire and train one (1) additional person to assist in the application and new services review process.
   b. During FY 2003, hire and train one (1) additional person to investigate and review a vendor's additional service request.
   c. During FY 2002 - 2003, seek to institute a $1,000 fee for the investigation and review of additional service request submitted by a currency exchange vendor.
4. Hold formal examination staff meetings in order to recognize and discuss industry trends.
   a. Hold two (2) examiner staff meetings each fiscal year to discuss industry trends, departmental news, divisional information and examination procedures.
5. Ensure sufficient protection to currency exchange consumers through the examination process.
   a. Hire and train one (1) additional currency exchange examiner during FY 2003.
   b. Hire and train one (1) additional currency exchange examiner during FY 2004.

Source of Funds: Financial Institution Fund ***Statutory Authority:*** 20 ILCS 1205/1

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Total number of community currency exchanges (b)	679.0	674.0	N/A	666.0	670.0
* Total number of ambulatory currency exchanges (b)	353.0	334.0	N/A	313.0	290.0
* Total revenue received (in thousands) (b)	$467.0	$411.0	N/A	$419.0	$430.0
* Average number of days to resolve a comsumer complaint (c)	2.0	2.0	2.0	2.0	29.0
Output Indicators					
* Number of examinations assigned	752.0	546.0	725.0	660.0	680.0
* Number of consumer complaints received	205.0	251.0	275.0	265.0	106.0
* Number of new license applications received	138.0	169.0	180.0	134.0	125.0
* Number of new service requests received (a)	N/A	N/A	N/A	N/A	22.0
* Number of licenses granted (b)	14.0	25.0	N/A	39.0	40.0
* Number of examinations completed	752.0	546.0	725.0	660.0	680.0
* Number of consumer complaints resolved	205.0	251.0	275.0	265.0	90.0
* Number of new license applications processed	128.0	155.0	180.0	150.0	125.0
* Number of consumer complaints pending (a)	N/A	N/A	N/A	N/A	16.0
* Number of new service requests processed (a)	N/A	N/A	0.0	0.0	20.0
* Number of new service requests pending (a)	N/A	N/A	N/A	N/A	3.0
* Number of new service requests investigated (a)	N/A	N/A	N/A	N/A	20.0
* Average number of days to complete a new license application	50.0	45.0	40.0	43.0	42.0
* Average number of days to approve new service requests (a)	N/A	N/A	N/A	N/A	35.0
Input Indicators					
* Total program expenditures (in thousands)	$893.0	$1,020.8	$1,250.0	$1,167.4	$1,346.0
* Personnel full-time headcount	14.0	12.0	15.0	14.0	14.0
Efficiency/Cost-Effectiveness Indicators					
* Number of examinations completed per examiner	115.0	109.0	112.0	102.0	97.0
* Average cost to administer each currency exchange	$916.00	$1,119.00	$1,345.00	$1,369.00	$1,409.00

Explanatory Information

Data for FY 1999 and FY 2000 is now available. Therefore, new figures were added for FY 1999 and FY 2000 information.

Footnotes

(a) This information was not tracked during previous fiscal years. However, we will be tracking this information for the current and future fiscal years.

(b) This is a new indicator and was not included in the FY 2000 SEA Report. Therefore, we do not have FY 2001 Target figures to report.

(c) The increase in time for fiscal year 2002 is due to a change in policy requiring that all complaints be submitted in writing for better documentation.

Human Rights
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Charge Processing	$6,621.5	130	$6,332.2	120
Compliance	$997.0	17	$1,023.0	16
Administration	$783.0	12	$696.0	11
Governor's Commission on Discrimination and Hate Crimes	$248.0	1	$265.0	1
Totals	$8,649.5	160	$8,316.2	148

Mission and Organization

The Department of Human Rights was created by the Human Rights Act. The Human Rights Act prohibits discrimination in Illinois with respect to employment, financial credit, public accommodations and real estate transactions on the basis of race, color, sex, national origin, ancestry, military status, age, marital status, unfavorable military discharge and physical and mental handicap. The Act also prohibits sexual harassment in employment and higher education because of citizenship status and discrimination based on familial status in real estate transactions. The Act requires every state executive department, state agency, board, commission and instrumentality to rigorously address affirmative action and provide equality of opportunity in employment.

The *Charge Processing* staff investigates (and attempts to amicably resolve) those charges of discrimination over which the Department has jurisdiction. Also, the Department, recognizing the need for a simpler alternative to the traditional formal investigation process, created the *Mediation Program*, to offer parties the opportunity to work out a settlement of their charges rather than go through a full time-consuming investigation.

The *Compliance Program* consists of three main sub-programs. The Liaison staff administers and enforces statutory regulations to ensure state government compliance with equal employment opportunity and affirmative action requirements. The Liaison staff also provides consultation and training on disability issues to agency staff, employers, landlords and organizations serving people with disabilities. The Training Institute, another component of the *Compliance Program*, disseminates accurate and timely information to department staff as well as entities in the public/private, educational and community-based sectors on non-discrimination and other equal education opportunity and affirmative action related issues. Finally, the *Public Contracts* staff enforces provisions of the Human Rights Act that require public contractors and eligible bidders to register with the Department, refrain from unlawful discrimination, undertake affirmative action in employment and develop a written sexual harassment policy. A selection of public contractors and eligible bidders are audited each year to determine compliance with the Act and Rules.

The Department also administers the *Governor's Commission on Discrimination and Hate Crimes*, established by Executive Order #4 in February 1999. The 40-member commission works with law enforcement, the courts, religious leaders, schools, community organizations and social services agencies to address the problem of bigotry in the State of Illinois.

Charge Processing

Mission Statement: Conduct fair and impartial investigations and reviews on appeal charges of unlawful discrimination in employment, public accommodations, housing, financial credit and sexual harassment in employment and higher education.

Program Goals: Objectives:

1. Provide accurate and thorough investigations in a timely manner.
   a. Decrease time necessary for investigations while ensuring good quality investigations and reports.
2. Maintain good relationship with the Equal Employment Opportunity Commission (EEOC) leading to annual contract renewal.
   a. Fulfill EEOC contract requirements annually and maintain a good working relationship leading to annual contract renewals with EEOC.
3. Provide a request for review to the Ill. Dept. of Human Rights of dismissals in accordance with the Human Rights Act and its Rules and Regulations.
4. Assist parties to mediate charges as an alternative to investigation.
5. Provide technical assistance to investigation units and parties for charges in the conciliation process.

Source of Funds: General Revenue Fund, Special Projects Division Fund ***Statutory Authority:*** 775ILCS5/1-101et seq

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of cases returned to investigation for additional work	N/A	38.6 %	N/A	35 %	33 %
* Percentage of complainants filing an appeal	N/A	33.9 %	N/A	32.5 %	32 %
* Percentage of conciliation conferences resulting in settlement	N/A	N/A	N/A	4.6 %	3.5 %
* Number of case closures rejected by EEOC	3.0	N/A	N/A	0.0	0.0
* Percentage of charges settled through mediation	N/A	N/A	N/A	52 %	50 %
* Percentage of cases sustained vs. overturned in appellate court	N/A	96 %	N/A	96 %	96 %
Output Indicators					
* Number of inquires handled	21,936	19,573	N/A	18,307	22,000
* Number of investigations completed	4,305	3,621	N/A	3,396	4,500
* End of month carryover (number of cases pending appeal)	N/A	248.0	N/A	149.0	150.0
* Number of charges filed	3,756	3,856	N/A	3,757	4,500
* Average number of days from filing to completion	N/A	207.0	N/A	207.0	197.0
* Average number of days from assignment to completion	N/A	106.0	N/A	92.0	92.0
Input Indicators					
* Investigator headcount	57.0	54.0	N/A	50.0	50.0
* Technical advisor (staff attorney) headcount	7.0	7.0	N/A	7.0	7.0
* Support Staff	69.0	69.0	N/A	63.0	63.0
* Expenditures (in thousands)	$6,723.0	$6,621.5	N/A	$6,332.2	$7,700.0
Efficiency/Cost-Effectiveness Indicators					
* Average number of completions per investigator per month	6.1	5.3	N/A	6.2	6.3

Compliance

Mission Statement: The Compliance Program is committed to the principles and goals of equal opportunity and affirmative action embraced in the Human Rights Act. We will work to bring about equality within the State of Illinois, acting at all times with integrity, respect, efficiency and fairness.

Program Goals: Objectives:

1. Improve state agencies' compliance with affirmation action (AA) and equal employment opportunity (EEO) guidelines.
   a. Provide adequate assistance to ensure understanding and implementation of compliance requirements.
2. Educate and increase the knowledge of Illinois businesses, state agencies and the general public about laws prohibiting unlawful discrimination.
   a. Improve effectiveness of training sessions and the marketing of the Training Institute.
3. Monitor public contracts and eligible bidders compliance with non-discrimination and affirmative action legal requirements.
   a. Provide accurate and timely assistance to public contractors and eligible bidders.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 775ILCS5/1-101 et seq

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Participation satisfaction with Training Institute	N/A	N/A	N/A	92 %	85 %
* Average percentage of minority professionals in Chicago Metropolitan Statistical Area (MSA) public contractors one year after public contracts audit (a)	N/A	N/A	N/A	0.0	17.0 %
* Average percentage of minority employees in non-Chicago PMSA contractors one year after public contracts audit	N/A	N/A	N/A	N/A	15.0 %
* Reduction in underutilization of affirmative action members by state agencies	N/A	N/A	N/A	18 %	10 %
* State agencies achieving 25% or more of their affirmation action goals	56.0	56.0	N/A	55.0	58.0
* Response to affirmative action technical assistance (number of requests received from state agencies)	650.0	650.0	700.0	649.0	680.0
* Percentage of miniority officials and managers in Chicago MSA civilian labor force (d)	16.2 %	16.2 %	N/A	16.2 %	20 %
* Percentage of minority professionals in Chicago MSA civilian labor force (d)	21.1 %	21.1 %	N/A	21.1 %	25 %
* Percentage of minority group employees in statewide civilian labor force (d)	22.1 %	22.1 %	N/A	22.1 %	26 %
Output Indicators					
* Number of on-site meetings held with state agencies	198.0	210.0	N/A	210.0	230.0
* Distribution of Liaison Unit quarterly newsletter	1,600	2,000	N/A	2,000	2,400
* Number of training modules developed	N/A	3.0	N/A	4.0	2.0
* Number of participants trained thru Training Institute	N/A	1,036	N/A	1,262	1,500
* Number of public contractors and eligible bidders notified of their duties and obligations through bidder registration process	7,357	8,749	N/A	4,515	5,000
* Number of public contractors receiving intial compliance audits	4.0	7.0	N/A	8.0	10.0
* Number of classes held	N/A	47.0	N/A	45.0	82.0
* Classroom hours devoted to training	N/A	228.0	N/A	252.0	468.0
* Percentage of repeat participant companies	N/A	N/A	N/A	N/A	20 %
* Percentage of underutilization hires in state agencies.	N/A	N/A	5 %	18 %	10 %
Input Indicators					
* Expenditure (in thousands)	$930.0	$997.0	N/A	$1,023.0	$1,103.0
* Headcount	17.0	17.0	N/A	16.0	18.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per participant trained by Training Institute	N/A	N/A	N/A	$246.0	$217.0
* Cost per public contractor for bidder processing	N/A	N/A	N/A	$22.0	$20.0
* Average cost for technical assistance in developing and reviewing accurate and timely affirmative action plans	N/A	N/A	N/A	N/A	$1,570.0

Explanatory Information

Cost figures based on:1. average expenditure for Training Institute divided by total participants; 2. average expenditure by Public Contracts Unit divided by number of eligable bidder application processed; 3. average expenditure for Liaison Unit divided by number of state agencies monitored.

Compliance (Concluded)

Footnotes

(a) Figures include half day and full day classes.

(b) Full day classes = 5.5 hrs half day classes = 3hrs.

(c) Chicago Primary Metropolitan Statistical Area, consisting of counties of Cook, Lake, McHenry, DeKalb, DuPage, Grundy,Kane, Kendall and Will.

(d) Source: Wokforce Avilability Information 2001 Chicago PMSA, Table III-A, IDES (based on 1990 US Census Data).

(e) Public Contracts Unit estimate based on 2000 Census of Illinois population. IDES official availability estimates based on 2000 Census expected in late 2002.

Governor's Commission on Discrimination and Hate Crimes

Mission Statement: In order to protect the rights of Illinois residents, so that they do not have to live in fear because of how they appear, what they believe in or how they conduct their private lives, we will work with local government, leaders, and agencies throughout the State of Illinois to combat discrimination and hate crimes.

Program Goals: Objectives:

1. Help ensure that state and local governments respond swiftly and appropriately to incidents of discrimination and hate crimes.
   a. Provide law enforcement training to state-wide agencies.
   b. Assist in the development of a prosecutorial information seminar on hate crime laws.
   c. Create positive educational programs that prevent and discourage minors from accessing over 2,000 sites engaged in hate-based behavior and propaganda.
2. Work with community leaders, educators, religious leaders, social service agencies, elected officials and the public to identify and uproot sources of discrimination and bias.
   a. Host town meetings throughout the state.
   b. Provide community symposium throughout the state for both adults and youth.
   c. Develope survey for both adults and youth concerning tolerance issues.
3. Make recommendations to the Governor and the General Assembly for statutory and programmatic changes necessary to eliminate discrimination and hate-based violence.
   a. Identify issues that call for change in the Human Rights Act.
   b. Lobby legislators for passage of new legislation.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 775ILCS 5/1-101 et seq

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Annual report submitted to Governor and General Assembly	N/A	N/A	N/A	N/A	N/A
Output Indicators					
* Newsletters and leaflets disiminated throughout the community on Hate Crimes	N/A	N/A	N/A	N/A	10,000
* Law enforcement officers trained on defining and investigating hate crimes	N/A	260.0	N/A	120.0	80.0
* Total hours met for full commission and work group meetings	N/A	77.0	N/A	20.0	20.0
* Town meeting open-forum discussions with community	N/A	15.0	N/A	40.0	50.0
* Public service announcements televised, press coverage and news articles	N/A	N/A	N/A	10.0	32.0
* Hate crime forums in public schools	N/A	N/A	N/A	3.0	5.0
* Full and working group meetings held	N/A	38.0	N/A	N/A	N/A
* Number of law enforcement trainings	N/A	3.0	N/A	2.0	2.0
* Number of press releases and public service announcements televised	N/A	N/A	N/A	4.0	32.0
* Number of students attending hate crimes forums	N/A	N/A	N/A	75.0	203.0
Input Indicators					
* Expenditures (in thousands)	N/A	$248.0	N/A	$265.0	$281.0
* Headcount	N/A	1.0	N/A	1.0	2.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per participant in all events	N/A	N/A	N/A	$571.00	$143.00

Commerce Commission
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Public Utility Program	$19,924.3	225	$22,060.7	239
Transportation Program	$15,664.9	73	$15,457.9	80
Totals	$35,589.2	298	$37,518.6	319

Mission and Organization

The Illinois Commerce Commission (ICC), in a period of emerging reliance on the marketplace to ensure fairly priced, reliable and adequate utility services, protects consumer interests and manages the transition of network industries from regulation to efficient competition through the use of innovative regulatory practices. The ICC promotes effective competition in utility and transportation industries, enhances consumer choices, provides for efficient and effective dispute resolution and the sharing of impartial and comprehensive information within its jurisdiction.

The ICC regulates investor-owned telecommunications, electricity, natural gas, and water and sewer utilities. The ICC also regulates and oversees household movers, towing companies that relocate trespassing vehicles, the enforcement of certain trucking insurance coverage laws, railroad grade crossing standards, rail movement of hazardous materials and gas pipeline safety.

The *Public Utility Program* regulates electric, telecommunications, natural gas, water and sewer providers. Through its ratemaking and reporting systems the ICC promotes the maintenance, updating and oversight of the systems and infrastructure needed to ensure for the delivery of a safe, reliable and economical service to the customers of the regulated utilities. The ICC's educational efforts promote understanding and awareness of issues under its jurisdiction and how it can address inquiries and complaints. The ICC also seeks to foster a competitive marketplace that will benefit utility customers.

The *Transportation Program* supervises and regulates various aspects of commercial transportation within Illinois. The ICC oversees: (1) General safety requirements for trucks, facilities and equipment belonging to rail carriers within Illinois; (2) Compliance with interstate and intrastate financial responsibility requirements for all for-hire motor carriers; (3) All persons providing for-hire trucking service in Illinois (interstate and intrastate) that are required to either obtain a household goods carrier certificate, a public carrier certificate, registration of licensed interstate operations and/or registration of exempt interstate operations; (4) Trucking companies engaged in the transportation of household property on a for-hire basis that must obtain a Certificate of Public Convenience and Necessity from the ICC.; and (5) Towing operations of 56 licensed companies in Cook, DuPage, Kane and Will counties.

Public Utility Program

Mission Statement: To provide for the health, welfare and prosperity of all Illinois citizens through 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. Facilitate consumer opportunities for choices in electric, natural gas, and telephone services.
   a. Develop streamlined certification programs and forms for entities under ICC jurisdiction (including Alternative Retail Electric Suppliers (ARES)) and complete necessary rulemakings.
   b. Increase consumer awareness of competitive alternatives through education programs via the Commission's Internet site, printed materials, and public forums.
2. Enforce Commission rules and certification requirements.
   a. Issue citations and fines for non-compliance with Commission rules (up to and including decertification).
   b. Pursue additional enforcement authority through legislation.
   c. Update or eliminate rules when needed.
3. Ensure that monopoly services are provided at reasonable prices.
   a. Monitor the Return on Equity and/or other financial indicators of providers.
   b. Apply the Commission's statutory authority to investigate and modify prices.
   c. Ensure that companies don't use regulated businesses to subsidize competitive businesses.
   d. Review and analyze annual reports of electric, gas, telecommunications,and water/sewer entities.
   e. Provide information regarding Commission cases via the Internet (e.g., e-Docket system).
4. Enhance Commission safety rules and requirements.
   a. Establish rules for cellular 9-1-1.
   b. Conduct inspections and reviews of entities under the jurisdiction of the ICC.
   c. Increase the level and frequency of fines and penalties for non-compliance through rulemakings and/or legislation.
   d. Monitor the effect of increased competition and mergers to ensure public safety is not adversely affected or that a merger does not impact the delivery of quality, reliable service.
5. Ensure reliable services with a low number and duration of interruptions.
   a. Conduct or review company-conducted annual reliability surveys of customers and publish results.
   b. Review and improve out-of-service standards as appropriate.
   c. Utilize a compliance advisory program for sub-standard performers (accountability of companies).
   d. Conduct investigations, and monitor company investigations of companies with extreme reliability problems (e.g., Edison reliability investigations).
6. Respond to consumer inquires and complaints in a timely manner.
   a. Reduce the number of complaint call-backs by resolving issues in one call (increase single-call resolves to 80% of all complaints).
   b. Optimize the use of the informal complaint process (solve more than 99% of all complaints without the need for formal cases).
   c. Address complaints, and where possible mitigate systemic causes.
   d. Assess the quality of Commission responses to complaints and inquiries through surveys of customer satisfaction.

Source of Funds: General Revenue Fund, Public Utility Fund, Statistical Services Revolving Fund ***Statutory Authority:*** 220 ILCS 5

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of Illinois population served by 9-1-1 system	98 %	98 %	99 %	98 %	99 %
* Percentage of ARES certified by the Commission and published within 45 days	N/A	100 %	100 %	100 %	100 %
* Number of customers switching electric suppliers	N/A	7,136	10,000	8,709	8,000
* Number of gas customers using a competitive supplier	N/A	108,992	150,000	149,908	157,404
* Number of gas pipeline safety incidents caused by gas system operator non-compliance	0.0	0.0	0.0	0.0	0.0
* Number of investigated gas pipeline safety incidents caused by 3rd party damage to the pipeline	2.0	0.0	0.0	1.0	0.0
* Percent of service quality standards that continue to be met by service providers.	N/A	67 %	100 %	93 %	100 %
* Percent of consumer complaints and inquires resolved in a single call.	70 %	67 %	70 %	59 %	70 %
* Percent of staff indicating that training session was helpful	N/A	98 %	95 %	87 %	90 %
* Percent of consumers indicating that service was satisfactory	N/A	81 %	77 %	78 %	81 %
* Number of outage inquiries and complaints to the ICC	836.0	466.0	600.0	648.0	551.0

Public Utility Program (Concluded)					
	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Output Indicators					
* Number of hearings held/ hearing notices	1,684	2,261	2,200	2,209	2,250
* Number of docketed cases closed	879.0	793.0	850.0	864.0	875.0
* Average number of man-days in the field for pipeline safety investigators	99.0	121.9	122.0	121.6	122.0
* Number of electric distribution circuits inspected	N/A	N/A	12.0	26.0	29.0
* Number of cases filed	841.0	850.0	900.0	819.0	900.0
* Number of utility tariff filings	2,172	2,232	N/A	1,952	2,000
* Number of non-compliances written by pipeline safety inspectors	14.0	4.0	8.0	16.0	20.0
* Number of formal public utility complaints closed	46.0	27.0	30.0	49.0	45.0
* Total 9-1-1 Systems	197.0	205.0	210.0	209.0	213.0
Input Indicators					
* Expenditures (in thousands)	$17,873.4	$19,924.3	$22,793.6	$22,060.7	$27,381.8
* Average headcount	213.6	224.9	247.0	238.8	254.0
Efficiency/Cost-Effectiveness Indicators					
* Number of inquiries/ complaints resolved per consumer counselor	1,624	2,087	2,176	2,063	2,075
* Cost per man-day in the field per pipeline safety investigator	$624.00	$553.00	$577.00	$610.00	$647.00

Transportation Program

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. Educate consumers, staff, and companies under the ICC jurisdiction about relevant safety issues to reduce accidents.
   a. Ensure continuing education of safety staff and maintenance of applicable certifications.
   b. Participate with companies and associations in public safety education programs.
   c. Participate in joint education efforts between ICC safety staff and providers of services, to ensure awareness and adequate training.
   d. Maintain relationships with other State and Federal safety entities (IEMA, Fire Marshal, NTSB, and others).
2. Utilize new technologies to continually enhance public safety.
   a. Use new technologies to increase enforcement of safety rules and regulations.
   b. Use new technologies to improve communication between and among field and base personnel (e.g., cellular telephones, laptop computers with modems, e-mail, voicemail, wider pager coverage).
   c. Use new technologies to improve communication between the public and emergency response agencies; test emergency response on a routine bases and implement improvements as discovered.
3. Enhance Commission safety rules and requirements.
   a. Conduct inspections and reviews of entities under the jurisdiction of the ICC.
   b. Increase the level and frequency of fines and penalties for non-compliance through rulemakings and/or legislation.
4. Enforce Commission rules and certification requirements.
   a. Issue citations and fines for non-compliance with Commission rules (up to and including decertification).
   b. Pursue additional enforcement authority through legislation.
   c. Update or eliminate rules when needed.
5. Facilitate consumer opportunities for transportation industries.
   a. Increase consumer understanding and awareness of issues under the jurisdiction of the ICC through the Commission's Internet site, printed materials, and public forums.
   b. Design and implement a consumer complaint tracking system for transportation industries.

Source of Funds: Transportation Regulatory Fund, Statistical Services Revolving Fund ***Statutory Authority:*** 625 ILCS 5/18c

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Number of collisions at public crossings (excluding those involving trespassers and/or suicide attempts) (a)	170.0	171.0	161.0	196.0	180.0
* Administrative citations	2,488	2,733	2,900	3,103	3,150
* Investigations	1,116	1,073	1,100	1,086	1,100
Output Indicators					
* Number of grade crossing projects ordered by the Commission	158.0	273.0	275.0	305.0	400.0
* Number of track miles inspected by railroad track inspectors	7,544	8,434	8,500	7,940	8,000
* Number of transportation tariff filings	N/A	587.0	550.0	566.0	550.0
Input Indicators					
* Expenditures (in thousands)	$13,208.1	$15,664.9	$18,195.3	$15,457.9	$20,433.9
* Average headcount	72.3	73.1	91.0	80.4	94.0

Footnotes

(a) FY2000 actual is revised based upon reporting by the railroads.

Racing Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Regulation of Racing	$3,092.0	71	$3,585.1	71
Central Office Administration	$1,769.0	28	$2,052.0	27
Equine Laboratory	$1,785.0	19	$1,961.0	18
Totals	$6,646.0	118	$7,598.1	116

Explanatory Notes Fiscal Year 2000 expenditures excludes $3,736,646 distributed by the Illinois Racing Board from the appropriated Race Track Improvement fund for capital improvement grants to race tracks. The Race Track Improvement Fund is funded from the "Breakage" generated (odd cents truncated from pari-mutuel pay-outs) and payed by the race tracks to the state.

Mission and Organization

The Illinois Racing Board consists of eleven members appointed to six-year terms by the governor. The Board is statutorily responsible for the enforcement of the Illinois Horse Racing Act (Act), which governs horse racing, and for the execution of all the provisions and purposes under the Act. Each year the Board awards racing dates among the race track applicants and establishes an overall racing schedule for both thoroughbred and standardbred race meets, consistent with the best interest of Illinois horse racing. The legislative intent of the Act is to stimulate growth within the industry, to produce additional tax revenues and create additional jobs; to ensure that Illinois' horse racing industry remains competitive with neighboring states; to promote the further growth of tourism; and to ensure public confidence and trust in the credibility and integrity of racing operations and that the regulatory process is maintained.

The Board is authorized to issue up to 43 off-track wagering location licenses. Currently there are 22 off-track locations in operation in addition to the seven racetracks located within Illinois. As an extension of conducting live racing and wagering, licensees are also authorized to offer wagering on races conducted from outside Illinois (interstate simulcasting) and accept and combine wagers from outside Illinois on races conducted in Illinois (interstate comingled pools).

The Board is also responsible for the audit and verification of all racing revenues and receipts, and for the collection and disbursement of all fees and taxes generated from racing.

Regulation of Racing

Mission Statement: Responsible for the enforcement of horse racing statute and administrative rules relating to the conduct of horse racing and pari-mutuel wagering and officiating of the actual running of both thoroughbred and standardbred racing.

Program Goals: Objectives:

1. Insure that horse racing is conducted in a fair and competitive manner and in strict compliance of all rules and regulations of the Board.
   a. Reduce the number of rule infractions by conducting horsemen informational seminars.
   b. Establish clear and consistent policies with respect to the issuance of occupational licensee suspensions, fines and sanctions.
2. Protect and maintain the integrity of the pari-mutuel system of wagering.
   a. Board audit staff to conduct a minimum of two totalisator system compliance tests per year, per vendor.
   b. Perform random track audits to insure the statutory division and distribution of pari-mutuel retention (revenues) among industry groups.
   c. Develop additional methods to deter and detect irregular wagering patterns (odds manipulation and race fixing).
3. Establish and maintain effective security controls on the backstretch and barn area of all racetracks.
   a. Develop a plan to rotate and vary security staffing levels in order to minimize the predictability of IRB security measures and methods.
   b. Provide annual security staff training to improve and expand familiarity with prohibited substances and contraband and recognize other suspicious activity.
4. Initiate and implement reasonable and efficient occupational licensing policy and procedures.
   a. Enhance the electronic Live Scan Fingerprint System to interface with the Illinois State Police criminal history database.
   b. Research and devolop a plan to participate in the "Multi-Jurisdictional License System" and the "National License Compact".

Regulation of Racing (Concluded)

Source of Funds: Horse Racing Fund ***Statutory Authority:*** (230 ILCS 5/9(b))

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Total number of administrative appeals of steward's rulings issued	18.0	20.0	20.0	20.0	20.0
* Number of live races contested per steward ruling issued (violations)	2.8	2.7	3.4	2.7	3.0
Output Indicators					
* Total number of Illinois races contested	8,155	8,027	8,100	7,330	7,400
* Total number of occupational licenses issued	10,308	9,471	10,000	10,700	11,000
Input Indicators					
* Regulation of racing operating expenditures (in thousands)	$3,034.0	$3,092.0	$3,192.0	$3,585.1	$3,600.0
* Regulation of racing employee headcount	71.0	71.0	73.0	71.0	73.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of regulation per live race program	$3,885.00	$4,240.00	$4,350.0	$5,036.0	$4,950.0

Explanatory Information

1. The totalisator system is a triple redundancy computer the collates wagers and calculates winning pay-outs and commissions.
2. Horse owners, trainers, jockeys, drivers, grooms, vendors, etc., are subject to fingerprinting and criminal background checks prior to the issuance of an occupational license from the Board.

Central Office Administration

Mission Statement: Direct supervision and oversight of field operations consisting of Regulation of Racing and Equine Laboratories. Facilitates organization and occupational licensee administrative hearings. Conduct statutorily mandated monthly Board meetings and hearings to established annual racing dates.

Program Goals: Objectives:

1. Encourage, promote and stimulate growth within the horse racing industry.
   a. Illinois Racing Board (IRB) staff verification and monitoring of marketing and advertising efforts of track operators.
   b. Convene the Illinois Thoroughbred Breeding Task Force to establish policies to enhance Illinois' breeding program.
2. Maintain a high level of wagering customer satisfaction at all wagering facilities.
   a. IRB staff to perform two (minimum) wagering location compliance visitations per year, per location.
   b. Conduct customer satisfaction surveys.
   c. Maintain and enhance IRB Internet site information relating to statutory and administrative regulation.
3. Reduce the number of occupational licensee administrative civil court appeals.
   a. Board legal staff to provide detailed and specific direction to IRB stewards as it relates to the issuance of stewards' rulings (violations).
   b. Amend and revise the administrative rules in order to minimize loopholes and ambiguities.

Source of Funds: Horse Racing Fund ***Statutory Authority:*** (230ILCS 5/9(b))

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Illinois wagering on Illinois races (in millions)	$385.5	$372.1	$390.0	$369.1	$390.0
* Illinois wagering on out-of-state races (in millions)	$717.8	$727.2	$700.0	$731.8	$745.0
* Out-of-state wagering on Illinois races (in millions)	$463.7	$556.5	$575.0	$663.4	$675.0
* Total state revenue (in millions)	$42.3	$21.6	$22.5	$17.2	$18.5
Output Indicators					
* Backstrech and stabling area inspections	6.0	10.0	15.0	18.0	20.0
* Wagering location compliance inspections	16.0	19.0	25.0	31.0	30.0
* Organization licenses (live racing) issued	8.0	7.0	8.0	9.0	8.0
* Intertrack wagering licenses issued	29.0	28.0	30.0	30.0	32.0
Input Indicators					
* Central office expenditures (in thousands)	$1,732.0	$1,769.0	$1,810.0	$2,052.0	$2,075.0
* Central office employee headcount	28.0	28.0	29.0	27.0	27.0
Efficiency/Cost-Effectiveness Indicators					
* Administrative cost per live race program conducted	$2,556.00	$2,662.00	$2,750.00	$2,874.00	$2,950.00

Explanatory Information

1. Levels of wagering on Illinois races are a primary indicator of growth within the Illinois horse racing industry.
2. FY2000 and FY2001 declines in state revenues is a result of pari-mutuel tax relief included as part of the comprehensive gaming legislation enacted in June of 1999.
3. Inter-track wagering licenses reflect both racetrack and off-track locations.

Equine Laboratory

Mission Statement: The equine laboratory enforces the Illinois Racing Board's medication rules by performing forensic testing of equine blood and urine samples. Testing assures the wagering public and fans that races are being conducted fairly and competitively by detecting the presence of prohibited substances and levels of permissible medication above the allowable threshold.

Program Goals: Objectives:

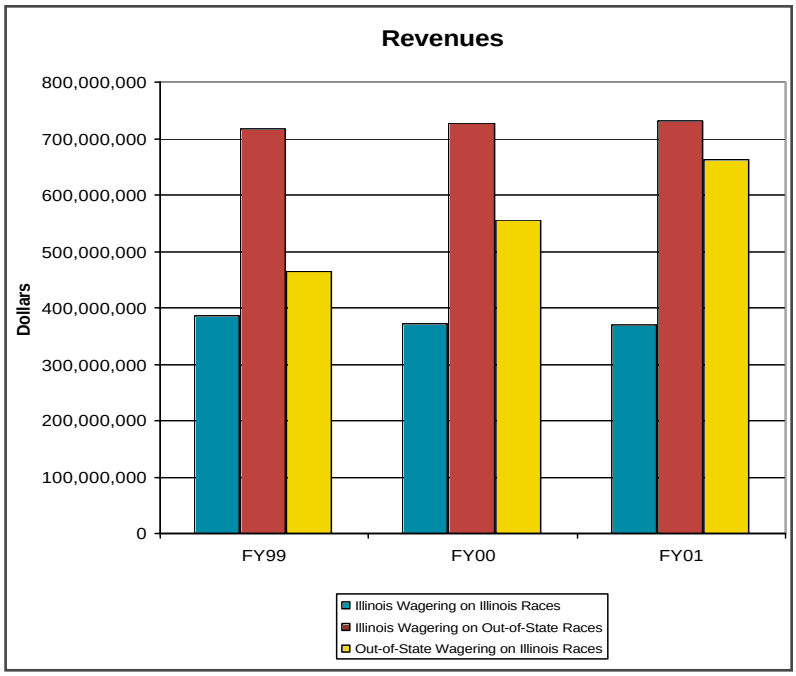
1. Through laboratory detection efforts, enforce the medication and prohibited substances administrative rules.
   a. Increase the number of detection tests within each blood and urine sample.
   b. Coordinate efforts with board security staff and track stewards to target specific prohibited substances.
2. Research and develop a policy and plan to detect carbon dioxide levels (milkshaking) in blood serum samples.
   a. Determine and establish threshold levels for naturally occurring carbon dioxide amounts in racehorses.
   b. Analyze excessive CO2 level patterns among trainers, and communicate the results to IRB security staff.
3. Inform and educate racing industry participants in order to minimize excessive levels of permitted medication and inadvertent prohibited drug positives.
   a. Conduct meetings and informational seminars for horsemen organizations and individuals.
   b. Provide information on environmental contamination drug positives via the IRB newsletter and web site.

Source of Funds: Horse Racing Fund ***Statutory Authority:*** (230 ILCS 5/9(b))

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Association of Racing Commisioners International blind proficiency testing	100 %	100 %	100 %	100 %	100 %
* The number of live races contested per positive test result	254.8	148.6	220.0	318.7	275.0
* Number of horses tested per positive test result	364.0	207.0	370.0	455.0	390.0
Output Indicators					
* Total number of urine samples collected	11,145	11,186	12,000	10,100	12,000
* Total number of blood serum samples collected	11,662	13,596	13,750	10,468	13,000
Input Indicators					
* Equine laboratory expenditures (in thousands)	$1,796.0	$1,785.0	$1,915.0	$1,961.0	$1,975.0
* Equine laboratory employee headcount	18.5	18.5	18.5	18.0	18.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per blood and urine sample tested	$69.83	$68.77	$70.0	$104.0	$95.0

Explanatory Information

1. The Association of Racing Commissioners International(ARCI) is a horse racing regulatory organization that maintains memberships from horse racing jurisdictions from throughout the world. ARCI administers a "Blind Proficiency" testing program that serves as a quality control laboratory testing standard. Blood and urine samples with a known prohibited foreign substance (known only to the ARCI) are sent to member laboratories for confirmation testing.
2. Over seventy independent foreign substance tests are performed for each equine sample screened.



Insurance
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Financial/Corporate Division	$14,139.4	204	$15,288.8	210
Consumer Market Division	$11,790.3	168	$13,372.9	173
Other	$1,267.4	0	$5,336.8	0
Totals	$27,197.1	372	$33,998.5	383

Explanatory Notes The fiscal year 2001 total expenditures include $611,600 in non-appropriated funds for a grant to investigate characteristics of citizens without health insurance.

"Other" program expenditures represent additional spending associated with a pass-through fund that is not part of the department's operations. This fund is the Insurance Premium Tax Refund Fund (established for the deposit and expenditure of funds needed to pay tax refunds due). The fiscal year 2001 amount also includes $161,890 from the Group Self Insurers Worker Compensation Fund for expenses related to workers compensation claims that were unpaid due to the insolvency of a group workers compensation self-insurance pool.

Mission and Organization

The Department of Insurance is the administrative agency charged with protecting the rights of Illinois citizens in their insurance transactions and monitoring the financial solvency of all regulated insurance entities through effective administration and enforcement of the Illinois Insurance Code, the Illinois Pension Code, and related laws and regulations.

The Department's mission 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 Regulation Program* (*CMRP*) and the *Financial-Corporate Regulation Program* (*FCRP*), which receive support from the Administrative Services and Staff Services Divisions.

Over ninety-seven percent (97%) of the Department's total budget appropriations come from various fees collected from insurance companies and producers.

The *CMRP* oversees consumer protection and education efforts, licenses and regulates the activities of insurance producers, and monitors the marketplace operations of insurance companies through policy analysis, complaint investigation and periodic on-site market conduct examinations. In addition, this program includes the *Senior Health Insurance 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 the Office of Consumer Health Insurance (OCHI) to assist Illinois consumers with health insurance issues. In fiscal year 2001, the *CMRP* expended $13.4 million and had an end-of-fiscal-year headcount of 173.

The *FCRP* 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, investigates, and acts against companies conducting business in the state illegally. This program also provides assistance to the state's public pension funds. In fiscal year 2001, the *FCRP* expended $15.3 million and had an end-of-fiscal-year headcount of 210.

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 (approximately 530) 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:
      1. By September 30, 2001 initiate 47 exams.
      2. By December 31, 2001 initiate 34 exams.
      3. By March 31, 2002 initiate 20 exams.
      4. By June 30, 2002 initiate 34 exams.
   b. To conduct more frequent financial examinations of domestic insurance companies (included in the same universe of approximately 530 companies) identified as priorities based on certain characteristics (e.g., new companies for which there is a regulatory action):
      1. By September 30, 2001 initiate 47 exams.
      2. By December 31, 2001 initiate 34 exams.
      3. By March 31, 2002 initiate 20 exams.
      4. By June 30, 2002 initiate 34 exams.
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 transaction requests (e.g., new requests for incorporation, requests for corporate changes) within 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 2002, a decrease of 2.5 years in the time interval between examinations.
      1. Initiate 67 examinations for the fiscal year ending June 30, 2002.
      2. Complete 68 examinations for the fiscal year ending June 30, 2002.
   b. To process all annual financial statements from public pension funds and retirement systems within 10 days of receipt of the annual statement.

Source of Funds: General Revenue Fund, Insurance Producer Administration Fund, Insurance Financial Regulation Fund

Statutory Authority: 20 ILCS 1405/1405-5

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of financial analysis issues resolved	N/A	98 %	98 %	100 %	98 %
* Ten-year rolling average Life, Accident and Health (LA&H) companies in receivership	0.34 %	0.45 %	0.1 %	0.45 %	0.45 %
* Ten-year rolling average Property and Casualty (P&C) companies in receivership	0.47 %	0.44 %	0.34 %	0.52 %	0.52 %
* Ten-year rolling average HMOs in receivership	1.33 %	1.33 %	0.27 %	0.3 %	0.3 %
* Percent of LA&H companies operating compared to previous year	97.8 %	96.8 %	100.7 %	97.6 %	100 %
* Percent of P&C companies operating compared to previous year	103.5 %	104.3 %	101.2 %	99.5 %	100 %
* Percent of HMOs operating compared to previous year	90.7 %	104.1 %	98 %	93.5 %	100 %
External Benchmarks					
* National Association of Insurance Commissioners Accreditation awarded	Yes	Yes	Yes	Yes	Yes
Output Indicators					
* LA&H and P&C financial exams started	N/A	N/A	N/A	116.0	121.0
* LA&H/HMO/P&C limited exams started	N/A	N/A	N/A	7.0	14.0
* LA&H, P&C & HMO annual financial statements reviewed	564.0	556.0	601.0	518.0	529.0
* LA&H, P&C & HMO quarterly financial statements reviewed	1,591	1,604	1,670	1,063	1,242
* LA&H/HMO/P&C exams scheduled	132.0	132.0	132.0	111.0	121.0
* LA&H/HMO/P&C limited exams scheduled	N/A	N/A	N/A	11.0	14.0
* LA&H/P&C annual financial statements received	1,931	1,861	1,937	1,857	1,851
* LA&H and P&C quarterly financial statements received	2,893	2,987	2,904	3,596	4,064
* Corrective orders, stipulation and consent orders, and notices of impairment issued	17.0	17.0	28.0	38.0	34.0
* Certificates of authority renewed	1,490	1,500	1,507	1,486	1,485
* Cease and desist and consent orders issued	11.0	7.0	7.0	3.0	8.0

Financial/Corporate Division (Concluded)					
[Output Indicators]	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Service contract provider registrations - new and renewal	N/A	N/A	N/A	50.0	150.0
* Risk retention groups registered	N/A	N/A	N/A	N/A	45.0
* Investigations initiated	29.0	40.0	65.0	16.0	25.0
* Pension fund exams completed	28.0	38.0	60.0	36.0	68.0
* Pension fund annual statements reviewed	604.0	606.0	616.0	749.0	820.0
* Pension Fund annual statements received	604.0	606.0	616.0	762.0	782.0
Input Indicators					
* Budget expenditures (in thousands)	$13,179.4	$14,139.4	$16,708.3	$15,288.8	$18,692.4
* Number of personnel	216.0	204.0	227.0	210.0	227.0

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 44 days.
   b. To maintain the average number of days required to investigate and close a property and casualty (P&C) insurance complaint at 30 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 50 market conduct examinations during the fiscal year, as follows:
      1. Complete market conduct examinations for 23 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 27 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 appication for renewal of license.
   c. To respond to potential licensing violations committed by applicants and licensees through investigations and examinations of selected insurance producers and other entities. Depending on complaint volume, regulatory needs and other circumstances, between 400-600 investigations and examinations will be conducted each year.
   d. Maintain a process for accelerating the completion of investigations and examinations that have been open for four or more months including:
      1. Maintenance of a scheme for classifying open investigations and examinations based on the extent to which the responsible examiner or insurance analyst is in control of the circumstances causing the examination or investigation to remain open.
      2. Maintenance of a procedure for formally classifying, accumulating and reporting information on the status of open investigations and examinations according to the adopted classification scheme.
      3. Maintenance of the classification scheme and procedures previously adopted.
      4. Reduce by 10% the number of open investigations and examinations.
4. Provide insurance consumers with information needed to make decisions on purchasing and renewing insurance policies.
   a. To educate and provide useful information to targeted segments of insurance consumers by making the following presentations during the fiscal year:
      1. 440 presentations made to senior insurance consumers at senior citizens centers.
      2. 212 presentations made to future insurance consumers at high schools.
   b. To provide specialized assistance during disasters by providing, within one week of a declaration of the disaster, on-site consumer education and information at all sites declared as state disaster areas in the fiscal year.
   c. To maintain an annual base of 175 radio presentations, with an estimated listenership of 2 million, through which useful information is provided to insurance consumers in Illinois during the fiscal year.
5. Protect and inform Medicare beneficiaries through education, counseling, and access to health insurance information and services.
   a. To increase the number of educational sessions provided to Medicare beneficiaries and service providers by 5% during the calendar year.
   b. To increase the number of one-on-one counseling sessions with Medicare beneficiaries to 21,000 in the calendar year of 2002.

Source of Funds: General Revenue Fund, Senior Health Insurance Program Fund, Insurance Producer Administration Fund, Insurance Financial Regulation Fund

Statutory Authority: 20 ILCS 1405/1405-5

	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Outcome Indicators					
* Percentage reduction in number of P&C companies whose average consumer complaint response time is >21 days (a)	N/A	N/A	10 %	10 %	10 %
* Percentage reduction in number of LA&H companies whose average consumer complaint response time is >21 days (a)	N/A	N/A	10 %	10 %	10 %
* Percent of auto/homeowners insurers complying with prompt payment standards	90 %	92 %	92 %	100 %	100 %

Consumer Market Division (Concluded)					
[Outcome Indicators]	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Percent reduction in companies not in compliance with previous market conduct exam orders	N/A	N/A	40 %	30.2 %	40 %
* Percent of insured private passenger drivers insured by the Illinois Automobile Insurance Plan (c,e)	0.03 %	0.03 %	N/A	N/A	N/A
* Percent of insured homeowners insured by the Illinois FAIR Plan Association (b,f)	0.26 %	N/A	N/A	N/A	N/A
External Benchmarks					
* Percent of insured private passenger drivers nationwide insureds by residual market program (d)	1.61 %	1.84 %	N/A	N/A	N/A
Output Indicators					
* Additional claim dollars paid to consumers (g)	$58,643.2	$60,848.2	$40,000.0	$65,641.0	$45,000.0
* Number of market conduct corrective orders issued	41.0	48.0	50.0	16.0	42.0
* Number of new/renewal licenses processed by Producer Licensing Section	119,296	124,829	103,183	87,783	87,408
* Number of LA&H and P&C form and rate filings processed	68,082	67,998	68,450	61,586	68,800
* Number of volunteer hours	20,000	18,649	20,700	12,412	20,500
* Number of people reached by SHIP activities	200,000	452,774	204,000	759,952	205,000
* Dollars saved for Illinois Medicare beneficiaries as a result of Medicare and health insurance counseling sessions (h)	$1,255,000.00	$1,397,903.00	$1,275,000.00	$768,075.00	$787,000.00
* Number of SHIP 800 calls	33,579	30,327	33,600	31,460	33,700
* Number of LA&H & P&C consumer complaints closed	12,738	13,023	15,900	13,356	14,000
* Number of written inquiries responded to (oral, written, internet) also includes Chicago	3,156	3,683	4,100	49,194	50,000
* Number of LA&H and P&C market conduct exams completed	51.0	51.0	50.0	42.0	50.0
* Premium overcharges returned to consumers (i)	$4,768.7	$4,883.2	$6,000.0	$6,951.0	$6,500.0
* Number of OCHI Calls	N/A	N/A	N/A	13,757	32,400
* Cost Containment-Civil penalities collected (in thousands) (d)	N/A	N/A	N/A	$158.7	N/A
* Utilization Review Applications processed	N/A	N/A	N/A	145.0	200.0
* PPO annual renewal applications	N/A	N/A	N/A	74.0	100.0
* HMO complaints closed	N/A	N/A	N/A	1,870	1,950
* HMO policy form filings processed	1,116	1,103	N/A	1,875	2,407
Input Indicators					
* Budget expenditures (in thousands)	$10,749.8	$11,790.3	$13,837.8	$13,372.9	$15,209.7
* Number of personnel	163.0	168.0	186.0	173.0	186.0
Efficiency/Cost-Effectiveness Indicators					
* Percent of completed new license applications processed within one day	N/A	N/A	95 %	100 %	95 %
* Percent of completed renewal license applications processed within one day	N/A	N/A	95 %	100 %	95 %

Explanatory Information

Prior year data updated to reflect current information.

Footnotes

(a) New indicator. Fiscal years 1999 and 2000 data not available.

(b) Latest figure available.

(c) Data not available due to information yet to be received from Illinois Automobile Insurance Plan.

(d) No data yet available for this measure for fiscal years 2001 and 2002.

(e) The Illinois Automobile Insurance Plan (ILAIP) was established pursuant to Chapter 95 1/2, Section 7-501 Illinois Laws to provide auto insurance coverages to those eligible applicants who are unable to obtain coverage in the voluntary market. All insurers writing automobile insurance in Illinois are required to participate in the ILAIP by subscribing to the Plan.

(f) The Illinois FAIR Plan Association offers property insurance to qualified applicants in Illinois who are unable to buy insurance through the standard insurance market for reasons beyond their control. The FAIR Plan may be an answer to responsible property owners or homeowners who are having a problem obtaining property insurance in the standard market. Many insured use the FAIR Plan as a temporary market for a year or two until they qualify for coverage in the standard market.

(g) Additional claims dollars paid to consumers: Results of market conduct examinations are recorded in the Information Management System Host (IMSH) database here at the Department, including rating overcharges and claims underpaid. We are able to retrieve the dollar amounts by going into the database

(h) Dollars saved for Illinois Medicare beneficiaries as a result of Medicare and Health insurance counseling sessions is calculated in the following manner: SHIP Client Contact Forms are collected, the data from them is input into a database which calculates the dollars saved for that year time period. SHIP Counselors use these forms when helping clients, and depending upon the client's enrollment into specific programs, the amount of claims which the counselor helped to reap for the client, or the amount of appeals won with the help of SHIP, the counselor then fills in the dollar amount saved for the client at the bottom of each Client Contact Form, as "Financial Benefit to Client $" and this is the amount calculated in the database.

(i) Premium overcharges returned to consumers: Results of market conduct examinations are recorded in the Department's IMSH database, including rating overcharges and claims underpaid. We are able to access this database and retrieve the dollar amounts.

Office of Banks and Real Estate
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Bureau of Banks and Trust Companies	$17,276.0	184	$17,946.8	173
Bureau of Real Estate Professions	$5,455.4	56	$5,141.7	55
Bureau of Residential Finance	$3,194.4	31	$3,905.4	37
Totals	$25,925.8	271	$26,993.9	265

Mission and Organization

The Office of Banks and Real Estate (OBRE) was created on June 1, 1996, as a result of two agencies, the Commissioner of Banks and Trust Companies and the Commissioner of Savings and Residential Finance, merging. OBRE maintains offices in Springfield, Chicago, Belleville, Champaign, Effingham, Jacksonville, and Peoria. The OBRE uses no taxpayer funds--100% of operation funds are derived from fees paid by regulated and licensed entities.

The OBRE is responsible for the supervision, regulation, and examination of 518 state-chartered banks with assets in excess of $125 billion, 27 foreign bank branches with assets in excess of $42 billion, and 230 corporate fiduciaries with trust assets in excess of $2.2 trillion. The OBRE charters, examines, and supervises 57 state-chartered savings banks and savings and loans. Additionally, the OBRE licenses and regulates over 1,500 mortgage brokers and mortgage bankers, 72,000 real estate professionals and 5,100 appraisers in the state. The OBRE also regulates land sales, timeshares, check printers, leasing agents, pawnbrokers, and auctioneers. The mission of the OBRE 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 OBRE is comprised of the Office of the Commissioner (OC) and four bureaus that represent the agency's various functions and activities: the Bureau of Banks and Trust Companies (BBTC), the Bureau of Real Estate Professions (BREP), the Bureau of Residential Finance (BRF), and the Bureau of Administration (BOA).

Within the OC are the Legal Department, Internal Auditor, Legislative Affairs Section, and Division of Community Relations. Legal advises, interprets, and promulgates various rules, regulations, and statutes. The Internal Auditor's primary responsiblity is to determine whether financial and operating information is accurate and reliable. Legislative Affairs represents the OBRE in matters concerning legislation and rules. The Community Relations handles all inquiries/complaints brought against regulated and licensed entities and provides consumers and communities with public information and educational programs.

The BBTC protects the public by chartering, authorizing, and supervising state-chartered commercial banks, foreign bank offices, electronic funds transfer systems, and corporate fiduciaries to assure safety, soundness and compliance with applicable laws. The BBTC also registers check printers, non-financial institution deployers of ATMs, and licenses Illinois pawnbrokers. Responsibilities include: examining banks and trust companies to ensure safety, soundness, and compliance; providing information to the public and internal staff about regulated entities; and processing/reviewing applications from bank and trust charter applicants to ensure their safety, soundness, and compliance and to promote confidence in the financial services industry.

The BREP administers and enforces the Illinois Real Estate License Act of 2000, the Illinois Real Estate Timeshare Act, the Land Sales Registration Act, the Real Estate Appraiser Licensing Act, and the Auction License Act. Responsibilities include: evaluating/processing real estate and auction license applications; and investigating allegations of misconduct and prosecuting violators.

The BRF administers the Illinois Savings and Loan Act of 1985, the Savings Bank Act, and the Residential Mortgage License Act of 1987 and associated regulations. Responsibilities include: examining residential mortgage licensees to ensure their safety, soundness, and compliance; licensing and regulating mortgage banks; and examining chartered savings banks and savings and loan associations and providing support to their boards.

The BOA provides internal support to the OBRE. Within the BOA are the Fiscal, Human Resources, and Information Systems Divisions. Fiscal supports the OBRE's financial operations by overseeing budget development and maintenance, expenditure plans, transaction processing, and financial record maintenance. Human Resources trains staff and handles all personnel and labor relations functions. Information Systems uses new technologies to increase the efficiency and effectiveness of regulatory bureaus while providing technical and maintenance support.

Bureau of Banks and Trust Companies

Mission Statement: The mission of the Bureau of Banks and Trust Companies is to serve and protect the public by chartering, authorizing, and supervising state-chartered commercial banks, foreign bank offices, electronic funds transfer systems, and corporate fiduciaries in order to assure the safety and soundness of such institutions in compliance with applicable laws and regulations for the benefit of the public. The bureau also registers check printers, non-financial institution deployers of ATMs, and licenses pawnbrokers that operate in Illinois.

Program Goals: Objectives:

1. Complete accurate and timely reports of examinations.
   a. 100% of examination reports will be sent to institutions within 30 days of completion of field work (within 45 days if federal regulator involved).
   b. No more than 2% of final reports (sent to institutions)will be amended.
   c. 50% of pawnshop industries will be examined each year (every-other-year exams).
2. Provide adequate prior notice of examinations.
   a. 100% of examination notices will be sent out at least 30 days prior to the examination start date.
3. Provide for timely, fair, and consistent examination reports.
   a. 100% of appeals of bureau findings will be upheld.
4. Provide for timely, fair, and consistent decision making on corporate applications.
   a. 100% of decisions will be made within established time frames.
   b. 100% of corporate decisions that are appealed will be upheld.
5. Minimize regulatory burden.
   a. Utilize all federal applications in lieu of state applications where applicable.
   b. Receive no written complaints about policies, procedures, and requirements of corporate applications.
6. Provide timely information to the public.
   a. Within 15 days from the end of each month, the bureau will post on its Internet site all applications filed with the bureau and all actions taken by the bureau during the previous month.
   b. Enforcement actions posted on bureau's Internet site within 30 days of their effective date.

Source of Funds: Pawnbroker Regulation Fund, Bank and Trust Company Fund ***Statutory Authority:*** 205 ILCS 510/

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of examiners achieving certification (a)	N/A	61.5 %	72.9 %	3.3 %	5 %
* Percentage of examinations accepted by Federal regulatory counterparts	100 %	100 %	100 %	100 %	100 %
* Percentage of newly-chartered banks that chose a state vs. national charter	53.8 %	100 %	80 %	80 %	80 %
* Percentage of applications reviewed within established time frames	N/A	N/A	N/A	93 %	100 %
* Percentage of pawnshop complaints investigated within established time frames	N/A	N/A	N/A	100 %	100 %
Output Indicators					
* Number of domestic commercial banks	519.0	519.0	500.0	515.0	510.0
* Number of foreign bank branches	30.0	28.0	28.0	69.0	67.0
* Number of corporate fiduciaries	351.0	336.0	350.0	330.0	325.0
* Number of financial information systems entities	460.0	596.0	600.0	596.0	592.0
* Number of examinations performed	655.0	690.0	691.0	650.0	671.0
* Number of pawnbroker licensees	207.0	221.0	231.0	227.0	230.0
* Number of applications reviewed	483.0	540.0	545.0	505.0	600.0
* Number of pawnshop complaints investigated	15.0	120.0	125.0	149.0	150.0
* Effectiveness of regulated entities education program: day-with-the-commissioner, number of attendees.	N/A	N/A	550.0	0.0	550.0
Input Indicators					
* Expenditures (in thousands)	$16,995.2	$17,276.0	$18,669.1	$17,946.8	$20,410.1
* Number of program employees	197.0	184.0	190.0	173.0	188.0
External Benchmarks					
* Conference of State Bank Supervisors Accreditation awarded	Yes	Yes	Yes	Yes	Yes

Footnotes

(a) The indicator represents the percentage of the agency's examiners who received certification in the identified year. The fiscal year 2001 and 2002 percentages are low because a high percentage of examiners received their certification in fiscal years 2000 and 2001.

Bureau of Real Estate Professions

Mission Statement: The mission of the Bureau of Real Estate Professions, as directed by law, is to administer and enforce the Illinois Real Estate License Act of 2000, the Illinois Real Estate Timeshare Act, the Land Sales Registration Act, the Real Estate Appraiser Licensing Act, and the Auction License Act.

Program Goals: Objectives:

1. Provide timely issuance of licenses or deficiency and denial notices.
   a. By 12/31/01, maintain the license application review and processing time at 8 business days.
   b. By 06/30/02, develop and implement a written training and procedure manual for license application processors.
2. Ensure that only qualified applicants are issued a license.
   a. By 12/31/01, develop and implement procedures and a check list to review applications with positive personal history responses.
   b. By 06/30/02, conduct field audit and compliance inspections of 10% of the school license population.
3. Ensure that prosecutions and investigations are timely.
   a. By 06/30/02, resolve 80% of complaints within 105 days.
   b. By 06/30/02, develop investigation & prosecution policies and procedures with respect to timelines and aged cases. Create a procedural manual to ensure uniform processing.
4. Ensure that prosecutions and investigations are thorough and consistent.
   a. By 12/31/01, redesign investigative reports.
   b. By 09/30/01, conduct regular meetings between investigative and prosecution management to monitor investigations.
   c. By 09/30/01, ensure prosecutions remain focused on investigation.
5. Ensure that real estate professionals are protected from unjust prosecution.
   a. By 09/30/02, ensure matrix used to track complaint processing remains within the established performance indicators to ensure timeliness.
   b. By 06/30/02, ensure that 90% of all complaints received are resolved in less than 105 days from receipt of documentation when public harm is imminent or public is at risk.
6. Ensure for a regulatory compliant industry.
   a. By 06/30/02, conduct statewide field compliance inspections of 5% of the real estate, appraisal, and auction licensees.
   b. By 06/30/02, prepare and disseminate instructional material to licensees during the course of investigations and inspections.

Source of Funds: Appraisal Administration Fund, Auction Regulation Administration Fund, Real Estate Research and Education Fund, Real Estate License Administration Fund

Statutory Authority: 225 ILCS 407/

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of license applications processed within 8 days	N/A	87 %	88 %	89.7 %	90 %
* Percentage of complaints resolved within 105 days of receipt of documentation	N/A	60 %	50 %	64.4 %	80 %
* Percentage of cases resolved in 105 days	N/A	N/A	0 %	53.4 %	80 %
Output Indicators					
* Number of real estate complaints investigated	524.0	567.0	400.0	763.0	650.0
* Number of real estate cases prosecuted	487.0	566.0	200.0	561.0	400.0
* Number of complaints received	N/A	1,204	1,200	N/A	N/A
* Number of new real estate licenses issued	N/A	N/A	7,795	7,795	6,300
* Number of new appraisal licenses renewed	N/A	N/A	700.0	700.0	700.0
* Number of new auction licenses issued	N/A	N/A	5,000	1,671	2,500
* Number of real estate licenses renewed	N/A	N/A	40,400	40,483	31,000
* Number of appraisal licenses renewed	N/A	N/A	50.0	50.0	5,600
* Number of real estate school compliance inspections conducted	N/A	N/A	0.0	9.0	10.0
* Effectiveness of licensee education program - open house, number of attendees	N/A	N/A	200.0	200.0	200.0
Input Indicators					
* Expenditures (in thousands)	$4,481.7	$5,455.4	$6,416.1	$5,141.7	$6,879.5
* Number of program employees	55.0	56.0	69.0	55.0	61.0

Explanatory Information

Fiscal year 2001 data updated to reflect current information.

Bureau of Residential Finance

Mission Statement: The mission of the Bureau of Residential Finance is to fairly administer the Illinois Savings and Loan Act of 1985, the Savings Bank Act, and the Residential Mortgage License Act of 1987 and the regulations promulgated thereunder.

Program Goals: Objectives:

1. Ensure for the safety and soundness of the state's chartered savings & loans and savings banks.
   a. Examine 25 thrifts by June 30, 2002.
   b. 90% or more of institutions with CAMELS 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% of examinations will meet the statutory start date.
   b. 100% 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 four weeks prior to exam start date.
6. Issue timely reports of examinations to residential mortgage licensees.
   a. Reduce examiner processing time from 15 days to 10 days.
   b. Furnish completed exam results to licensees within 25 business days.
7. Provide for the timely issuance of new, renewal, and reprinted licenses.
   a. Process and issue licenses of new applications within 29 days.
   b. Process and issue licenses of renewal applicants before 10 days of their expiration dates.
   c. Process and issue licenses of reprint requests after 10 days of receipt.
8. Provide for adequate consumer protection.
   a. Reduce residential mortgage examiner processing time from 15 days to 10 days.
   b. Furnish completed exam results to residential mortgage licensees within 25 business days.
   c. Report significant findings to the public through the bureau's Internet site and press releases.

Source of Funds: Savings and Residential Finance Regulatory Fund ***Statutory Authority:*** 205 ILCS 105/

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percentage of institutions receiving a financial condition rating of "1" or "2" on a 5-point uniform scale where "1" is the strongest and "5" is unsatisfactory	95.2 %	93.1 %	98.3 %	94 %	90 %
* Percentage of thrift reports reviewed and mailed within 45 business days	N/A	N/A	100 %	94.3 %	100 %
* Percentage of thrift exam notifications sent within three weeks of exam start date	N/A	N/A	100 %	94.2 %	100 %
* Percentage of independent thrift audits reviewed within 20 business days of receipt	N/A	N/A	100 %	96.5 %	100 %
Output Indicators					
* Number of thrift examinations conducted	30.0	24.0	27.0	30.0	25.0
* Number of mortgage examination conducted	598.0	481.0	793.0	735.0	900.0
* Number of residential mortgage licensees	1,383	1,550	1,700	1,494	1,840
* Number of savings and loans	7.0	7.0	6.0	6.0	6.0
* Number of savings banks	50.0	50.0	50.0	50.0	49.0
* Number of service corporations	44.0	46.0	45.0	45.0	45.0
* Number of license applications processed	N/A	N/A	1,635	1,090	1,650
* Effectiveness of regulated entities education program: day-with-the-commissioner, number of attendees	N/A	N/A	N/A	300.0	300.0
* Effectiveness of licensee education program - licensee forums, number of attendees	N/A	N/A	250.0	250.0	250.0
* Average number of days to process a license	N/A	N/A	N/A	N/A	29.0
* Percentage of increase in Internet examinations conducted	N/A	N/A	100 %	700 %	20 %
Input Indicators					
* Expenditures (in thousands)	$2,863.6	$3,194.4	$4,222.5	$3,905.4	$4,925.6
* Number of program employees	32.0	31.0	43.0	37.0	47.0

Bureau of Residential Finance (Concluded)					
External Benchmarks	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Percentage of institutions receiving a financial condition rating of "1" or "2" on a 5 point uniform scale where "1" is the strongest and "5" is unsatisfactory	95.2 %	93.1 %	98.3 %	94 %	90 %

Explanatory Information

CAMELS RATING SYSTEM:

Each financial institution is assigned a composite rating based on an evaluation and rating of six essential components of an institution's financial condition and operations. These component factors address the adequacy of capital, the quality of assets, the capability of management, the quality and level of earnings, the adequacy of liquidity, and the sensitivity to market risk. Evaluations of the components take into consideration the institution's size and sophistication, the nature and complexity of its activities, and its risk profile.

Composite and component ratings are assigned based on a "1" to "5" numerical scale. A "1" indicates the highest rating, strongest performance and risk management practices, and least degree of supervisory concern, while a "5" indicates the lowest rating, weakest performance, inadequate risk management practices and, therefore, the highest degree of supervisory concern.

Professional Regulation
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Enforcement	$14,100.9	171	$14,465.2	171
Licensing & Testing	$8,732.2	135	$8,746.0	131
Totals	$22,833.1	306	$23,211.2	302

Mission and Organization

The Department of Professional Regulation (DPR) is the regulatory agency responsible for ensuring that licensed professionals meet minimum standards of competence. DPR also protects the public from those who violate 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 complaints filed against licensees and taking disciplinary action against licensees determined to have violated the laws and/or rules governing their profession.

The Department regulates the conduct and/or practice of any person or corporation licensed under 47 professional regulatory acts that cover 51 professions with approximately 166 license categories. These professions include: physicians, nurses, dentists, pharmacists, physical therapists, optometrists, veterinarians, engineers, architects, cosmetologists, barbers, private security providers, public accountants, psychologists, social workers, roofers and many other licensed professions.

The mission of DPR is to serve, safeguard and promote the 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 Divisio*n (*ED*). These two programs are supported by the Department's administrative areas which include: Adjudicative Services, Administrative Services (Information Technology and Business Services), Fiscal Operations, General Counsel, Hearing Officers, Human Resources, Internal Audit, Legislative Affairs, Public Information Office and Records Services.

In fiscal year 2001, over ninety-three 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 *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, certification, verifications, and recording insurance/bond updates. Over the last several years the Department has focused on improving services to licensed professionals and Illinois citizens by using modern technology. The Department began renewing licenses through the use of a toll-free telephone number with credit card payments in August 1999 and added Internet renewals in August 2000. A new license renewal option referred to as "e-batch" allows participating employers (including hospitals, pharmacies, engineering firms and others) to access the Department's licensee database over the Internet and renew their employees licenses. This transaction is followed by an electronic transfer of funds from the employer's bank account into the Department's account for the total renewal fee amount. The Department also made certain licensee information (including the professional's name, license number, issuance date, expiration date, city, state, and the existence of disciplinary action(s) taken against the licensee) available on the Department's Internet site.

The *ED* receives, investigates and adjudicates complaints relating to the professional standards of practice set forth in the licensure acts administered by the Department. This division is headquartered in Chicago but has regional staff located in Springfield. The disciplinary process begins when the Department becomes aware of a complaint against a licensee. The complaint is reviewed to determine if the Department has jurisdiction. Investigations are then processed based on the nature of the allegations and the probability the professional will be disciplined if the allegations can be proven. If the investigation produces sufficient evidence to indicate a violation of Illinois law or administrative rules, the case is referred to a staff prosecuting attorney for further review and/or prosecution. If either a staff attorney or a licensing/disciplinary board, or in medical cases the Medical Disciplinary Board, determines there is a reasonable basis to charge the licensee with a violation of the Act, a disciplinary proceeding is commenced with a notice of hearing being provided to the licensee. Following an infor-

mal or formal hearing process, an order is prepared and submitted for the Department director's consideration. Disciplinary actions that the director may impose include a reprimand, probation, suspension, or revocation of the license. A fine may also accompany the discipline.

The Department is in the initial phase of replacing its licensing and enforcement system and database. The new system will be in place by June 2003 and will contain both new and enhanced performance, tracking, and management indicators.

Enforcement

Mission Statement: It is the mission of the Division of Enforcement to provide the prompt, efficient and fair enforcement of the statutes governing our licensees, for the betterment of all professions and protection of the people of Illinois.

Program Goals: Objectives:

1. Expand utilization of technological resources in the production and tracking of investigative and disciplinary cases.
   a. Complete the implementation of remote access capability to the Department's current information system by 12/31/01.
   b. Replace the Department's current enforcement system with the Integrated Licensing & Enforcement System by 6/30/2003.
   c. Evaluate and maintain the usage of investigative and case management reports to ensure the number of aged cases (more than 5 months old) does not exceed 15% of all cases.
2. Establish a comprehensive program to monitor probation compliance and impaired licensees.
   a. Maintain the current probation/impaired-monitoring unit within the Enforcement Division.
3. Improve Enforcement Operations by providing ongoing training in Investigation and Prosecutorial techniques.
   a. Maintain and expand training for investigators and prosecutors.
   b. Obtain supervisory feedback regarding work product in order to determine specific training needs.
   c. Utilize a variety of evaluation tools to determine training retention.

Source of Funds: General Revenue Fund, General Professions Dedicated Fund, Illinois State Pharmacy Disciplinary Fund, Illinois State Medical Disciplinary Fund, Registered CPA Administration and Disciplinary Fund, Interior Design Administration and Investigation Fund, Professional Regulation Evidence Fund, Landscape Architects' Administration and Investigation Fund, Professions Indirect Cost Fund, Nursing Dedicated and Professional Fund, Optometric Licensing and Disciplinary Committee Fund, Illinois State Dental Disciplinary Fund, Design Professionals Administration and Investigation Fund, Illinois State Podiatric Disciplinary Fund

Statutory Authority: 20 ILCS 2105

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of complaints referred for investigation	75 %	75 %	0 %	79.9 %	80 %
* Percent of complaints referred for Prosecution	3.2 %	33 %	0 %	47 %	47.6 %
* Percent of Complaints resulting in Disciplinary Action	30.6 %	42 %	N/A	51 %	51.4 %
* Increase in Licensees Participating in Non-disciplinary Monitoring	N/A	N/A	N/A	28.0	30.0
* Disciplines per 1,000 Licensees (All Professions)	3.8	6.2	N/A	7.1	7.6
* Medical Disciplines per 1,000 Licensees	4.5	5.1	N/A	10.2	10.2
* Nurse Disciplines per 1,000 Licensees	1.9	3.0	N/A	3.7	3.7
* Licensees Placed on Probation	404.0	504.0	500.0	572.0	600.0
Output Indicators					
* Investigations Closed	9,102	10,399	10,000	10,507	10,500
* Complaints Received	8,742	10,372	N/A	9,702	10,500
* Investigations Closed for either Insufficient Evidence or Miscellaneous Reasons	2,185	2,593	N/A	2,454	2,100
* Cases with Sufficient Information for Investigation	6,557	7,779	N/A	7,248	8,400
* Investigations referred to Prosecutions	2,921	3,146	N/A	4,565	5,000
* Cases Resulting in Disciplinary Orders	2,677	4,379	N/A	5,004	5,400
* Cases Closed in Prosecutions	9,211	10,144	N/A	9,951	10,000
* Licensees Requiring Monitoring	834.0	771.0	N/A	901.0	1,000
* Contacts received by Complaint Intake Unit.	9,616	11,409	N/A	10,672	11,500
* Contacts referred or found to be not within the department's jurisdiction	874.0	1,037	N/A	970.0	1,000
Input Indicators					
* Total expenditures ($000)	$13,515.4	$14,100.9	$15,535.9	$14,465.2	$17,529.2
* Number of staff	177.3	171.4	176.7	171.3	180.3

Explanatory Information

All prior year data has been updated to reflect current information.

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. Provide automation of forms inventory and distribution by 10/30/2001.
   b. Install new e-mail server and upgrade Internet connection by 12/31/2001.
   c. Replace Customer Service Call-in Center equipment/software by 06/30/2002.
   d. Reduce the caller abandonment rate from 17% to 10% by 08/01/2002.
   e. Maintain caller waiting period below 3 minutes.
   f. Maintain customer's access of licensee data via the department's Internet/License Look-up site.
   g. Maintain customer's access to the department via Internet e-mail.
   h. Maintain customer's access to the department through publication of the department's telefax number.
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. Provide for receipt verification of original license application within the department by 11/30/2001.
   b. Provide license applicants with the ability to monitor status of new license requests over the Internet by 02/28/2002.
   c. Replace the department's current licensing system with the Integrated Licensing & Enforcement System by 6/30/2003.
   d. Distribute customer surveys for purposes of identifying customer expectations on acceptable processing time for original licensing, license renewal and license maintenance functions and determine current level of customer satisfaction.
   e. Continue evaluating the original licensure application process from receipt of application to issuance of license to determine changes in procedures needed to reduce processing time.
   f. Evaluate license certification/verification process to determine changes in procedures needed to reduce processing time.
   g. Maintain public's access to all application forms via the department's Internet Site.
   h. Maintain and expand the "e-batch" license renewal process option for business entities employing large numbers of licensees.
   i. Maintain the availability of the Internet renewal process option for all licensees.
   j. Maintain the "Touch Tone" renewal process option for all license renewal applications.

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, Interior Design Administration and Investigation Fund, Landscape Architects' Administration and Investigation Fund, Professions Indirect Cost Fund, Nursing Dedicated and Professional Fund, Optometric Licensing and Disciplinary Committee Fund, Illinois State Dental Disciplinary Fund, Design Professionals Administration and Investigation Fund, Illinois State Podiatric Disciplinary Fund

Statutory Authority: 20 ILCS 2105

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Average call center waiting time (in minutes)	7.5	4.3	3.0	2.2	3.0
* Average call center abandonment rate	30 %	27 %	20 %	18.7 %	10 %
* License Look-up Searches	N/A	430,000	550,000	623,440	625,000
* Mail-in renewals processed	176,610	317,998	176,000	134,443	243,000
* e-Batch renewals processed	N/A	4,481	2,000	6,890	8,000
* Touch tone credit card renewals processed	N/A	32,021	11,000	15,877	29,000
* Internet credit card renewals processed	N/A	0.0	11,000	4,787	20,000
Output Indicators					
* Phone calls received by call center	311,283	339,144	310,000	283,144	280,000
* Initial applications on Internet site	0.0	180.0	185.0	185.0	185.0
* New licenses issued (a)	53,752	45,890	46,000	51,001	49,000
* Total number of licenses	701,444	702,541	N/A	709,036	710,000
* License renewals received	176,610	354,500	200,000	161,997	300,000
* Initial applications received	52,400	54,410	54,800	57,805	58,000
* Percent of license renewals processed electronically	N/A	10.3 %	12 %	17 %	19 %
Input Indicators					
* Total expenditures (in thousands)	$8,523.7	$8,732.2	$9,673.7	$8,746.0	$12,709.1
* Number of staff	135.9	135.1	143.3	131.2	141.7
External Benchmarks					
* Percent of Internet licensure renewals in Maryland (No credit card service fee charged to licensees)	N/A	N/A	N/A	44 %	66 %

Explanatory Information

Prior year data updated to reflect current information.

Footnotes

(a) The professions that have examinations in order to obtain licensure are screened by an independent testing service prior to testing.

Economic Development

Efforts

Economic Development Expenditures
(Appropriated Spending in Thousands)

Agency	FY 1999 Expenditures	FY 2000 Expenditures	Percent Change
Dept. of Commerce & Community Affairs	$720,715.0	$778,695.2	8.0%
Department of Employment Security	$200,345.5	$301,000.2	50.2%
Department of Agriculture	$119,029.7	$130,986.8	10.0%
Metropolitan Fair & Exposition Authority	$109,997.9	$115,100.7	4.6%
Illinois Arts Council	$22,210.3	$20,302.3	-8.6%
Historic Preservation Agency	$22,909.0	$19,007.3	-17.0%
Illinois Sports Facilities Authority	$18,000.0	$18,000.0	0.0%
Department of Labor	$6,189.4	$6,564.8	6.1%
Illinois Medical District Commission	$4,980.6	$6,168.4	23.8%
Illinois Farm Development Authority	$3,542.7	$5,084.2	43.5%
Praire State 2000 Authority	$3,463.3	$3,617.2	4.4%
Southwestern Illinois Development Authority	$1,048.0	$1,697.6	62.0%
Illinois Rural Bond Bank	$264.5	$267.3	1.1%
East St. Louis Financial Advisory Authority	$234.6	$221.5	-5.6%
TOTAL	**$1,232,930.5**	**$1,406,713.5**	**14.1%**

Numbers may not add due to rounding

Results

Personal Income
(Per capita income and percentage growth)

	1990	1995	1999	2000
Income				
United States	$19,584	$23,272	$27,859	$29,451
Illinois	$20,756	$25,375	$30,274	$31,842
State Ranking	**10**	**7**	**7**	**10**
Percentage Growth				
United States	5.5%	4.1%	3.5%	5.7%
Illinois	5.7%	4.7%	2.7%	5.2%
State Ranking	**24**	**11**	**36**	**25**

Source: Bureau of Economic Analysis

Unemployment Rate

	1990	1995	1999	2000
United States	5.6%	5.6%	4.2%	4.0%
Illinois	6.2%	5.2%	4.3%	4.4%
Chicago Metro Area	6.0%	5.1%	4.1%	4.2%
State Ranking	**40**	**26**	**27**	**38**

Source: Illinois Department of Employment Security

Ilinois Exports
(in billions)

	1990	1995	1999	2000
United States	N/A	$583.0	$692.8	$780.4
Illinois	N/A	$32.6	$33.2	$34.4
Percent of U.S.	N/A	5.6%	4.8%	4.4%
State Ranking	N/A	5	6	6

Source: Miser Trade 2000

Economic Rankings in 2000

	Results	Rank
Overall State Economic Ranking	-	26
Business Start-ups (per 1,000 workers)	6.3	13
Disability Benefits (Workers' compensation: maximum weekly total disability benefits)	$899.91	2
Employment Growth (1994-1999 change in average annual nonfarm employment)	9.0%	41
Income Gap between Rich and Poor (Ratio of average family income of wealthies 20% vs poorest 20%, 1994-96)	10.3	37
Unemployment Duration (Percent of unemployed for more than 27 weeks, but still looking for work, 1998)	15.5%	38
Youth (age 16-19) Unemployment rate	12.5%	21
Percent of African Americans and Latinos holding higher-paying jobs	19.8%	23
Percent of jobs held by women that are higher-paying jobs	16.5%	16
Workplace deaths (Traumatic deaths occurring at work, per 100,000 workers, 1992-96)	4.4	18

Source: Gold and Green 2000, Institute for Southern Studies

Poverty Rate
(Percent of population in poverty)

	1990	1995	1999	2000
United States	13.5%	13.8%	11.8%	11.3%
Illinois	13.7%	12.4%	9.9%	11.4%
State Ranking	**30**	**21**	**32**	**N/A**

Source: U.S. Census Bureau

Agriculture
(Appropriated Spending in Thousands)

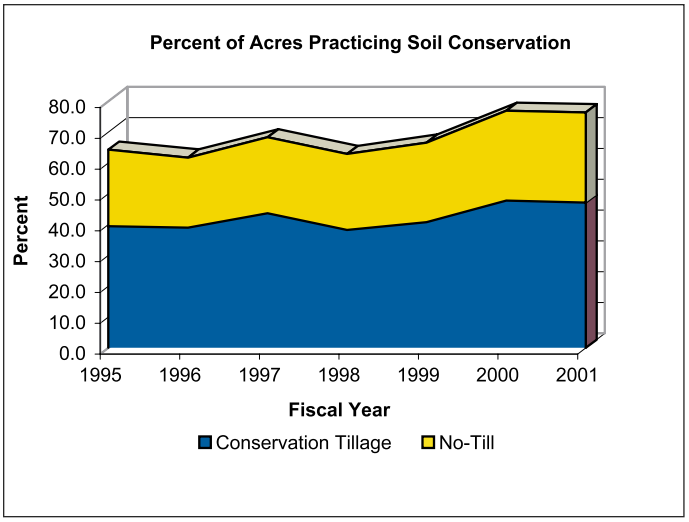
	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Fairs and Horse Racing	$39,362.9	97	$46,526.1	98
Interfund Transfers/Pass-Throughs	$30,359.3	0	$30,479.1	0
Land and Water Resources	$14,633.4	19	$16,556.9	19
Meat and Poultry Inspection	$8,377.8	152	$9,552.4	149
Marketing	$5,370.5	39	$5,216.8	37
Environmental Programs	$4,555.9	60	$5,000.1	65
Galesburg and Centralia Animal Disease Laboratories	$4,043.7	57	$4,508.8	54
Weights and Measures	$3,798.8	59	$4,254.5	59
Agriculture Products Inspection	$3,389.5	48	$3,380.1	48
Warehouses	$2,446.8	41	$2,511.2	41
Animal Health	$1,478.0	17	$1,648.2	16
Animal Welfare	$1,213.1	17	$1,352.6	16
Totals	$119,029.7	606	$130,986.8	602

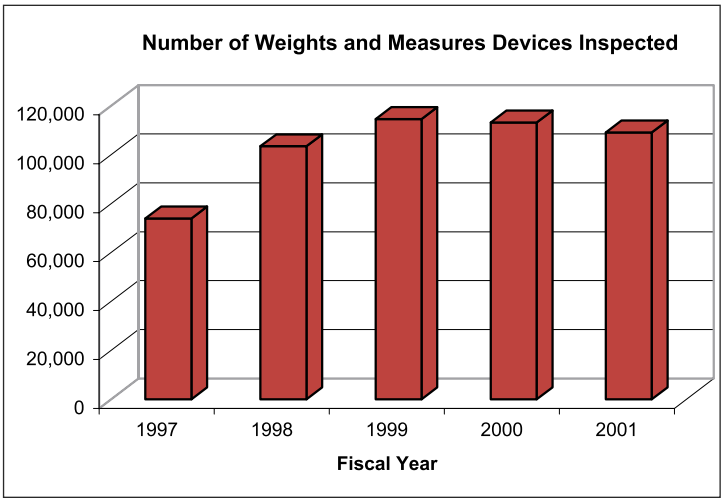
Mission and Organization

The mission of the Illinois Department of Agriculture is to be an advocate for Illinois' agriculture industry and provide necessary regulations and programs in support of agricultural growth and consumer and environmental protection. The major responsibilities of the Department include regulating Illinois' agribusiness entities to protect both producers and consumers of raw and processed agriculture products from mislabeled, contaminated or diseased agriculture commodities. In addition, the Department protects Illinois' soil and water resources from erosion, sedimentation and contamination through regulatory activities and financial incentives. Finally, the Department promotes the agricultural industry by marketing Illinois agricultural products in both foreign and domestic markets, conducting state fairs, and by providing grant assistance to county fairs and 4-H Clubs.

The *Interfund Transfers and Pass Through* component relates to those entities outside the Illinois Department of Agriculture that receive funding through the Department's budget. Examples are the University of Illinois' Extension Service and the Council on Food and Agriculture research (CFAR).

The program expenditure and headcount numbers contain an apportioned amount for the Department's administrative headcount and costs which directly support program activities.





Fairs and Horseracing

Mission Statement: For the benefit of the people of Illinois and for participating exhibitors and concessionaires, and special event organizers, we provide an attractive and entertaining annual fair that promotes family fun, agriculture awareness, supports local business and optimizes fairgrounds facilities. For the benefit of county fair organizers, we provide funding and consistent program administration. For the benefit of horse breeders and track owners, we provide funding, certification, and racing program opportunities that promote an Illinois-bred industry. For the benefit of special event organizers, so that use of the fairgrounds is maximized, we will promote and contract for the staging of special events.

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 percent or better.
3. Provide an appealing event for exhibitors and contestants that enhances agriculture industry awareness and strengthens local tourism industry sales.
   a. Survey exhibitors to improve the value and performance of the fair.
   b. Survey contestants to improve the value and performance of the fair.
   c. Survey attendees.
   d. Improve tourism industry sales.
4. Maximize use of the fairground facilities.
   a. Increase non-fair usage.
5. Timely register eligible horses for racing programs.
   a. Register horses quickly after receipt of application.
6. Provide events sufficient to support a race horse breeding program.
   a. Provide at least 500 thoroughbred events per fiscal year.
   b. Provide at least 2,300 standardbred events per fiscal year.
7. Provide purse and county fair funding.
   a. Provide at least $36 million per fiscal year for purses.
   b. Provide stable financial support for each county fair per fiscal year.
8. Provide facilities that are clean, safe, affordable and available when needed.
   a. Survey customers to gauge and improve customer satisfaction.

Source of Funds: General Revenue Fund, Agricultural Premium Fund, Fair and Exposition Fund, Illinois State Fair Fund, Illinois Racing Quaterhorse Breeders Fund, Illinois Standardbred Breeders Fund, Illinois Thoroughbred Breeders Fund, State Fair Promotional Activities Fund, Illinois Colt Stakes/Championship Purse Fund, Carcass Evaluation Fund

Statutory Authority: 20 ILCS 210/1

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Average response of fairgoers surveyed at the Illinois State Fair who agree that the fair is educational, entertaining, and a good value based on a scale of (1) disagree to (7) agree	N/A	N/A	5.5	5.0	5.5
* Average response of fairgoers surveyed at the DuQuoin State Fair who agree that the fair is educational, entertaining, and a good value based on a scale of (1) disagree to (7) agree (a)	N/A	N/A	N/A	N/A	5.0
* Average response of DuQuoin State Fair exhibitors who agree that the fair and grounds is well managed, clean, safe and provides a good opportunity for exhibitors based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	N/A	5.8	5.8	5.9
* Average response of DuQuoin State Fair concessionaires who agree that the fair and grounds is well managed, clean, safe and provides a good opportunity for concessionaires based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	N/A	5.6	5.6	5.7
* State support as percentage of total purses paid at horse races	17.16 %	12.9 %	13 %	13 %	13 %
* State support for awards and premiums as percentage of total county fair awards and premiums paid	42 %	44.7 %	45 %	46.1 %	46.5 %
* Average response of Illinois State Fair exhibitors who agree that the fair and grounds is well managed, clean, safe and provides a good opportunity for exhibitors based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	N/A	5.5	5.0	5.5

Fairs and Horseracing (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
[Outcome Indicators]					
* Average response of Illinois State Fair concessionaires who agree that the fair and grounds is well managed, clean, safe and provides a good opportunity for concessionaires based on a scale of (1) not at all satisfied to (7) extremely satisfied	N/A	N/A	5.5	6.0	6.5
* Percent of return concessionaires at the Illinois State Fair	90 %	95 %	95 %	90 %	95 %
Output Indicators					
* Number of Illinois State Fair concession contracts	435.0	425.0	440.0	436.0	440.0
* Number of DuQuoin State Fair concession contracts	149.0	150.0	154.0	154.0	190.0
* Number of Illinois State Fair attendees	826,648	1,063,059	1,162,000	1,162,000	1,130,000
* Number of DuQuoin State Fair attendees	400,633	411,749	393,088	393,088	447,955
* Illinois State Fair revenue generated (in thousands)	$3,437.7	$3,705.4	$3,671.5	$3,671.5	$3,491.2
* DuQuoin State Fair revenue generated (in thousands)	$939.1	$1,257.7	$1,188.8	$1,188.8	$1,303.7
* Number of registered thoroughbreds conceived and/or foaled in Illinois	3,217	2,921	3,000	3,010	3,100
* Number of registered standardbreds conceived and foaled in Illinois	3,404	3,249	3,300	3,348	3,400
* Number of standardbred stakes races and restricted races	2,500	2,368	2,400	1,916	2,000
* Number of thoroughbred stakes races and restricted races	500.0	543.0	550.0	511.0	525.0
* Total purses paid (in thousands)	$42,200.0	$43,348.1	$43,500.0	$42,473.1	$44,000.0
Input Indicators					
* Expenditures (in thousands) (b)	$35,746.4	$39,362.9	$46,526.1	$46,526.1	$48,656.7
* Personnel	86.0	97.0	98.0	98.0	98.0
Efficiency/Cost-Effectiveness Indicators					
* Number of inspections per employee (Bureau of County Fairs and Horse Racing)	579.0	579.0	565.0	565.0	570.0
* Number of horses enrolled and registered per employee (Bureau of County Fairs and Horse Racing)	3,135	3,135	3,176	3,176	3,190

Explanatory Information

Fiscal Year 2001 is the first year that customer service survey data has been collected and reported for the Illinois State and DuQuoin Fairs; Fiscal Year 2001 survey results pertain to the year 2000 fairs. Fair attendance and revenue are significantly affected by the weather

Footnotes

(a) Data for FY2001 not available.

(b) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Land and Water Resources

Mission Statement: Provide financial and technical assistance to Local Soil and Water Conservation Districts so that they can work with landowners and agricultural producers to conserve and protect Illinois' soil and water resources.

Program Goals: Objectives:

1. Provide timely and relevant technical and financial assistance to Soil and Water Conservation Districts.
   a. Increase number of projects approved.
   b. Increase total amount of money expended per year.
2. Provide timely assistance upon receipt of request.
   a. Survey customers to assess satisfaction with technical and financial assistance.
3. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
4. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
5. Mitigate soil loss.
   a. Increase acres of conservation tillage applied statewide.
   b. Increase percent of cropland meeting tolerable ("T") soil loss levels.

Source of Funds: Agricultural Premium Fund, Capital Development Fund, Conservation 2000 Fund, Conservation 2000 Projects Fund, Watershed Park Fund, Agriculture Federal Projects Fund, White Experimental Farms Fund, Zell Farm

Statutory Authority: 70 ILCS 405/1 et. seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Average response of customers surveyed who rate technical assistance as timely and relevant based on the scale of (1) not at all satisfied to (7) extremely satisfied	N/A	5.5	5.6	5.6	5.7
* Percent of landowners and agricultural producers requesting financial assistance (sustainable ag. grants), whose project was approved, assisted and completed	88 %	49 %	36 %	36 %	40 %
* Percentage of Soil and Water Conservation Districts requesting financial assistance (C2000 expansion grants), whose project was approved, assisted and completed	55 %	60 %	57.6 %	57.6 %	61 %
* State source cost share for conservation practices	N/A	$4,250,000.00	$5,250,000.00	$5,250,000.00	$5,250,000.00
* Dollars available per acre for conservation practices	N/A	$0.18	$0.22	$0.22	$0.22
* Average annual soil erosion rate (tons per acre per year)	N/A	4.1	4.1	4.1	4.1
* Acres of farmland in conservation tillage	8,691,483	10,495,297	10,495,297	10,495,297	10,041,369
* Percentage of farmland in conservation tillage	40.8 %	47.8 %	47.8 %	47.8 %	42 %
* Cropland meeting tolerable soil loss levels by the year 2000	19,836,850	20,476,486	20,476,486	20,476,486	20,571,000
* Percentage of acres meeting tolerable soil loss levels	85.7 %	85.7 %	85.7 %	85.7 %	86 %
External Benchmarks					
* State source cost share in Indiana	N/A	$1,100,000.0	N/A	$3,100,000.0	N/A
* State source cost share in Missouri	N/A	$20,000,000.0	N/A	$20,000,000.0	N/A
* Dollars available per acre in Indiana	N/A	$0.08	N/A	$0.24	N/A
* Dollars available per acre in Missouri	N/A	$1.91	N/A	$1.91	N/A
* Average annual soil erosion rate (tons per acre per year) in Indiana	N/A	3.0	N/A	3.0	N/A
* Average annual soil erosion rate (tons per acre per year) in Missouri	N/A	5.6	N/A	5.6	N/A
Output Indicators					
* Expansion (erosion and sediment control) grants requested	79.0	81.0	85.0	85.0	80.0
* Expansion (erosion and sediment control) grants approved	44.0	49.0	49.0	49.0	49.0
* Sustainable agriculture grants requested	48.0	74.0	75.0	75.0	75.0
* Sustainable agriculture grants approved	42.0	36.0	27.0	27.0	30.0
* Conservation practices program projects approved	1,525	1,783	1,755	1,755	1,900
* Streambank stabilization restoration program projects approved	82.0	106.0	117.0	117.0	130.0
* Number of participants in workshops and courses	1,323	1,852	2,329	2,329	1,740

Land and Water Resources (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Input Indicators					
* Expenditures (in thousands) (a)	$13,482.0	$14,633.4	$16,556.9	$16,556.9	$19,385.3
* Personnel	16.0	19.0	19.0	19.0	19.0
Efficiency/Cost-Effectiveness Indicators					
* Average cost per acre to attain compliance with "T" (b)	$45.68	$47.19	$46.23	$46.23	$46.23

Explanatory Information

The Output indicator "Conservation practices program projects approved" measure for FY 2001 was adjusted to refelct full year actual projects approved.

Footnotes

(a) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

(b) "T" or "Tolerable" soil loss levels is the Illinois Department of Agriculture's goal.

Meat Inspection

Mission Statement: Inspect meat and poultry slaughter and processing operations in order to protect public health and ensure consumer confidence in Illinois meat products.

Program Goals: Objectives:

1. Provide safe and high quality meat products in Illinois by ensuring a regulatory compliant meat and poultry slaughter and processing industry.
   a. Reduce the percentage of actionable findings.
   b. Increase the percent of sites rated compliant.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
4. Provide a dispute resolution and appeals process that is efficient, consistent and fair.
   a. Survey customers to assess and improve the dispute resolution process.

Source of Funds: General Revenue Fund, Wholesome Meat Fund ***Statutory Authority:*** 225 ILCS 650 et. seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Response of customers surveyed who rate their satisfaction with requirements, policies, and procedures based on the scale of (1) not at all satisfied to (7) extremely satisfied	N/A	5.7	5.7	4.2	5.0
* Response of customers surveyed who rate their satisfaction with inspections based on the scale of (1) not at all satisfied to (7) extremely satisfied	N/A	4.1	4.1	5.4	5.6
* Actionable findings (economic and microbiological) as a percentage of all tests taken from state licensed plants	0.47 %	0.28 %	0.5 %	0.59 %	0.5 %
* Percentage of meat and poultry operations initially rated compliant with standards	98 %	98 %	99 %	99 %	99 %
* Total number of instances of non-compliance found	479.0	1,424	2,000	2,012	2,000
* Percent of instances of non-compliance found	N/A	1.02 %	1 %	1 %	1 %
External Benchmarks					
* Percent of instances of non-compliance found in Texas	N/A	1.5 %	N/A	2 %	N/A
* Percent of instances of non-compliance found in Ohio	N/A	2 %	N/A	1 %	N/A
Output Indicators					
* Number of enforcement actions taken, (warning letters and hearings)	41.0	276.0	550.0	546.0	550.0
* Livestock inspected (head)	904,288	896,754	945,000	945,109	945,000
* Livestock inspected (millions of pounds)	267.6	250.4	108.0	107.7	108.0
* Number of inspected plants/brokers	330.0	284.0	790.0	788.0	780.0
* Number of planned/random compliance reviews	1,500	2,701	8,100	8,163	8,000
* Number of tasks/procedures performed	N/A	63,538	180,000	178,620	180,000

Meat Inspection (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Input Indicators					
* Expenditures (in thousands) (a)	$6,606.0	$8,377.8	$9,552.4	$9,552.4	$10,220.9
* Personnel	141.0	152.0	149.0	149.0	151.0
Efficiency/Cost-Effectiveness Indicators					
* Average cost per inspection	$692.90	$692.90	$550.00	$530.00	$550.00
* Average total cost of inspections at each plant during the fiscal year	$20,018.00	$19,729.00	$29,500.00	$29,340.00	$29,500.00
* Number of tasks/procedures performed per inspector	4,107	7,720	7,500	7,429	7,500

Explanatory Information

The reporting time period for instances of non-compliance was changed to a full fiscal year reporting period.

Footnotes

(a) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Marketing

Mission Statement: For the benefit of the agricultural and food industries by expanding markets for Illinois products, provide consulting, research, marketing assistance and promotional activities.

Program Goals: Objectives:

1. Provide opportunities to expand domestic and international markets identified through tours, trade shows and missions.
   a. Generate more trade leads per year.
   b. Host more buyer/seller introductions per year.
   c. Increase the dollar value of sales resulting from marketing efforts.
2. Provide marketing opportunities for alternative and specialty crops.
   a. Increase the number of projects regarding alternative and specialty crops.
   b. Increase the number of Illinois logo sanctioned alternative and specialty crops.
3. Provide relevant information and advice on foreign market penetration.
   a. Survey customers to assess and improve satisfaction with services provided.
4. Facilitate access to federal assistance programs.
   a. Facilitate company access to federal programs.
5. Expand Illinois' agricultural sector.
   a. Improve agricultural export sales.

Source of Funds: General Revenue Fund, Agricultural Premium Fund, Agricultural Marketing Services Fund, Illinois Aquaculture Development Fund, Centennial Farm Signs Fund, Agricultural Products Promotional Fund, European Office, Hong Kong Office, Ask Illinois First, Canadian Office Fund, Illinois Agricultural Youth Institute

Statutory Authority: 20 ILCS 205/40.7

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of trade leads generated from phone/fax inquiries	5,767	8,311	6,600	12,399	10,200
* Number of buyer/seller introductions arranged by IDOA staff	1,307	4,838	2,000	5,135	2,000
* Value of sales resulting from marketing activities (in millions)	$61.5	$47.5	$52.0	$65.1	$52.0
* Number of projects regarding alternative and specialty crops (a)	11.0	28.0	19.0	14.0	19.0
* Average response of customers surveyed who rate information and consultation services provided as (1) not at all satisfied to (7) extremely satisfied	N/A	5.8	6.0	5.3	6.0
* Illinois agriculture export sales (in billions)	$3.0	$3.0	$3.0	$3.0	$3.0
Output Indicators					
* Number of custom reports and market analyses prepared	249.0	1,346	1,365	1,018	1,000
* Number of IDOA's own trade shows/missions developed	19.0	41.0	17.0	33.0	17.0
* Number of federal/state trade shows/missions shared	17.0	26.0	25.0	32.0	25.0
* Number of participants in IDOA sponsored state/federal trade shows	113.0	165.0	118.0	282.0	118.0
* Number of participants in IDOA sponsored state/federal missions	15.0	75.0	30.0	73.0	30.0
* Number of industry tours hosted by IDOA	4.0	9.0	5.0	9.0	5.0
* Number of industry tour participants	119.0	173.0	125.0	72.0	125.0

Marketing (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Input Indicators					
* Expenditures (in thousands) (b)	$2,828.6	$5,370.5	$5,216.8	$5,216.8	$7,654.6
* Personnel	38.0	39.0	37.0	37.0	38.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per trade lead	$508.00	$353.00	$444.00	$257.00	$318.00
* Program cost as percentage of export sales	4.8 %	6.2 %	5.6 %	4.9 %	6.2 %

Explanatory Information

Due to the global foot-and-mouth disease crisis and the need to protect Illinois' agriculture economy, the Illinois Department of Agriculture instituted a policy in early 2001 to stop all agribusiness industry tours. As a result, performance measures have been affected. This policy will need to be continued in FY2002. In addition, the potential for recession and recent terrorist attacks appear likely to negatively impact trade and the Department's performance measures as well.

Footnotes

(a) 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 production, and other nontraditional products.

(b) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Environmental Programs

Mission Statement: License, register and inspect agri-businesses and producers, in order to protect the public and the State's natural resources.

Program Goals: Objectives:

1. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
2. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
3. Provide timely and accurate processing of pesticide licenses.
   a. Issue timely and accurate licenses.
4. Provide compliance assistance through enhanced training programs, facility site visits, compliance materials distribution and compliance discussions with licensees.
   a. Survey customers to assess satisfaction with compliance assistance.
5. Improve environmental health.
   a. Reduce pesticide misuse.

Source of Funds: General Revenue Fund, Agrichemical Incident Response Trust Fund, Pesticide Control Fund, Agriculture Pesticide Control Act Fund, Agriculture Federal Projects Fund

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Average response of agri-businesses and producers who listed the satisfaction of compliance assistance received as (1) not at all satisfied to (7) extremely satisfied	N/A	5.6	5.7	5.7	5.7
* Average response of agri-businesses 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	N/A	5.5	5.7	5.5	5.6
* Average response of agri-businesses and producers who rated requirements and policies as (1) extremely unfair to (7) completely fair	N/A	5.1	5.1	5.0	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	0.9 %	2.2 %	1.3 %	1.4 %	1.5 %
Output Indicators					
* Pesticide applicators licensed (a)	21,789	38,648	39,000	39,741	39,000
* Pesticide products registered	11,280	10,699	11,500	11,368	11,500
* Pesticide misuse investigations conducted (b)	155.0	150.0	65.0	59.0	100.0
* Acres of nursery inspected	38,300	33,444	25,000	23,772	26,000
* Nursery dealers licensed	3,047	2,869	3,000	2,884	2,900
* Number of nursery inspections	N/A	865.0	750.0	695.0	730.0
* Livestock notices of intent to construct	60.0	41.0	100.0	107.0	75.0
* Waste management plans certified	16.0	11.0	10.0	5.0	10.0
* Livestock managers certified	140.0	797.0	400.0	421.0	500.0
* Phytosanitary certificates issued	5,078	5,401	5,600	6,054	5,500

Environmental Programs (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Input Indicators					
* Personnel	53.0	60.0	65.0	65.0	65.0
* Expenditures (in thousands) (c)	$3,371.6	$4,555.9	$5,000.1	$5,000.1	$6,159.2
Efficiency/Cost-Effectiveness Indicators					
* Number of inspections per inspector (d)	401.0	356.0	380.0	397.4	380.0
* Average cost per inspection	$372.00	$390.00	$450.00	$433.50	$460.00
* Field inspection time per inspection (in hours) (e)	0.9	1.1	1.1	0.9	1.1

Explanatory Information

Pesticide products registered is a new measure.

Footnotes

(a) All licenses are not re-issued every year.
(b) Investigations are dependent upon the complaints received.
(c) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.
(d) Includes ag-chem site inspections, lawncare site inspections, livestock program Notices of Intent to Construct inspections, Nursery dealers and phytosanitary certificate inspections.
(e) Field inspection staff time only

Galesburg and Centralia Laboratories

Mission Statement: Conduct laboratory tests for agricultural producers, consumers, IDOA bureaus and other jurisdictions in order to detect plant and animal diseases and other human and environmental hazards.

Program Goals: Objectives:

1. Provide timely, accurate and high quality results using quality assurance/quality control.
   a. Maintain United States Department of Agriculture and American Association of Veterinary Laboratory Diagnostician's yearly accreditation.
   b. Survey customers to assess satisfaction with services and assistance provided.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
4. Mitigate human and animal health and environmental hazards.
   a. Provide meat testing.
   b. Provide municipal water testing.
   c. Provide rabies testing.
   d. Provide diagnostic testing for animal diseases and for other purposes.

Source of Funds: General Revenue Fund, Illinois Department of Agriculture Laboratory Services Revolving Fund

Statutory Authority: 510 ILCS 10/0.01 et. seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* United States Department of Agriculture and 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	N/A	5.9	5.9	6.0	6.0
Output Indicators					
* Total tests performed	802,461	832,131	830,000	829,174	830,000
* Tests on meat samples	782.0	1,237	1,240	1,243	1,250
* Municipal water tests	1,753	1,851	1,800	1,801	1,800
* Rabies tests	1,361	1,164	1,350	1,336	1,350
Input Indicators					
* Expenditures (in thousands) (a)	$3,322.9	$4,043.7	$4,508.8	$4,508.8	$4,593.7
* Personnel	52.0	57.0	54.0	54.0	54.0
Efficiency/Cost-Effectiveness Indicators					
* Average cost per test	$4.56	$4.56	$4.60	$4.60	$4.80
* Number of tests per lab worker	14,590	15,983	17,000	17,466	17,000

Explanatory Information

The laboratories represent two of thirty laboratories throughout the United States and Canada that are accredited by the American Association of Laboratory Diagnosticians. The University of Illinois operates a third accredited lab in Illinois.

Footnotes

(a) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Weights & Measures

Mission Statement: In order to ensure fair and equitable trade practices by the business community with Illinois consumers, inspect and test all measuring devices used in commercial transactions, and administer other related statutes.

Program Goals: Objectives:

1. Provide timely and accurate inspections.
   a. Complete inspections in a timely manner.
   b. Reduce the number of challenges of inspection reports.
2. Assure that an appropriate and certified device is being used.
   a. Inspect at least 95% of all known devices each year.
   b. Reduce instances of inappropriate activity/device used.
3. Provide comprehensive, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
4. Ensure public confidence in system integrity.
   a. Survey customers to improve integrity of commerical measurement.
   b. Reduce the number of complaints about accuracy.
5. Provide accurate measuring devices.
   a. Increase the overall percent of devices that measure accurately.

Source of Funds: General Revenue Fund, Weights and Measures Fund, Agricultural Master Fund ***Statutory Authority:*** 225 ILCS 470/1 et. seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Average time (in minutes) to complete inspections	38.0	38.0	40.0	38.5	40.0
* Number of challenges to inspection reports	96.0	0.0	0.0	0.0	0.0
* Percent of instances where inappropriate device is used	5.3 %	5 %	5 %	4 %	4 %
* Average response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) not at all restrictive	N/A	5.2	5.5	5.5	5.5
* Average response of customers surveyed who rate inspection procedures as (1) not at all efficient to (7) extremely efficient	N/A	5.6	6.0	5.9	6.0
* Percent of devices that measure accurately	94.7 %	95.5 %	95 %	96 %	96 %
* Number of citizen complaints about accuracy	179.0	187.0	200.0	274.0	200.0
External Benchmarks					
* Percent of devices that measure accurately in Missouri	N/A	88.5 %	N/A	89.5 %	N/A
* Percent of devices that measure accurately in Kansas (a)	N/A	92.7 %	N/A	N/A	N/A
* Percent of devices that measure accurately in Michigan	N/A	87.2 %	N/A	90 %	N/A
Output Indicators					
* Devices inspected (b)	103,433	109,324	110,000	111,037	115,000
* Number of re-inspections	3,000	3,054	3,000	1,712	4,500
* Egg inspections	N/A	5,000	5,000	3,045	5,000
* Enforcement actions	6,161	5,446	5,500	4,684	5,000
* Device/Egg licenses issued	2,355	2,355	2,400	2,088	2,150
Input Indicators					
* Expenditures (in thousands) (c)	$3,804.1	$3,798.8	$4,254.5	$4,254.5	$4,842.4
* Personnel	50.0	59.0	59.0	59.0	60.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection	$30.23	$33.93	$32.00	$32.50	$33.50

Explanatory Information

The bureau inspects and tests all types of commercially-used devices annually. Scales tested include grocery store point of sale and other counter scales, aluminum cans, vehicle, livestock, railroad track, grain hopper, belt conveyor, and bituminous plant scales. Meters tested include gas pump, vehicle tank, grain moisture, LP Gas, and loading rack meters at petroleum terminals. Prepackaged commodities such as store packaged meat and delicatessen items and standard weight products such as boxed cereal and flour are check-weighed to ensure accurate net weight declarations are maintained.

Footnotes

(a) Information not available.

(b) Does not include egg inspections, metrology lab or motor fuel sampling.

(c) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Weights & Measures

Mission Statement: In order to ensure fair and equitable trade practices by the business community with Illinois consumers, inspect and test all measuring devices used in commercial transactions, and administer other related statutes.

Program Goals: Objectives:

1. Provide timely and accurate inspections.
   a. Complete inspections in a timely manner.
   b. Reduce the number of challenges of inspection reports.
2. Assure that an appropriate and certified device is being used.
   a. Inspect at least 95% of all known devices each year.
   b. Reduce instances of inappropriate activity/device used.
3. Provide comprehensive, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with inspection policies and procedures.
4. Ensure public confidence in system integrity.
   a. Survey customers to improve integrity of commerical measurement.
   b. Reduce the number of complaints about accuracy.
5. Provide accurate measuring devices.
   a. Increase the overall percent of devices that measure accurately.

Source of Funds: General Revenue Fund, Weights and Measures Fund, Agricultural Master Fund ***Statutory Authority:*** 225 ILCS 470/1 et. seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Average time (in minutes) to complete inspections	38.0	38.0	40.0	38.5	40.0
* Number of challenges to inspection reports	96.0	0.0	0.0	0.0	0.0
* Percent of instances where inappropriate device is used	5.3 %	5 %	5 %	4 %	4 %
* Average response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) not at all restrictive	N/A	5.2	5.5	5.5	5.5
* Average response of customers surveyed who rate inspection procedures as (1) not at all efficient to (7) extremely efficient	N/A	5.6	6.0	5.9	6.0
* Percent of devices that measure accurately	94.7 %	95.5 %	95 %	96 %	96 %
* Number of citizen complaints about accuracy	179.0	187.0	200.0	274.0	200.0
External Benchmarks					
* Percent of devices that measure accurately in Missouri	N/A	88.5 %	N/A	89.5 %	N/A
* Percent of devices that measure accurately in Kansas (a)	N/A	92.7 %	N/A	N/A	N/A
* Percent of devices that measure accurately in Michigan	N/A	87.2 %	N/A	90 %	N/A
Output Indicators					
* Devices inspected (b)	103,433	109,324	110,000	111,037	115,000
* Number of re-inspections	3,000	3,054	3,000	1,712	4,500
* Egg inspections	N/A	5,000	5,000	3,045	5,000
* Enforcement actions	6,161	5,446	5,500	4,684	5,000
* Device/Egg licenses issued	2,355	2,355	2,400	2,088	2,150
Input Indicators					
* Expenditures (in thousands) (c)	$3,804.1	$3,798.8	$4,254.5	$4,254.5	$4,842.4
* Personnel	50.0	59.0	59.0	59.0	60.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per inspection	$30.23	$33.93	$32.00	$32.50	$33.50

Explanatory Information

The bureau inspects and tests all types of commercially-used devices annually. Scales tested include grocery store point of sale and other counter scales, aluminum cans, vehicle, livestock, railroad track, grain hopper, belt conveyor, and bituminous plant scales. Meters tested include gas pump, vehicle tank, grain moisture, LP Gas, and loading rack meters at petroleum terminals. Prepackaged commodities such as store packaged meat and delicatessen items and standard weight products such as boxed cereal and flour are check-weighed to ensure accurate net weight declarations are maintained.

Footnotes

(a) Information not available.

(b) Does not include egg inspections, metrology lab or motor fuel sampling.

(c) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Ag Products Inspection

Mission Statement: Inspect feed, seed and fertilizer products, producers and users, in order to protect growers, livestock owners and the environment.

Program Goals: Objectives:

1. Provide timely and accurate inspections.
   a. Perform inspections during appropriate seasonal time.
   b. Complete single ingredient lab analysis and multiple ingredient analysis in a timely fashion.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide professional, consistent, efficient and fair implementation of requirements and inspection policies and procedures.
   a. Survey customers to assess satisfaction with procedures and inspectors and improve performance.
4. Ensure that feed, seed and fertilizer products available in Illinois are safe and of high quality.
   a. Reduce instances of non-compliant products used.
   b. Maintain and enhance new lab capabilities.
5. Maintain a regulatory compliant feed, seed and fertilizer products processing and users industry.
   a. Increase percent of sites rated compliant.

Source of Funds: General Revenue Fund, Fertilizer Control Fund, Feed Control Fund ***Statutory Authority:*** 505 ILCS 30/1

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of fertilizer lab results challenged	0.5 %	0 %	0.2 %	0 %	0.1 %
* Average response of customers surveyed who rate inspection procedures as (1) not at all satisfactory to (7) extremely satisfactory	N/A	5.7	5.7	5.7	5.7
* Average response of customers surveyed who rate the professionalism of inspectors as (1) not at all satisfactory to (7) extremely satisfactory	N/A	6.1	6.1	6.1	6.1
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations	86.2 %	86 %	86 %	84.9 %	85 %
* Number of days to complete feed-multiple ingredient laboratory analysis	6.0	6.1	7.0	11.9	6.0
* Number of days to complete fertilizer-single ingredient laboratory analysis	2.0	1.6	2.0	3.0	2.0
* Number of days to complete fertilizer-multiple ingredient laboratory analysis	6.0	2.9	6.0	4.3	5.0
* Number of days to complete seed (depends on type) laboratory analysis	12.0	12.0	12.0	13.2	15.0
* Percent of seed lab results challenged	0.5 %	0 %	0.4 %	0 %	0.3 %
* Percent of feed lab results challenged	0.4 %	0.006 %	0.1 %	0 %	0.1 %
External Benchmarks					
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations in Kentucky	N/A	87 %	N/A	85 %	N/A
* Percent of feed, seed, and fertilizer facilities and products found compliant with regulations in Indiana	N/A	88 %	N/A	87 %	N/A
* Program expenditures in Kentucky (in thousands)	N/A	$3,375.0	N/A	$3,280.0	N/A
* Program exepnditures in Indiana (in thousands)	N/A	$2,950.0	N/A	$2,922.0	N/A
* Number of enforcement actions in Kentucky	N/A	1,565	N/A	1,820	N/A
* Number of enforcement actions in Indiana	N/A	1,070	N/A	1,269	N/A
Output Indicators					
* Number of inspections	9,543	11,895	10,500	11,064	11,000
* Number of special inspection activities	505.0	1,070	200.0	222.0	300.0
* Number of enforcement actions	1,319	1,678	1,500	1,673	1,250
Input Indicators					
* Expenditures (in thousands) (a)	$2,915.0	$3,389.5	$3,380.1	$3,380.1	$4,066.5
* Number of Personnel	46.0	48.0	48.0	48.0	48.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of inspections (dollars)	$32.27	$23.26	$33.00	$34.70	$41.50

Explanatory Information

All states have some type of agriculture product regulatory program. External benchmarks from two adjoining states indicate that Illinois is more active in inspections and enforcement activities.Prior year data for Kentucky and Indiana is included

Footnotes

(a) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Warehouses

Mission Statement: Inspect the operations of grain dealers and warehouse operations, manage the Illinois Grain Insurance Fund and administer the Grain Code and the Personal Property Warehouse Acts, in order to protect the property of grain producers and residents of Illinois.

Program Goals: Objectives:

1. Issue licenses in a timely manner for correct applications.
   a. Issue licenses to all qualified applicants and provide necessary assistance to those who initially fail to meet specific requirements.
   b. Review all applications and issue licenses in a timely manner.
2. Provide comprehensive, consistent and clear requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures.
3. Provide professional, consistent, efficient and fair implementation of requirements and examination policies and procedures.
   a. Survey customers to assess satisfaction with procedures at the conclusion of every examination.
   b. Reduce number of serious complaints about the examination service.
4. Provide dispute resolution and appeals process that is efficient, consistent and fair.
   a. Survey customers to assess and improve the dispute resolution process.
5. Ensure Illinois farmers and other citizens are protected from failures.
   a. Protect all farmers doing business with licensed grain elevator operations.
   b. Minimize Illinois Grain Insurance Fund payouts.

Source of Funds: General Revenue Fund, Grain Indemnity Trust Fund, Illinois Grain Insurance Fund ***Statutory Authority:*** 240 ILCS 40/1-1

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Average response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) not at all restrictive	N/A	5.2	5.0	5.2	5.2
* Average response of customers surveyed who rate inspection procedures as (1) not at all consistent to (7) extremely consistent	N/A	5.7	5.7	5.7	5.7
* Percent of grain dealers and warehouse sites rated compliant (not requiring a formal hearing)	75 %	98.4 %	98 %	97.6 %	98 %
* Percent of corrective actions implemented	90 %	100 %	100 %	100 %	100 %
External Benchmarks					
* Percent of grain dealers and warehouse sites rated compliant in Missouri	N/A	82 %	N/A	82 %	N/A
* Percent of grain dealers and warehouse sites rated compliant in Iowa	N/A	95 %	N/A	93 %	N/A
Output Indicators					
* Number of grain examinations	822.0	941.0	950.0	998.0	950.0
* Number of personal property examinations	712.0	677.0	677.0	478.0	677.0
* Number of grain licenses issued	1,201	1,209	1,209	1,322	1,209
* Number of personal property licenses issued	705.0	675.0	675.0	687.0	675.0
* Number of grain dealer/warehouse formal enforcement actions	16.0	26.0	25.0	24.0	25.0
* Number of personal property complaints acted on	N/A	7.0	5.0	5.0	5.0
* Percentage of Illinois Grain Insurance Fund balance paid for elevator failures	0 %	0.45 %	2 %	0.2 %	2 %
Input Indicators					
* Expenditures (in thousands) (a)	$1,957.8	$2,446.8	$2,511.2	$2,511.2	$2,696.6
* Personnel	37.0	41.0	41.0	41.0	41.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of inspection and licensing activity	$540.00	$402.11	$727.70	$779.60	$726.30
* Grain inspections per examiner	33.0	34.9	35.2	37.8	$38.4
* Personal property inspections per examiner	23.0	24.1	24.1	16.6	23.0
* Average time in hours to complete field examinations	37.1	37.1	39.0	26.1	39.0
External Benchmarks					
* Average time in hours to complete examination in Missouri	N/A	18.0	N/A	17.3	N/A
* Average time in hours to complete examination in Iowa	N/A	39.0	N/A	46.7	N/A
* Grain inspections per examiner in Missouri	N/A	18.0	N/A	60.0	N/A
* Grain inspections per examiner in Iowa	N/A	10.0	N/A	14.1	N/A

Warehouses (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
[External Benchmarks]					
* Personal property inspections per examiner in Wisconsin	N/A	22.0	N/A	75.0	N/A

Explanatory Information

Illinois has over one billion bushels of state-licensed grain storage space - the highest amount of any other state. Currently, there are 467 companies licensed to buy and/or store grain in Illinois at 1,200 different locations. Variations in the scope of examinations among states contribute to the variance in the time spent to complete examinations as well as the number of inspections per examiner.

Footnotes

(a) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Animal Health

Mission Statement: To ensure that livestock producers, veterinarians, dealers and auction market operators identify and prevent livestock diseases, in order to reduce and eradicate disease and facilitate trade.

Program Goals: Objectives:

1. Provide comprehensive, consistent and clear information about requirements, policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
2. Provide professional, consistent, and fair inspections that follow the Department's policies and procedures.
   a. Survey customers to assess satisfaction with policies and procedures and improve performance.
3. Provide timely issuance of permits and licenses.
   a. Provide assistance to those who did not initially qualify.
   b. Issue licenses quickly after receipt of application.
4. Attain and/or maintain a class-free (no livestock herds containing disease) status for all regulatory diseases.
   a. Decrease incidents of regulated diseases.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Response of customers surveyed who rate requirements, policies, and procedures as (1) extremely restrictive to (7) fair and not at all restrictive	N/A	5.4	5.6	5.6	5.6
* Response of customers surveyed who rate inspection procedures as efficient on a scale of (1) strongly disagree to (7) strongly agree	N/A	5.7	5.9	5.7	5.9
* Pseudorabies virus quarantines	15.0	1.0	1.0	1.0	0.0
* Equine Infectious anemia positives	N/A	0.0	0.0	6.0	4.0
External Benchmarks					
* Pseudorabies virus quarantines in Iowa	N/A	580.0	1.0	1.0	N/A
* Pseudorabies virus quarantines in Indiana	N/A	6.0	N/A	11.0	N/A
* Equine infectious anemia positives in Iowa	N/A	0.0	N/A	4.0	N/A
* Equine infectious anemia positives in Indiana	N/A	0.0	N/A	1.0	N/A
Output Indicators					
* Number of inspections of livestock/auction market licensees (a)	504.0	4,252	1,200	1,238	1,200
* Number of animals tested for all diseases	50,985	25,258	32,000	32,779	25,000
* Number of enforcement actions taken	800.0	466.0	575.0	575.0	600.0
* Number of licenses issued	695.0	235.0	300.0	294.0	350.0
* Number of livestock permits issued for entry into Illinois	N/A	7,660	7,900	7,899	7,900
Input Indicators					
* Expenditures (in thousands) (b)	$1,339.0	$1,478.0	$1,648.2	$1,648.2	$1,678.1
* Personnel	26.0	17.0	16.0	16.0	16.0
Efficiency/Cost-Effectiveness Indicators					
* Average number of inspections made per inspector	4,200	4,614	5,000	6,050	5,000
* Cost of inspections	$47.35	$47.35	$45.00	$31.50	$45.00

Animal Health (Concluded)

Explanatory Information

Illinois has a low incidence of Pseudorabies compared to neighboring states due to the strong support of producers regarding eradication efforts and Illinois' strict importation laws. Illinois has a low incidence of Equine Infectious Anemia (EIA) due to the mandatory testing of exhibition horses and of horses that are sold, leased, loaned, or traded. Ilinois EIA law is strict and serves to eliminate infected animals from the State, making Illinois safer for the equine industry.

Footnotes

(a) Each licensee is inspected for separate requirements, each counted as a separate inspection.

(b) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Animal Welfare

Mission Statement: Ensure that pet and livestock owners, pet breeders and pet dealers identify, correct and prevent animal health hazards in order to ensure the humane care and control of animals.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Response of customers surveyed who rate regulations as (1) unclear and inconsistent to (7) clear and consistent	N/A	5.3	5.6	5.4	5.6
* Response of customers surveyed who rate requirements as (1) restrictive to (7) fair	N/A	5.3	5.6	5.8	5.8
Output Indicators					
* Number of inspections made by inspectors	4,770	5,100	4,500	4,335	4,500
* Number of enforcement actions	119.0	350.0	700.0	736.0	700.0
* Number of complaints of inhumane treatment/care of animals	N/A	1,423	550.0	547.0	550.0
* Number of licenses issued (see Explanatory Information)	1,970	2,320	2,300	2,240	2,300
* Number of volunteer humane investigators trained and approved	77.0	136.0	179.0	179.0	179.0
* Investigations by humane investigators	5,619	6,338	2,100	2,101	2,100
Input Indicators					
* Expenditures (in thousands) (a)	$996.8	$1,213.1	$1,352.6	$1,352.6	$1,378.2
* Personnel	14.0	17.0	16.0	16.0	16.0
* Number of field staff	N/A	9.0	10.0	10.0	11.0
Efficiency/Cost-Effectiveness Indicators					
* Cost of inspections per inspection	$186.00	$186.00	$173.00	$172.50	$180.00
* Number of inspections per facility per year	3.0	3.0	3.0	3.0	3.0
External Benchmarks					
* Inspections per facility per year in Missouri	N/A	1.0	N/A	2.0	N/A
* Inspections per facility per year in Michigan	N/A	1.0	N/A	3.0	N/A
* Inspections per facility per year in Iowa	N/A	1.0	N/A	2.0	N/A

Explanatory Information

Illinois has more licensees (pet shops, kennels, cetteries, pounds, shelters and guard dog services) than surrounding states while employing about the same number of field staff. Illinois licensees are inspected two to three times per year while other states typically inspect only one to two times per year.

Footnotes

(a) Expenditures and headcount for FY00 and FY01 have been revised to reflect all program expenditures including an allocated portion of administrative overhead expenses. The FY02 targets for expenditures and headcount also reflect this methodology.

Commerce and Community Affairs
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Community Development	$275,189.4	122	$326,967.8	127
Illinois FIRST	$144,260.3	13	$244,615.7	25
Technology and Industrial Competitiveness	$55,328.2	51	$52,236.9	56
Tourism	$46,002.6	24	$47,995.1	27
Coal Development and Marketing	$21,067.3	13	$32,100.6	16
Business Development	$24,318.2	104	$31,233.5	125
International Trade	$9,867.0	30	$19,156.2	34
Energy Conservation	$12,757.2	38	$13,682.9	43
Recycling	$9,094.7	35	$9,475.8	39
Film	$1,162.6	11	$1,230.7	12
Job Training Partnership Act	$121,667.5	88	$0.0	0
Totals	$720,715.0	529	$778,695.2	504

Mission and Organization

As the lead state agency for economic development in Illinois, the Department of Commerce and Community Affairs (DCCA) provides information, assistance and advocacy to advance the economic growth of the state. The Department works in partnership with Illinois communities, businesses and a network of public and private service providers to improve the economic competitiveness of businesses and communities. During fiscal year 2001, the Department focused its efforts in five strategic areas:

Marketing - Like many other states, the Department uses it's resources to market and promote the advantages of living and doing business in Illinois to national and international markets. Marketing efforts are geared to capture the market of companies or individuals considering a business expansion, start-up or relocation of headquarters, tourist spending, or distribution of natural resources. During fiscal year 2001, 787 firms requested business location information. These requests were handled by the *Business Development Program* (*BDP*) and contributed to the creation and retention of 39,069 jobs. The *BDP* also assisted in the creation of 236 new small businesses in the state and processed 14,636 other requests for business information and assistance. One of the more prominent successes during the fiscal year was the relocation of the Boeing Company's Global Headquarters to Chicago. Over 1.2 million inquiries were made during fiscal year 2001 regarding travel in Illinois. The *Tourism Program* achieved a return of $112.70 in tourist expenditures for each state dollar expended to promote Illinois. Because Illinois is rich in coal resources, and its central geographic location puts the state in a strong position as a national center for the generation and transmission of electricity, significant efforts have been taken to bolster the Illinois Coal industry. During fiscal year 2001, while new coal industry legislation passed the Illinois General Assembly, the *Coal Development and Marketing* program continued its efforts to educate the next generation regarding Illinois' coal resources by distributing 70,000 pieces of educational material to Illinois schools. The program also assisted eight Illinois mines to expand their operations and leveraged $105.2 million dollars in private and other public funding to support infrastructure improvements in Illinois mines.

International Trade - In 2000, Illinois ranked sixth among the states with total exports of $36.5 billion. Nationally, it is estimated that an increase in small and medium-size exporters of just five percent would generate $35 billion in export growth. During fiscal year 2001, the Department's international trade office opened two new trade offices to expand opportunities for Illinois businesses in China and South Africa.

Technology - Illinois is the fourth largest technology economy in the nation, with 217,000 Information Technology (IT) employees, the third largest high-tech exporter (behind CA & TX), exporting $15.9 billion in technology products in 1997, up 92% from 1990, home to nearly 17,000 high-tech firms along with 621 research labs and 30 federal labs, including Argonne National Laboratory. During fiscal year 2001, the *Technology and Industrial Competitiveness* program opened the first Illinois Technology Enterprise Center to provide technical and business assistance to small technology companies, technology entrepreneurs and technology-related university faculty. The program also awarded 19 Technology Challenge Grants that were used to support the transfer or commercialization of new technologies or as seed capital to secure federal research dollars.

Regional Development Approaches - The rapid growth being spurred by the new economy has forced development organizations at all levels to take a more holistic approach to community development. Illinois' competitiveness requires achieving a balance between state-level initiatives, local community solutions and multi-jurisdictional solutions that should serve to reduce barriers and increase opportunities for all citizens in a region. During fiscal year 2001, the Department's *Community Development* program undertook initiatives to strengthen local and regional planning and provided for physical and social infrastructure improvements. For example, the *Community Development Assistance Program* (*CDAP*) assisted local communities to provide water and sewer improvements to over 75,000 citizens via some 110 grants to local governments. The *Community Services Block Grant* (*CSBG*) program, utilizing the state's Community Action Agency Network, served over 370,000 economically disadvantaged citizens to meet health and safety needs and created 157 jobs for economically disadvantaged citizens by working with local businesses. The Office of Local Government Management conducted 50 financial and managerial technical assistance projects to assist local governments. The *Illinois FIRST* program administered 2,966 grants that addressed issues identified by local leaders.

Managing Human Resources - In the new convergence economy, Illinois' success will be increasingly determined by how effectively public entities (state agencies, community colleges and universities) support the development of specialized skills in the workforce. Ongoing skills improvement and development is necessary for Illinois companies to improve their competitive position in the world economy. During fiscal year 2001, the *Technology and Industrial Competitiveness* program provided skills upgrade training to 50,178 workers through the *Industrial Training Program* (*ITP*). The *Job Training and Economic Development* (*JTED*) program focused on assisting economically disadvantaged citizens (individuals not in the workforce prior to training) and provided training to 567 new entrants into the workforce and 90 days consecutive employment at $8.57 per hour for 243 new workers.

Community Development

Mission Statement: To improve the physical and social infrastructure in Illinois communities by providing financing 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 the water and sewer service for a minimum of 80,000 residents in local communities demonstrating health and safety issues by June 30, 2001.
   b. Increase by 2% the number of housing units improved by the state by June 30, 2001.
2. Improve the social infrastructure within local communities.
   a. Improve the quality of life for a minimum of 50,000 homeless and very low-income families through the Homeless Shelter Program by June 30, 2001.
   b. Provide 41% of the low-income population with some form of basic health, safety and other stabilization needs by June 30, 2001.
   c. Provide emergency reconnection services for 15,000 eligible families by June 30, 2001.
3. Improve the capacity of local communities to meet their community and economic development objectives.
   a. Assist local governments in improving water and sewer utility operations resulting in recoveries totaling $750,000 by June 30, 2001.
   b. Improve the economic competitiveness of communities by providing technical assistance and training services by June 30, 2001.

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 Fund, Energy Assistance Contribution Fund, Energy Administration Fund, Federal Moderate Rehabilitation Housing Fund, Low Income Home Energy Assistance Block Grant Fund, Community Services Block Grant Fund, Community Development/Small Cities Block Grant Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund

Statutory Authority: 20 ILCS 605/605-940,24 CFR 570

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Reduction in average energy consumption Illinois Home Weatherization Assistance Program (IHWAP) (a)	24 %	24 %	24 %	24 %	24 %
* Homes rehabilitated - Community Development Assistance Program (CDAP)	472.0	465.0	363.0	394.0	340.0
* Jobs created - Community Services Block Grant (CSBG) (b)	217.0	174.0	180.0	152.0	180.0
* Dollar change in water and sewer user charges as a result of utility rate studies conducted - Local Government Management (LGM) (in thousands)	N/A	$725.0	$725.0	$1,143.8	$725.0

Community Development (Concluded)					
[Outcome Indicators]	***Fiscal Year 1999 Actual***	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
* Reduction in average winter energy burden - Low Income Home Energy Assistance Program (LIHEAP) (c)	50 %	50 %	50 %	38 %	40 %
* Household heating systems repaired/replaced	1,957	2,259	2,200	2,692	2,000
* Awards made - Governor's Hometown Awards	N/A	N/A	N/A	73.0	70.0
Output Indicators					
* Local government workshops	43.0	41.0	40.0	39.0	39.0
* Water and sewer grants awarded - CDAP	185.0	168.0	116.0	119.0	110.0
* Grants awarded on behalf of businesses - CDAP	22.0	11.0	17.0	10.0	12.0
* Persons served by improved water and sewer service - CDAP	89,459	108,274	80,000	75,634	75,000
* Homeless clients served - Emergency Shelter Grants (ESG)	55,000	56,372	55,000	77,850	75,000
* Applications reviewed - Governor's Hometown Awards (GHTA)	N/A	115.0	115.0	124.0	115.0
* Applications taken - LIHEAP	260,996	278,743	280,000	365,000	270,000
* Households receiving cash/vendor payments - LIHEAP	227,296	240,000	250,000	318,053	240,000
* Households reconnected (Emergency Service Payments) - LIHEAP	14,074	18,439	15,000	15,129	14,500
* Households assisted - LIHEAP (unduplicated count)	227,468	240,348	240,000	318,053	240,000
* Units weatherized - IHWAP	5,878	6,200	6,300	5,905	6,288
* Communities moved to next stage of development- Competitive Communities Initiative (CCI)	N/A	12.0	12.0	12.0	12.0
* Businesses assisted by workshops - Main Street	N/A	29.0	48.0	48.0	120.0
* Local government financial technical assistance projects completed - LGM	42.0	42.0	28.0	50.0	50.0
* Number of housing grants awarded - CDAP	N/A	N/A	26.0	26.0	22.0
* Number of Americans with Disabilities Act grants awarded - CDAP	N/A	N/A	13.0	13.0	11.0
* Number of persons served (housing) - CDAP	N/A	N/A	1,153	875.0	780.0
* Number of clients served - Section 8	N/A	N/A	75.0	572.0	557.0
Input Indicators					
* Funding (in thousands)	$283,050.8	$275,189.4	$273,533.8	$326,967.8	$279,597.2
* Headcount	108.5	122.5	136.2	127.1	140.1
Efficiency/Cost-Effectiveness Indicators					
* Average benefit per household - LIHEAP	$379.00	$416.00	$400.00	$500.00	$400.00
* Average cost per household - LIHEAP	$462.00	$470.00	$445.00	$540.00	$445.00
* Average benefit per household - IHWAP	$3,509.00	$3,430.00	$3,587.00	$3,587.00	$3,587.00
* Average cost per household - IHWAP	$3,754.00	$3,815.00	$3,855.00	$3,855.00	$3,855.00
* Cost per job created - CSBG	$14,746.00	$14,717.00	$15,000.00	$13,869.00	$15,000.00
* Average cost per person to improve water/sewer service - CDAP	$273.00	$205.00	$250.00	$330.00	$250.00
* Average cost per house to rehabilitate to Section 8 standards - CDAP	$14,830.00	$18,382.00	$24,000.00	$22,208.00	$26,600.00
External Benchmarks					
* Top 20% of states in nation with excellent Community Development Block Grant (CDBG) spending rate (CDAP) (d)	8.0	4.0	4.0	5.0	10.0

Footnotes

(a) This measure is a national average provided by the US Department of Energy.

(b) This measure requires one job created/retained for every $15,000 DCCA investment.

(c) Winter energy burden refers to the cost of home heating. This measure is calculated by dividing the average benefit by the average energy bill (or burden).

(d) This is a federal ranking - Illinois is 5th out of the 50 states.

Illinois FIRST

Mission Statement: To enhance the quality of life for the citizens of Illinois communities.

Program Goals: 1. Enhance the quality of life for Illinois citizens by improving the social and physical infrastructure in Illinois communities.

Objectives: a. To obligate 89% of signed grant agreements, properly executed by the grantees, within 15 working days of receipt by June 30, 2001.

Source of Funds: General Revenue Fund, Capital Development Fund, Fund for Illinois' Future, Build Illinois Bond Fund, Build Illinois Purposes Fund

Statutory Authority: HB4437, 4439, 1534, SB618

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of grant agreements obligated within 15 working days of receipt from grantee properly executed by grantee	N/A	75 %	89 %	82 %	89 %
* Percentage of projects sent to grantee within five calendar days of receiving administrative approvals	N/A	N/A	N/A	N/A	95 %
* Percentage of grantees notified within 15 calendar days (of system alert) to correct report delinquencies	N/A	N/A	N/A	N/A	95 %
* Percentage of surveys sent within 5 calender days of being assigned to a Grant Manager (a)	N/A	N/A	N/A	N/A	90 %
Output Indicators					
* Number of grant agreements mailed	N/A	2,016	2,400	3,154	2,400
* Number of grant agreements signed and returned	N/A	1,883	1,920	2,985	2,000
* Number of grant agreements obligated	N/A	1,808	1,805	2,966	1,850
* Number of grantees monitored (desk and on-site)	N/A	N/A	278.0	278.0	1,080
Input Indicators					
* Funding (in thousands)	N/A	$144,260.3	$57,305.7	$244,615.7	$57,283.5
* Headcount	N/A	12.7	14.2	25.3	26.4

Footnotes

(a) Survey used to allow grantees to clarify scope of work and project budget.

Technology and Industrial Competitiveness

Mission Statement: To help position Illinois' businesses and entrepreneurs to succeed in a changing economy by developing the skills of their workers; promoting safe and healthy workplaces; creating a cooperative labor-management environment; assisting in the commercialization of new technologies; and providing access to modernizing technologies and practices.

Program Goals: Objectives:

1. To improve the skills of the existing workforce.
   a. Increase the number of workers trained by the Industrial Training Program (ITP) by June 30, 2001.
   b. Maintain ITP cost per trainee at $300 or less by June 30, 2001.
   c. Maintain the number of Job Training Economic Development (JTED) clients retaining jobs by June 30, 2001.
2. To improve the health, safety and labor management practices of Illinois firms.
   a. Train 500 workers in health and safety issues by June 30, 2001.
   b. Increase the number of workers trained in labor-management methods by June 30, 2001.
3. To improve Illinois' infrastructure devoted to the commercialization of new technologies.
   a. Establish Illinois Technology Enterprise Development Centers (ITEC) by June 30, 2001.
   b. Select projects and distribute an initial round of funding for 8 Technology Challenge Grants by June 30, 2001.
4. To assist small and medium-sized manufacturers in Illinois to modernize their workplaces.
   a. Provide consultation services (workshop or firm-specific) to 750 small- and medium-sized Illinois manufacturers by June 30, 2001.

Source of Funds: General Revenue Fund, New Technology Recovery Fund, Capital Development Fund, Federal Workforce Development Fund, Federal Industrial Service Fund, Tobacco Settlement Recovery Fund, Technology Innovation and Commercialization Fund, Illinois Equity Fund

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of JTED trainees retaining (for 90 consecutive or 150 non-consecutive days)employment	N/A	318.0	492.0	243.0	492.0
* Number of ITECs Established	N/A	1.0	2.0	2.0	2.0
Output Indicators					
* Number of ITP trainees (new and upgraded)	66,076	75,046	74,670	50,178	80,511
* Number trained in health & safety issues	450.0	2,972	500.0	1,162	500.0
* Number trained in labor-management methods	1,535	2,040	1,625	2,929	2,100
* Number of consultation services (workshop or firm-specific) provided to small and medium-sized manufacturers	N/A	1,322	750.0	1,617	1,300
* Number of Technology Challenge Grants awarded	N/A	8.0	7.0	19.0	8.0
Input Indicators					
* Funding (in thousands)	$151,277.1	$55,328.2	$56,292.7	$52,236.9	$75,105.6
* Headcount	110.5	51.3	62.5	56.5	60.2
Efficiency/Cost-Effectiveness Indicators					
* ITP cost per trainee (Expenditures/Trainee)	$186.00	$250.00	$300.00	$482.00	$250.00

Tourism

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

Program Goals: Objectives:

1. Promote Illinois Tourism as a travel destination for domestic travelers.
   a. Influence 10% of the households in our target markets by our advertising campaign to travel to and within Illinois by June 30, 2001.
   b. Increase by 3% the total number of tourist and traveler inquiries generated by the advertising campaign by June 30, 2001.
2. Strengthen the Illinois Tourism industry through collaborative partnerships.
   a. Increase by 3% the amount of local/private sector funds generated for tourism projects by June 30, 2001.

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Local funds leveraged by tourism grant-related projects (in millions)	$23.0	$23.7	$24.4	$24.7	$25.4
* Percent of those traveling to Illinois influenced by advertising (a)	N/A	N/A	10 %	11.2 %	10 %
Output Indicators					
* Tourism grants awarded	213.0	236.0	225.0	252.0	270.0
* Reservations made at Tourism Information Centers (TIC)s	11,458	12,894	14,000	18,908	20,000
* Tourist and traveler inquiries	900,000	1,203,487	1,285,673	1,232,834	1,270,000
* Visitors assisted at TICs	N/A	N/A	N/A	N/A	1,580,000
* Advertising expenditures (in millions)	N/A	N/A	$6.0	$6.0	$6.6
Input Indicators					
* Funding (in thousands)	$44,863.3	$46,002.6	$48,027.5	$47,995.1	$49,905.8
* Headcount	28.0	23.9	29.8	26.7	30.8
Efficiency/Cost-Effectiveness Indicators					
* Net advertising return on investment (per dollar expended) (b)	N/A	N/A	$100.00	$112.70	$100.00
* Gross advertising return on investment (per dollar expended) (c)	N/A	N/A	N/A	N/A	$600.00

Footnotes

(a) This measure is calculated by dividing the number of travellers admitting to making the decision to travel in Illinois after exposure to advertising by the total number of travellers in Illinois.

(b) This measure is calculated by dividing the dollars expended by those who travelled as a direct result of the tourism advertising campaign by the cost of the campaign.

(c) This measure is calculated by dividing the dollars expended by those who saw a portion of the campaign but would have travelled to Illinois regardless of the advertising campaign by the cost of the campaign.

Coal Development and Marketing

Mission Statement: To preserve and strengthen the Illinois coal production and related industries by providing infrastructure support, coal education programs, technical and financial support for basic research and development, and commercial-scale demonstration of promising coal utilization technologies.

Program Goals: Objectives:

1. To preserve and strengthen coal production and related industries in Illinois.
   a. To leverage $60 million in private investment in coal industry infrastructure by June 30, 2001.
   b. To leverage $98.7 million in private/local government investment in clean coal technologies by June 30, 2001.
   c. To annually provide students and teachers a new understanding of one of Illinois' most valuable natural resources by June 30, 2001.

Source of Funds: Coal Development Fund, Institute of Natural Resources Special Projects Fund, Coal Technology Development Assistance Fund

Statutory Authority: 20 ILCS 1105,1110, 30 ILCS 730

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Infrastructure private and public dollars leveraged (in millions) (a)	$84.6	$72.3	$60.0	$105.2	$68.0
* Demonstration private and public dollars leveraged (in millions) (a)	$3.3	$19.8	$98.7	$4.5	$192.0
* Number of teachers and students educated and made aware of the economic and technological importance of coal	1,728	2,696	3,363	4,260	4,470
* Number of workshop teachers that felt information was helpful and useable in their classroom curricula	60.0	75.0	175.0	175.0	175.0
* Production of Illinois mines/tons (in millions)	39.6	40.3	32.0	33.5	40.0
* New/expanded mining operations	9.0	7.0	8.0	8.0	10.0
* New/expanded coal prep plants	8.0	8.0	6.0	6.0	10.0
* Equipment upgrades	10.0	9.0	14.0	14.0	15.0
External Benchmarks					
* Illinois coal production rank nationally	7.0	7.0	6.0	6.0	6.0
* Illinois percentage of total US production	3.56 %	3.7 %	4.0 %	3.1 %	3.7 %
Output Indicators					
* Demonstration projects completed	2.0	2.0	2.0	2.0	1.0
* Research & Development projects completed	17.0	17.0	22.0	17.0	17.0
* Infrastructure grants issued	46.0	27.0	35.0	39.0	44.0
* Demonstration grants issued	2.0	1.0	2.0	2.0	2.0
* Coal Calendar Contest entries solicited	1,600	1,900	2,000	2,910	3,000
* Educational materials supplied	8,000	10,000	45,000	70,000	50,000
* Research & Development institutions funded	8.0	7.0	8.0	8.0	8.0
* Educational workshops presented	2.0	3.0	3.0	3.0	3.0
* Classroom presentations	0.0	3.0	4.0	6.0	7.0
* Active Demonstration projects	7.0	4.0	2.0	2.0	2.0
* Research & Development projects started	17.0	18.0	5.0	17.0	18.0
* Students participating in Coal Awareness Program	400.0	500.0	600.0	920.0	1,000
* Teachers participating in Coal Awareness Program	15.0	20.0	50.0	75.0	85.0
Input Indicators					
* Funding (in thousands)	$17,476.0	$21,067.3	$28,585.1	$32,100.6	$22,901.8
* Headcount	11.0	12.7	17.0	16.3	19.1
Efficiency/Cost-Effectiveness Indicators					
* Percent of other public and private dollars leveraged for infrastructure projects	87.8 %	84.7 %	80 %	86.2 %	80 %
External Benchmarks					
* Illinois miner productivity ratio to national (b)	N/A	N/A	100 %	105 %	105 %

Footnotes

(a) This measure is calculated by adding the number of non-DCCA public and private dollars invested in the projects. The program requires a minimum of 80% private sector contribution of total project costs.

(b) Average based on tons per miner per hour (east of the Mississippi).

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. Increase by 5% the number of jobs retained by businesses (exclusive of small businesses) through the efforts of the Market Development staff by June 30, 2001.
   b. Increase by 12% the number of jobs retained by small businesses assisted through the Small Business Development Center Network by June 30, 2001.
2. To expand and attract producers and suppliers in Illinois.
   a. Increase by 5% the number of jobs created by businesses (exclusive of small businesses) through the efforts of the Market Development staff by June 30, 2001.
   b. Increase by 13% the number of jobs created by small businesses assisted through the Small Business Development Center Network by June 30, 2001.
3. Provide access to capital (state and private sector financing) for business growth and expansion.
   a. Increase to 95% the percentage of First Stop business information clients responding to a customer survey indicating time or dollar savings resulting from assistance provided by June 30, 2001.
   b. Increase by 10% the financing secured for Illinois businesses through business finance and small business services by June 30, 2001.

Source of Funds: General Revenue Fund, Economic Research and Information Fund, Capital Development Fund, Small Business Environmental Assistance Fund, Urban Planning Assistance Fund, Local Government Affairs Federal Trust Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund, Build Illinois Capital Revolving Loan Fund, Large Business Attraction Fund, Public Infrastructure Construction Loan Revolving Fund

Statutory Authority: 30 ILCS 750/9, 30 ILCS 750/10

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Jobs created through Market Development Division (MDD) (a)	6,069	15,694	16,476	16,265	16,590
* Jobs retained through MDD (a)	12,186	13,958	14,396	17,619	17,619
* Private investment stimulated (in millions) (b)	$1,176.0	$1,900.0	$2,000.0	$3,300.0	$3,300.0
* Public investment (in millions) (c)	$29.0	$65.0	$69.0	$80.0	$80.0
* Procurement Technical Assistance Center (PTAC) contracts secured (in millions)	$286.8	$276.3	$300.0	$229.0	$250.0
* PTAC jobs created/retained (d)	1,752	1,843	2,100	3,004	2,800
* Small Business Development Center (SBDC) business expansions assisted	303.0	211.0	300.0	145.0	175.0
* SBDC capital accessed (in millions)	$86.5	$80.7	$94.0	$86.2	$99.0
* SBDC jobs created/retained (d)	4,842	6,707	7,500	4,288	4,860
* SBDC new businesses started	356.0	265.0	300.0	236.0	270.0
* Percent of businesses assisted by First Stop which reported time/dollar savings	87 %	94 %	95 %	91 %	95 %
* Amount of financing secured through Business Finance Division (BFD) (in millions)	N/A	N/A	$48.7	$48.7	$53.5
External Benchmarks					
* Illinois' ranking of top states for new/expanded facilities	N/A	N/A	10.0	8.0	5.0
* Maintain number 1 rank in dollar amount of Capital Access loans per year versus contiguous states.	N/A	N/A	1.0	1.0	1.0
Output Indicators					
* Sites and buildings inquiries	483.0	271.0	400.0	681.0	690.0
* Information inquiries handled (business requests	887.0	826.0	867.0	787.0	800.0
* SBDC number of clients trained	13,108	14,086	15,500	15,674	15,985
* PTAC businesses (clients) counseled	1,189	1,232	1,500	1,280	1,350
* SBDC businesses (clients) counseled	8,981	9,791	11,000	11,331	11,560
* Environmental Assistance Inquiries handled (e)	5,590	14,850	1,175	1,330	1,450
* First Stop inquiries handled	11,628	15,677	17,200	14,636	16,100
* Businesses assisted by BFD	N/A	N/A	425.0	523.0	575.0
Input Indicators					
* Funding (in thousands)	$24,366.2	$24,318.2	$36,535.2	$31,233.5	$35,436.0
* Headcount	135.5	104.2	128.4	124.8	134.3

Business Development (Concluded)

Efficiency/Cost-Effectiveness Indicators	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
* Win Rate (conversion ratio) (f)	17 %	46 %	48 %	47 %	48%
* Private investment leveraged for each dollar of public investment	$41.00	$29.00	$31.00	$41.00	$41.00
* Amount of financing secured per BFD staff (in millions)	N/A	N/A	$4.2	$4.2	$4.3
External Benchmarks					
* Average hours per SBDC counseling case (national average: five hours)	N/A	N/A	5.0	4.5	5.3

Footnotes

(a) This measure requires that one job be created or retained for each $5,000 to $15,000 (depending on the individual program) of DCCA investment.
(b) This measure is calculated by adding the number of private sector dollars invested in each project.
(c) This measure is calculated by adding the number of public dollars invested in each project.
(d) This measure is derived from job creation/retention verification letters from companies receiving assistance.
(e) The measure was revised to exclude "hits" to the environmental section of the DCCA website. The measure only includes actual one-on-one environmental assistance.
(f) The win rate is calculated by dividing number of projects sucessfully completed by the number of projects worked.

International Trade

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

Program Goals: Objectives:

1. To expand the sales volume of Illinois products in overseas markets.
   a. Increase by 11% the number of client companies satisfied by trade show experience June 30, 2001.
   b. Create 1,800 additional Illinois jobs as a result of overseas sales by June 30, 2001.
   c. Assist 200 client companies (small and medium-sized Illinois companies) to export their products by June 30, 2001.
2. To expand employment opportunities in the state through foreign direct investment.
   a. Increase by 1.5 % the number of foreign companies locating in Illinois by June 30, 2001.

Source of Funds: General Revenue Fund, International and Promotional Fund ***Statutory Authority:*** 20 ILCS 605/46.14, 46.24

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Client survey satisfaction rate (percent satisfied)	96 %	95 %	96 %	98 %	96 %
* Number of jobs created/retained (a)	N/A	1,374	1,800	1,389	1,200
* Number of foreign companies locating /expanding in Illinois	N/A	18.0	21.0	32.0	38.0
External Benchmarks					
* US Travel Data Center (USTDC) dollar expenditures (in milions) (b)	N/A	$1,800.0	$1,735.0	N/A	$1,821.0
* Dollar ranking of Illinois exports among the states based on Massachusetts Institute of Social and Economic Research (MISER) export reports	N/A	N/A	$6.0	$5.0	$4.0
Output Indicators					
* Companies assisted	1,564	1,532	1,650	1,411	1,750
* Foreign Offices maintained	6.0	6.0	8.0	9.0	8.0
* Trade leads generated	7,684	1,840	1,950	1,510	2,060
* Trade leads followed-up	N/A	1,731	1,843	N/A	1,957
* Surveys collected	N/A	403.0	450.0	326.0	470.0
* International travellers visiting Illinois (in millions)	1.8	1.7	2.0	1.4	1.5
Input Indicators					
* Funding (in thousands)	$3,204.4	$9,867.0	$21,757.7	$19,156.2	$24,262.2
* Headcount	19.5	30.3	33.3	34.2	35.2
Efficiency/Cost-Effectiveness Indicators					
* Return on each Illinois Trade Office (ITO) dollar (c)	N/A	N/A	$9.50	$10.80	$10.30
* Cost per foreign direct investment job created	N/A	N/A	$110.90	$303.60	$200.00
* Cost per international visitor versus dollars spent	N/A	N/A	$10.20	$10.50	$9.80

Footnotes

(a) Assisted companies are required to submit reports of job creation and retention following DCCA assistance.
(b) Data was not available at the time of the report.
(c) This measure is calculated by dividing the total export dollars by the operating cost of the ITO.

Energy Conservation

Mission Statement: To provide objective information and technical assistance on energy efficiency and renewable resource technologies to residents, businesses, institutions and industries of Illinois to encourage the cost-effective use of Illinois' indigenous and imported energy resources.

Program Goals: Objectives:

1. To encourage the efficient and cost-effective use of Illinois' energy resources through research, technology demonstration and education.
   a. Increase from $1.2M to $1.8M the direct energy savings resulting from residential energy efficiency programs by June 30, 2001.
   b. Maintain at a minimum of $2.1M during FY2001 the savings resulting from contractor performance and compliance (with utility cost savings guarantees) through the administration of the Energy Performance Contracting Program.
   c. Increase from $2.6M to $3.2M the amount of annual energy savings produced from commercial, institutional, and industrial energy efficiency demonstration projects by June 30, 2001.

Source of Funds: Exxon Oil Overcharge Settlement Fund, Alternate Fuels Fund, Renewable Energy Resources Trust Fund, Energy Efficiency Trust Fund, Coal Development Fund, Institute of Natural Resources Federal Projects Grant Fund, Federal Energy Fund, Petroleum Violation Fund

Statutory Authority: 20 ILCS 1105/3, PA 90-561

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Dollar savings of industrial, commercial, and institutional clients (in millions) (a)	$2.4	$2.6	$2.6	$3.5	$3.2
* Dollar savings of residential clients (in millions) (b	$1.0	$1.4	$2.1	$2.9	$2.9
* Dollar savings resulting from US Department of Energy (USDOE) Contracting program (in millions) (c)	$2.1	$2.1	$2.1	$2.1	$2.1
* Number of competitive energy educational awards won by Illinois ILEED schools (d)	3.0	4.0	4.0	6.0	4.0
* Affordable housing units retrofitted	200.0	325.0	350.0	325.0	325.0
External Benchmarks					
* Percent of USDOE discretionary funding for energy efficiency awarded to Illinois' Energy Office	N/A	6.5 %	6 %	7.1 %	6 %
Output Indicators					
* Affordable Housing grants offered (e)	11.0	13.0	18.0	16.0	16.0
* Residential households receiving subsidized energy efficient products	N/A	13,000	17,000	24,000	17,000
* Institutional Conservation program applicants recruited and evaluated	30.0	30.0	40.0	42.0	30.0
* Alternative energy projects funded	N/A	14.0	15.0	21.0	15.0
Input Indicators					
* Funding (in thousands)	$6,635.2	$12,757.2	$16,511.6	$13,682.9	$20,797.4
* Headcount	38.0	38.0	56.0	43.1	42.6
Efficiency/Cost-Effectiveness Indicators					
* Produce a rate of return of at least 30% on direct agency investments in commercial, industrial, and institutional energy efficiency projects (f)	30 %	30 %	30 %	30 %	30 %
* Produce a rate of return of at least 40% on the investment in energy efficiency for the Affordable Housing program (f)	40 %	42 %	40 %	42 %	40 %

Footnotes

(a) This savings estimate is calculated by adding measured energy savings from individual demonstration or grant projects. They are primarily calculated from actual utility bills. If billings are not available, estimates are determined using accepted USDOE or the American Society of Heating, Refridgeration and Air Conditioning Engineers formulas.

(b) These saving are calculated using pre- and post-retrofit utility billing information for the energy efficient affordable housing projects. For utility efficiency kits, savings calculations are based on the number of kits distributed times the annual estimated savings. The annual savings per kit are based on DCCA survey information on the kits' acceptance and use, calculated in accordance with USDOE formulas for energy savings.

(c) These savings are based on annual engineering reviews of actual utility bills on the participating facilities as monitored in accordance with the performance-based agreements with the energy service companies.

(d) The USDOE annually conducts a competitition 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).

(e) Affordable Housing Grants are awarded to not-for-profit developers who build and rehabilitate low-to-moderate income housing.

(f) Rate of return: For each dollar the department invests, a percentage is returned to the client in energy savings.

Recycling and Waste Management

Mission Statement: To assist Illinois citizens, governments and businesses to develop and implement waste reduction and recycling technologies for processing municipal solid waste.

Program Goals: Objectives:

1. To divert waste away from landfills into marketable commodoties through recycling, reuse, source reduction and waste reduction programs.
   a. Financially assist 10 Illinois manufacturers producing products with recycled content by June 30, 2001.
   b. Financially assist 23 collection and processing entities to increase the availability of recycled feedstock by June 30, 2001.
   c. To increase the value of sales of companies producing materials derived from scrap tires by $1,500,000 by June 30, 2001.

Source of Funds: Keep Illinois Beautiful Fund, Solid Waste Management Fund, Solid Waste Management Revolving Loan Fund, Used Tire Management Fund, Build Illinois Purposes Fund

Statutory Authority: 415 ILCS 20/6, 5/55.6

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Manufacturers assisted	10.0	12.0	10.0	17.0	10.0
* Recycling collection and processing entities assisted	27.0	25.0	23.0	26.0	25.0
* Sales increased from scrap tires (in millions)	$1.8	$1.5	$1.5	$1.9	$1.5
Output Indicators					
* Number of workshops	3.0	4.0	3.0	4.0	4.0
* Number of America Recycles Day (ARD) events	180.0	830.0	150.0	648.0	350.0
* Number of ARD pledge cards	42,443	24,076	40,000	15,249	30,000
Input Indicators					
* Funding (in thousands)	$8,421.7	$9,094.7	$13,854.4	$9,475.8	$10,428.5
* Headcount	31.5	35.2	49.7	38.6	41.1

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. Increase the number of productions filmed in Illinois by promoting Illinois as a center for feature film, television, commercial, cable and multimedia productions.
   a. Maintain a film conversion rate (ratio of projects provided assistance by agency staff to productions filmed in Illinois) of 20% for the fiscal year ending June 30, 2001.
   b. Maintain the number of local temporary jobs created by film and television productions at a 10-year average of 18,100 by June 30, 2001.
   c. Maintain cash expenditures from film and television productions at a 10-year average of $83 million by June 30, 2001.

Source of Funds: Tourism Promotion Fund

Statutory Authority: 20 ILCS 665/4

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Feature Film/TV projects filmed in Illinois	51.0	55.0	50.0	46.0	52.0
* Local temporary jobs created (a)	18,736	17,890	18,378	17,065	18,929
* Actual cash expenditures by productions (in millions)	$128.0	$113.0	$83.1	$83.5	$86.6
* Film conversion rate (projects worked/projects filmed)	19.4 %	20.4 %	15.6 %	15.7 %	15.7 %
Output Indicators					
* Feature Film/TV projects worked on	263.0	268.0	320.0	292.0	330.0
Input Indicators					
* Funding (in thousands)	$646.1	$1,162.6	$1,178.8	$1,230.7	$1,387.5
* Headcount	11.0	11.3	11.4	11.9	11.7

Footnotes

(a) The measure is calculated by adding all of the W-2's submitted by film producers, accountants and production managers for each of the projects filmed in Illinois.

Employment Security
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Unemployment Insurance	$127,493.1	1,360	$125,732.0	1,201
Job Training	$0.0	0	$105,903.9	61
Employment Service	$56,959.5	555	$55,339.0	541
Interfund transfers	$11,568.4	0	$10,000.0	0
Labor Market Information	$4,324.6	35	$4,025.3	35
Totals	$200,345.6	1,950	$301,000.2	1,838

Mission and Organization

The mission of the Illinois Department of Employment Security (IDES) is to support economic stability in Illinois by administering the Unemployment Insurance (UI), Employment Service (ES), Job Training (JTP), and Labor Market Information (LMI) Programs. IDES provides temporary income in the form of benefit payments to eligible workers; collects taxes from covered employers to finance these benefits; operates a labor exchange service that matches employers' job openings with qualified job seekers; provides for workforce development training; and collects, analyzes, and disseminates labor market information. In fiscal year 2001, the Department collected more than $1.0 billion in employer taxes and paid more than $1.5 billion in benefits to unemployed workers, including former Federal employees and ex-military personnel. Due to the general economic downturn and recent national events, workload is expected to increase substantially without a commensurate increase in resources. IDES is committed to rising to these challenges and expects to continue to deliver the characteristic high level of services to the citizenry of Illinois.

The Department's staff serves the public through a central office in Chicago, six regional offices, and 56 Illinois Employment and Training Centers (IETCs) across the state. The U.S. Department of Labor (USDOL) provides funding to IDES for administration of its services.

Unemployment Insurance (UI): Since the UI program is intended to be an income stabilizer, it is crucial that benefit payments be made in a timely manner. The processing of a claim can be complex and includes the resolution of issues affecting eligibility. In fiscal year 2001, the percentage of first payments made within 14 days was nearly 92% (under Illinois law, the first week of unemployment is considered a "waiting week", for which benefits are not payable). Similarly, the promptness of payments on a continuing basis is also critical to providing economic stability. Despite a 22% increase in workload over the previous year, the percentage of continued payments made within 14 days rose to 97.0%. Overall, Illinois continues to exceed national averages in both its initial and continued payments.

Employment Service (ES): The 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 their length of unemployment. With the cooperation of other state agencies and community organizations, ES also assists individuals in accessing training, employability development services, and other supportive services needed to realize their employment goals. The USDOL has developed new ES Performance Measures that will be reported in July, 2002. Goals for these measures have not yet been negotiated with USDOL, but will be national in scope and permit comparisons to other states and national averages.

Labor Market Information (LMI): 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.

Workforce Development: The Job Training Program (JTP) is IDES' partner in Illinois' workforce development system, administering the federal Workforce Investment Act of 1998. Progam staff provides leadership and guidance to the 26 Local Workforce Areas to support the evolving workforce system and enhance the Illinois economy. This is accomplished by negotiating system performance goals with the USDOL and the 26 local workforce boards, allocating resoures, monitoring expenditures, analyzing program performance and reporting on program outcomes. JTP's goal is to increase employment retention and earnings of participants and to improve the quality of the workforce in order to reduce welfare dependency. The Act identifies core indicators of performance that state and local entities must meet. The specific target levels were negotiated between the State of Illinois and USDOL.

Unemployment Insurance

Mission Statement: To promote economic stability in Illinois by collecting employer taxes and paying Unemployment Insurance (UI) benefits promptly to eligible claimants.

Program Goals: Objectives:

1. Minimize disruptions to income maintenance for individuals filing Unemployment Insurance claims.
   a. Ensure at least 87% of first payments are made within 14 days of claim (U.S. Secretary of Labor standards).
   b. Ensure miminum of 96% continued payments are made within 14 days.
2. Provide expeditious resolutions to issues impacting receipt of Unemployment Insurance benefits.
   a. Resolve 87% of separation adjudications within 21 days. (a)
   b. Resolve 74% of non-separation adjudications within 14 days.(b)
   c. Resolve 60% of benefit appeals within 30 days of appeal date (U.S. Secretary of Labor standards).
3. Continually improve the quality of services provided in the dimensions of timeliness, accuracy, and customer satisfaction.
   a. Improve adjudication quality scores from 55.7% in FY01 to 73.1% in FY02. (c)
   b. Improve new employer account setup accuracy rates.
   c. Improve customer satisfaction survey responses of "exceeded" or "met all" expectations.

Source of Funds: General Revenue Fund, Road Fund, Title III Social Security and Employment Service Fund

Statutory Authority: 820 ILCS 405/100-3200

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Separation adjudication - 21 days	89.3 %	86.3 %	87 %	87.6 %	87.3 %
* Non-separation adjudication - 14 days	68.8 %	71.4 %	74 %	76.7 %	74.1 %
* Appeals decisions - 30 days	72.9 %	76.1 %	76.5 %	71.3 %	76.6 %
* Total adjudication quality	63.6 %	72.9 %	73 %	55.7 %	73.1 %
* New employer account setup timeliness	88.9 %	90.4 %	90.5 %	90.6 %	90.6 %
* Percent first payments within 14 days	91.7 %	91.7 %	91.8 %	92.6 %	91.9 %
* Percent continued payments within 14 days	96.6 %	96.7 %	96.8 %	97 %	96.9 %
* New employer account setup accuracy	68 %	77 %	78 %	78.1 %	78.1 %
* Claimant satisfaction - "met all" or "exceeded" expectations	87 %	86.4 %	87 %	87.2 %	87 %
* Employer satisfaction - "met all" or "exceeded" expectations	86.6 %	86.9 %	87 %	63.6 %	87 %
External Benchmarks					
* National percent first payments within 14 days	90.1 %	90.3 %	N/A	90.7 %	N/A
* National separation adjudication - 21 days	71.2 %	71.3 %	N/A	70.7 %	N/A
* National non-separation adjudication - 14 days	69.2 %	68.6 %	N/A	67 %	N/A
* National adjudication quality	70 %	71.6 %	N/A	70.3 %	N/A
* National continued payments within 14 days	93 %	94.2 %	N/A	94.2 %	N/A
* National appeals decisions - 30 days	75 %	76.3 %	N/A	69.7 %	N/A
Output Indicators					
* Continued weeks claimed	5,595,874	5,483,051	5,483,051	6,514,604	6,775,188
* Initial (first) claims filed	410,468	397,868	397,868	486,910	506,386
* Separation adjudications	155,023	155,461	155,461	167,043	195,461
* Non-separation adjudications	145,915	133,782	133,782	134,063	173,403
* Tax receipts (in thousands)	$1,156,000.0	$1,191,000.0	$1,190,700.0	$1,001,560.0	$1,049,271.0
* Benefits paid (in thousands)	$1,164,000.0	$1,200,000.0	$1,200,000.0	$1,504,969.0	$1,565,136.0
* Employer reports received	1,072,565	1,091,735	1,091,735	1,100,156	1,092,474
Input Indicators					
* Headcount	1,353	1,360	1,360	1,201	1,260
* Expenditures (in thousands)	$103,500.0	$127,493.1	$125,000.0	$125,732.0	$128,997.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per claim processed	$252.27	$273.07	$289.04	$258.23	$254.74
* Cost per employer report processed	$96.50	$99.84	$105.34	$114.29	$118.08

Explanatory Information

1. Unemployment Insurance includes state (UI), Ex-servicemembers (UCX), Federal Employees (UCFE), and Interstate Liable.
2. External Benchmarks (National data) are computed on a twelve-month period ending March 31, 2000.
3. Previous Target Expenditures were limited to Federal resources only. For that reason, yearly Efficiency/Cost Effectiveness indicators are not directly comparable.
4. Pre-FY01 expenditures were converted to thousands with dollar signs.

Footnotes

(a) Separation adjudications deal with issues surrounding claimants' reasons for unemployment, i.e., voluntary quit, misconduct or labor dispute.

(b) Non-separation issues deal with continuing eligibility requirements, e.g., ability to work, actively seeking work, refusing suitable work, etc.

(c) Adjudication quality is an assessment of overall quality of the adjudication processes using a set of evaluation criteria prescribed by the U. S. Secretary of Labor.

Job Training

Mission Statement: To provide leadership and guidance to support a comprehensive workforce development system that meets the objectives of Title I of the Workforce Investment Act (WIA) and improves the quality of the workforce and enhances the Illinois economy.

Program Goals: Objectives:

1. Increase the retention in employment of participants in Title I Adult, Dislocated Worker, and Youth programs.
   a. Ensure at least 59.2% of adult program participants who enter employment are retained in employment in the third quarter following program exit.
   b. Ensure at least 60.0% of dislocated worker program participants who enter employment are retained in employment in the third quarter following program exit.
   c. Ensure at least 55.2% of older youth program participants who enter employment are retained in employment in the third quarter following program exit.
2. Increase the earnings of Adult program and maintain the earnings of Dislocated Worker program participants.
   a. Ensure that adult program participants who are retained in employment realize a $2,560 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 65.6% 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 40.0% of dislocated worker program participants who enter training obtain a recognized occupational credential, in addition to employment.
   b. Ensure at least 53.3% of basic, occupational, and work readiness skill goals set for younger youth participants are met.
   c. Ensure at least 40.0% of adult program participants who enter training obtain a recognized occupational credential, in addition to employment.
4. Increase the satisfaction of participant and employer customers with the services received under Title I.
   a. Ensure that the participant customer satisfaction rate is at least 59.2%.
   b. Ensure that the employer customer satisfaction rate is at least 52.8%.
5. Increase the employment of participants in Title I Adult, Dislocated Worker, and Youth programs.
   a. Ensure at least 53.6% of adult program participants enter employment in the first quarter following program exit.
   b. Ensure at least 60.8% of dislocated worker participants enter employment in the first quarter following program exit.
   c. Ensure at least 50.4% 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 the U.S. Department of Labor and 26 Local Workforce Boards.
   b. Monitor program performance of 26 Local Workforce Areas.
   c. Allocate dollars to Workforce Areas (by Federal formula) and monitor expenditures.
   d. Issue grants to Local Workforce Boards to ensure capacity building of local workforce systems.
   e. Analyze program performance and submit reports for Governor to U.S. Department of Labor.
   f. Develop State Plan for delivery of workforce services.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Older youth employment retention rate	N/A	N/A	53.6 %	76.6 %	55.2 %
* Adult earnings change	N/A	N/A	$2,400.0	$3,738.0	$2,560.0
* Dislocated Worker earnings retention rate	N/A	N/A	64 %	84.8 %	65.6 %
* Adult credential attainment rate	N/A	N/A	34.4 %	40.1 %	40 %
* Dislocated Worker credential attainment rate	N/A	N/A	36 %	48.3 %	40 %
* Younger youth skill attainment rate	N/A	N/A	52.8 %	100 %	53.3 %
* Participant customer satisfaction rate	N/A	N/A	57.6 %	73.4 %	59.2 %
* Employer customer satisfaction rate	N/A	N/A	52.8 %	75.1 %	52.8 %
* Adult entered employment rate	N/A	N/A	52 %	69 %	53.6 %
* Dislocated Worker entered employment rate	N/A	N/A	59.2 %	80.7 %	60.8 %
* Older youth entered employment rate	N/A	N/A	48.4 %	71.8 %	50.4 %
* Adult employment retention rate	N/A	N/A	57.6 %	76.6 %	59.2 %
* Dislocated Worker employment retention rate	N/A	N/A	56 %	83.8 %	60 %
Output Indicators					
* Youth registrants	N/A	N/A	12,150	10,086	11,163
* Adult registrants	N/A	N/A	9,330	7,090	9,840
* Dislocated Worker registrants	N/A	N/A	9,845	8,563	9,357
Input Indicators					
* Expenditures (in thousands) (a)	N/A	N/A	$117,156.6	$105,903.9	$106,069.4
* Headcount	N/A	N/A	67.0	61.0	67.0

Job Training (Concluded)

Explanatory Information

1. The Federal Workforce Investment Act was implemented July 1, 2000. No prior year data is available.
2. Youth: A person aged 14-21 who meets Title I eligibility requirements, and is served with Title 1 youth funds.
3. Adult: A person aged 18 or greater who is served with Title I funds.
4. Dislocated Worker: A person wo meets the dislocated worker eligibility requirements, and is served with Title I dislocated worker funds.
5. Registrant: A person who receives services funded by Title I beyond self-accessed and informational services.
6. FY 01 Actual data are based on three quarters of data due to the Federal requirement to use quarterly wage records. Final figures will be available December 31, 2001.
7. FY 01 targets have been modified to conform to a USDOL interpretation defining them as eighty percent of previously negotiated goals.

Footnotes

(a) The majority of these funds are pass-through grants to twenty-six Workforce Investment Areas.

Employment Service

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

Program Goals: Objectives:

1. Collaborate with employers to provide an effective labor exchange program.
   a. Maintain job orders received at 40,000.
   b. Provide employers a steady pool of qualified workers through enhanced access to the program via the Internet.
2. Assist Illinois workers in locating employment or upgrading current employment.
   a. Increase number of individuals who find employment from 106,604 to 110,000 by implementing an Internet-based Skills Matching System.
   b. Increase average wage for workers entering employment from current level of $8.36/hour to $8.40/hour by attracting more technically oriented clientele via Internet-based applications.
3. Assist Illinois Veterans in locating employment or upgrading current employment.
   a. Collaborate with employers who have federal contracts to provide more job opportunities for veterans by increasing federal contractor job orders received from 2,470 in FY01 to 2,500 in FY02.
   b. Increase the average wage for veterans entering employment from the FY01 level of $10.13/hour to a FY02 rate of $10.20/hour.

Source of Funds: General Revenue Fund, Title III Social Security and Employment Service Fund, Employment Security Administration Fund

Statutory Authority: 20 ILCS 1015/0.01-15

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Entered employments (applicants)	144,356	155,642	160,000	106,604	110,000
* Average hourly wage of openings filled	$7.70	$8.06	$8.20	$8.36	$8.40
* Percent of surveyed employers who felt promptness of applicant referrals met or exceeded expectations	69.2 %	68 %	70 %	65.3 %	66 %
* Percent of respondents replying positively (met or exceeded expectations) of job-finding experience	69.2 %	71.8 %	73.7 %	63.7 %	64 %
* Average hourly wage of openings filled for veterans	$8.90	$9.40	$9.45	$10.13	$10.20
* Percent of applicants entering employment	24.8 %	25 %	25.3 %	23.4 %	25 %
Output Indicators					
* Job orders received	52,706	47,282	50,000	38,443	40,000
* New applicants and renewals (job seekers)	478,163	463,436	500,000	455,998	475,000
* Federal contractor orders received for veterans	4,534	4,215	4,500	2,470	2,500
Input Indicators					
* Headcount	549.0	555.0	555.0	541.0	530.0
* Expenditures (in thousands)	$37,900.0	$56,959.5	$56,000.0	$55,339.0	$56,809.4
Efficiency/Cost-Effectiveness Indicators					
* Average cost of entered employment	$262.36	$247.95	$243.75	$519.11	$516.45

Explanatory Information

1. Funding sources include Wagner-Peyser and Veterans' Grants.
2. Outcome and output indicators are influenced by the economy, as are efficiencies. As the unemployment rate rises and jobs become scarcer, the costs of Entered Employments will rise.
3. Previous Target Expenditures were limited to Federal resources only. For that reason, yearly Efficiency/Cost Effectiveness indicators are not directly comparable.
4. The Outcome Indicator goals for the Employment Service are based on current service definitions. With new performance measures imposed by USDOL, future goals may need to change in order to reflect new definitions and calculations.
5. The U.S. Department of Labor has developed new performance measures that will be reported in July, 2002. Data are no longer available for previously reported External Benchmarks.
6. Pre-FY01 expenditures were converted to thousands with dollar signs.

Labor Market Information

Mission Statement: To establish a comprehensive, coordinated and effective system for the production, analysis and dissemination of high quality Labor Market and Career Information that is accessible and responsive to all users. Information is used in making informed economic and career decisions by individuals and businesses.

Program Goals: Objectives:

1. Provide quality county level employment and wage data, including monthly employment, total quarterly wages, taxable wages and employer contributions.
   a. Review 1.3 million employer accounts annually to identify missing or unreasonable data.
   b. Survey 97,933 employers annually to verify accurate coding of industry and area codes.
   c. Produce employment and wage information on a quarterly basis by industry and county.
2. Provide quality monthly estimates of employment, hours, and earnings by industry for Illinois and its 9 Metropolitan Statistical Areas (MSA's).
   a. Survey 22,500 employers monthly to collect employment, hours, and earnings data.
   b. Develop employment hours and earnings estimates by industry for Illinois and its 9 MSA's and prepare analysis of changes.
3. Provide monthly estimates of the labor force, total employment, unemployment, and unemployment rates for Illinois, its 9 MSA's, 56 Labor Market Areas (LMA's), 102 Counties, 84 Cities/Towns, and 26 Workforce Investment Areas (WIA's).
   a. Review and process data from the Current Population Survey, Unemployment Insurance System, Bureau of Census, and the Covered Employment and Wages Report (ES-202).
4. Provide quality occupational employment and wage information for Illinois, its 9 MSA's, and the Balance-of-State Area.
   a. Sample 12,000 Illinois employers annually to collect occupational employment and wage information, identifying when possible emerging or declining occupations.
   b. Produce occupational employment and wage data on 700 occupations for the State, its 9 MSA's, and the Balance-of-State Area.
5. Provide quality information on permanent job cutbacks, including identification of substantial layoffs and plant closings and the identification of declining industries.
   a. Contact employers identified to determine and verify the number of job separations, duration and reason(s) for layoff, open/closed status of establishment and location of layoff.
   b. Identify establishments with 50 or more separations lasting more than 30 days for possible inclusion in the Mass Layoff Statistics report.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Response rate for verification of employer area and industry codes(a)	94.5 %	96.9 %	90 %	99.3 %	75 %
* Response rate for the Occupational Employment Statistical Sample	75 %	75 %	75 %	78.7 %	75 %
* Response rate for employer surveys of employment, hours and earnings	88 %	88 %	70 %	74.7 %	70 %
* Percent of accuracy of rate for monthly Covered Employment and Wages Report as confirmed by follow up surveys.	99.5 %	99.8 %	99 %	99.8 %	99.5 %
* Percent of quarterly employer accounts reviewed	98 %	98 %	98 %	100 %	100 %
* Number of users (career and job counselors) receiving LMA training	1,500	9,200	8,000	6,150	5,800
Output Indicators					
* Quarterly employer accounts received	1,276,000	1,282,692	1,292,000	1,292,000	1,294,260
* Illinois employers sampled to collect occupational employment and wage information	11,600	11,684	12,000	12,000	12,000
* Employer surveys of employment, hours and earnings	190,000	201,159	225,000	165,500	269,665
* Verifications of area and industry codes for Illinois employers	117,175	86,433	80,000	106,500	97,933
Input Indicators					
* Headcount	35.0	35.0	35.0	35.0	40.0
* Expenditures (in thousands)	$3,000.0	$4,324.6	$4,000.0	$4,025.3	$4,120.4

Explanatory Information

1. Targets are dictated contractually.
2. Pre-FY01 expenditures were converted to thousands with dollar signs.

Footnotes

(a) The U.S. Department of Labor revised the required usable Response Rate for Target FY '02 from 90% to 75%, but increased the sample from 83,000 to 105,000.

Historic Preservation Agency
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Historic Sites	$10,184.0	130	$9,884.0	130
Preservation Services	$7,276.0	22	$3,554.0	19
Administration	$2,698.0	34	$2,779.3	39
Public Service	$1,415.0	13	$1,433.0	12
Historical Library	$1,336.0	25	$1,357.0	27
Totals	$22,909.0	224	$19,007.3	227

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 three million people annually; administers the Historical Library, the state's chief historical and genealogical research facility and newspaper repository; administers state and federal historic preservation programs in Illinois, including the National Register of Historic Places, tax freeze and credit programs and the protection of cultural resources; administers the Illinois History Exposition and develops publications for teachers, students, scholars and history enthusiasts and oversees the Lincoln Legal Papers, a world-renowned project that is documenting Abraham Lincoln's legal career. The mission of the Agency is to collect, preserve, interpret and communicate the diverse heritage of Illinois and to educate the public by providing access to historic resources.

The Agency is organized into four programmatic divisions, excluding Administrative Services. Various indicators of the programmatic divisions are discussed below.

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. Approximately 2.7 million people visited the 60 state-owned sites and memorials in fiscal year 2001. The satisfaction survey, created in the previous fiscal year, shows that the sites' interpretive programs and facilities continue to provide satisfacory services. The overall site experience surveys revealed that 93% of the respondents were satisfied and 97% were satisfied by the appearance of the facilities.

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. Approximately 7,000 people visited the Historical Library to perform research and obtain information related to Illinois history. In addition, nearly 5,500 interlibrary loans were made to other network libraries throughout the country. The Historical Library continually acquires materials and preserves collections currently in its possession. Various efficiency indicators are monitored to ensure timely response and service to patrons.

The mission of *Preservation Service* is to identify, record and preserve the historic buildings and places of Illinois. It generally reviews about 15,000 projects annually. These reviews are necessary prior to construction projects to safeguard the cultural resources of Illinois. State and federal tax incentive program reviews are performed and are intended to provide property tax relief to businesses and homeowners for efforts to preserve historic buildings throughout the state. The preservation staff strive to conduct reviews in a timely manner due to 30-day state law requirements and to facilitate contractors in construction projects.

The mission of the *Public Service* program is to increase the public's awareness, general knowledge, and appreciation of Illinois History by providing direct services to educators, students, museum administrators and volunteers, scholars, and tourism professionals. These programs include publishing several publications related to Illinois history for students, teachers and others alike. Recently, several publications have been put on the Internet. Public Service staff also provide services and support to schools who wish to participate in history fairs and the Annual Illinois History Exposition and to local museums thoughout the state.

Historic Sites

Mission Statement: To maintain, preserve, interpret, collect and communicate the cultural history of Illinois as represented by the historic sites and memorials it owns and administers.

Program Goals: Objectives:

1. Preserve for future generations the division's historic buildings, historic features, archaeological resources and recreational and support facilities.
   a. To annually survey 100% of properties for long-term preservation and support needs.
   b. To annually inspect 100% of properties for short-term and maintenance needs.
   c. To maintain, as measured by public survey, an annual cleanliness rating of 70% at all 29 staffed sites.
   d. To annually complete an inventory of 100% of the Division's artifact collection.
2. Offer interesting and educational historical and cultural programs at staffed historic sites.
   a. To provide, at staffed sites and measured by public survey, enjoyable public programs to 70% of visitors by the end of FY2001.
   b. To annually make 95% (approximately 33,500 objects) of the Division's artifact collection accessible to the public.

Source of Funds: General Revenue Fund, Illinois Historic Sites Fund ***Statutory Authority:*** 20 ILCS 3405 et al

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Overall site experience - survey (a)	N/A	86 %	70 %	93 %	75 %
* Site appearance and cleanliness - survey (a)	N/A	91 %	70 %	97 %	75 %
Output Indicators					
* Site attendance (in thousands)	2,847	2,915	2,995	2,664	2,750
* Volunteer man-hours (in thousands)	160.3	168.4	168.5	208.5	210.0
* Donation box receipts (in thousands)	$448.0	$438.0	$450.0	$409.3	$420.0
Input Indicators					
* Actual/Authorized headcount (end-of-year)	131.0	130.0	138.0	130.0	138.0
* Amount expended - Operations (in thousands)	$8,790.0	$9,357.0	$10,016.0	$9,884.0	$10,416.0
* Amount expended - Grants and Capital Acquisitions (in thousands)	$300.0	$827.0	$1,133.0	$.0	$1,133.0

Footnotes

(a) Experience and appearance survey began at all sites late in FY2000 and continued through FY2001.

Preservation Services

Mission Statement: To identify, record and preserve the historic buildings and places of Illinois.

Program Goals: Objectives:

1. Protect historic properties by applying existing state and federal review and compliance legislation in a prompt manner.
   a. To respond to at least 75% of agency requests for Historic Preservation Agency comments within 21 days.
2. Recognize important historic properties by listing them in the National Register of Historic Places with high service levels for applicants.
   a. To respond to at least 80% of National Register inquiries within 30 days by providing the information needed so that the applicant or other inquirer can move forward with National Register applications or otherwise determine courses of action.
3. Assist county and municipal governments in creating and administering historic preservation programs so they may enjoy the benefits of federal assistance programs.
   a. To increase the number of Certified Local Governments (CLG's) from 47 to 48 in fiscal year 2001.
   b. To work with existing CLG's in order to continue to meet federal criteria and maintain their CLG status.
   c. To shorten the current response time from four months to three months in preparing architectural plans for businesses participating in the Main Street program by June 30, 2001.
4. Administer state and federal tax incentive programs in a manner that makes them available to as many eligible property owners as possible and do so in a prompt manner consistent with the needs of ongoing rehabilitation of the involved historic properties.
   a. To respond to 90% of tax program requests for project review within 50 days.

Source of Funds: General Revenue Fund, Capital Development Fund, Illinois Historic Sites Fund, Fund for Illinois' Future, Build Illinois Bond Fund ***Statutory Authority:*** 20 ILCS 3420, 3435, 3440, 3410

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of regulatory review comments completed in 21 days (a)	N/A	N/A	80 %	108 %	80 %
* Percent of National Register responses within 30 days	N/A	78 %	75 %	80 %	80 %
* Percent of tax program responses within 50 days	N/A	87 %	90 %	90 %	100 %
Output Indicators					
* Federal project reviews	8,501	10,163	10,800	6,468	7,000
* State project reviews	5,147	6,099	7,900	7,135	7,000
* National Register projects listed	1,802	3,595	2,000	330.0	310.0
* State tax incentives requests	105.0	111.0	115.0	111.0	133.0
* Federal tax incentive requests	11.0	37.0	30.0	22.0	20.0

Preservation Services (Concluded)

Input Indicators	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
* Actual/Authorized headcount (end-of-year)	23.0	22.0	23.0	19.0	23.0
* Amount expended- Operations (in thousands)	$1,505.0	$1,626.0	$1,850.0	$1,678.0	$2,400.0
* Amount expended- Grants (in thousands)	$2,812.0	$5,650.0	$4,666.0	$1,876.0	$3,340.0

Footnotes

(a) Percentage of reviews completed within 21 days was determined by hand counting two sample months (January and June) in FY2001. Program to calcualte data is not functional.

Public Service

Mission Statement: Increase the public's awareness, general knowledge and appreciation of Illinois history by providing direct services to educators, students, museum administrators and volunteers, scholars and tourism professionals through a variety of programs.

Program Goals: Objectives:

1. To disseminate new and relevant research on Illinois history through a respected and scholarly publication.
   a. Increase, by 10%, the number of libraries subscribing to the Journal of Illinois History in fiscal year 2001.
   b. Increase the number of subscribers by 5% to the Journal of Illinois History in fiscal year 2001.
2. To increase student understanding of Illinois history.
   a. Increase participation at each of the five regional history fairs to at least 5,500 participants in fiscal year 2001.
3. Increase level of services to local museums for the purpose of improving professional standards.
   a. Increase the number of individual consultation visits to local museums from 10 to 12 during fiscal year 2001.
   b. Increase the number of workshops and/or conferences for professional training for local museum personnel from six to eight in fiscal year 2001.
4. Centralize the management of the agency's website.
   a. Establish a policy for placing information on the web.
   b. Establish a staffing and management plan for implementing activities associated with our web site.
   c. Answer at least 70% of e-mail inquiries within five working days.
5. Increase the dissemination of agency programmatic information and services online.
   a. Place three issues of "How to guides" for museum professionals online.
   b. Place two issues of Illinois History online in fiscal year 2001.

Source of Funds: General Revenue Fund, Illinois Historic Sites Fund ***Statutory Authority:*** 20 ILCS 3405/4 & 3425/4

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Journal of Illinois History publications online	0.0	0.0	2.0	3.0	6.0
Output Indicators					
* Illinois Association of Museum membership	295.0	348.0	400.0	415.0	425.0
* On-site school visits	12.0	15.0	15.0	20.0	15.0
* Local museum consultations	6.0	10.0	12.0	15.0	12.0
* Local museum training workshops	4.0	6.0	8.0	6.0	8.0
Input Indicators					
* Actual/Authorized headcount (end-of-year)	12.0	13.0	13.0	12.0	13.0
* Amount expended (in thousands)	$1,410.0	$1,415.0	$1,466.0	$1,433.0	$1,609.0

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, 2001.
   b. To complete 90% of conservation treatments to books sent to the conservation lab within 30 working days.
2. Collect books, pamphlets, newspapers, photographs, manuscripts and other materials of historical interest to the State of Illinois.
   a. To increase opportunities to purchase antiquarian Illinois materials by more efficiently routing 95% of the catalogs to appropriate library staff within ten working days.
   b. Identify and collect available missing issues for 100% of approximately 100 incomplete current periodical titles in the Library collection in fiscal year 2001.
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, 2001.
   b. To respond to 95% of the reference section and newspaper section research request letters within 30 working days by June 30, 2001.
   c. To improve accessibility to newly published books by reducing the time for the processing of 90% of them to 30 working days.

Source of Funds: General Revenue Fund, Illinois Historic Sites Fund ***Statutory Authority:*** 20 ILCS 3425 et seq.

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of patrons satisfied - survey (a)	N/A	98 %	N/A	N/A	N/A
* Percentage of research letters answered in 30 days	83 %	86 %	95 %	95 %	97 %
* Percent of conservation treatment on books completed in 30 days (b)	N/A	N/A	90 %	91 %	95 %
* Percent of interlibrary loans processed in 15 days	95 %	97 %	98 %	98 %	99 %
Output Indicators					
* Library users	9,107	7,382	9,500	7,031	10,000
* Items acquired (c)	397,304	19,681	35,000	104,197	35,000
* Conservation treatments performed	4,415	2,781	3,700	4,721	3,700
* Interlibrary loans sent	5,595	5,729	5,800	5,487	5,900
Input Indicators					
* Actual/Authorized headcount (end-of-year)	26.0	25.0	31.0	27.0	31.0
* Amount expended (in thousands)	$1,176.0	$1,336.0	$1,638.0	$1,357.0	$1,714.0

Footnotes

(a) Patron satisfaction survey was only conducted in FY2000.

(b) Program was only monitored for 6 months in FY2000 and was not monitored prior to this year.

(c) Adlai E. Stevenson collection was added in FY1999.

Arts Council
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Organization Grants Program	$12,337.2	4	$9,310.0	5
Public Radio and Television Grants	$4,630.0	0	$5,371.0	0
Services to the Field	$2,155.9	1	$2,154.2	1
Administration	$1,558.5	14	$1,636.7	14
Illinois Humanities Council	$750.0	0	$1,050.0	0
Individual Artists Grants Program	$778.7	2	$780.4	2
Totals	$22,210.3	21	$20,302.3	22

Mission and Organization

Illinois Arts Council is a grants-making agency governed by a board of up to 35 members who are appointed by the governor. The Council chair is chosen by the governor. The executive director, who is chosen by the Council board, is responsible for agency operations. The Council board meets triennially to conduct its business. The agency's mission is to cultivate the arts in the lives of all Illinoisans through responsive service to the diverse people and communities of the state. As an agency in the Executive branch of government, the Council functions under administrative guidelines established by the governor and legislative mandates of the General Assembly. The governing board participates on Council panels, committees and advisory bodies that assist in the agency grant-making functions and authorizes grant award amounts. All grants must undergo an application and review process before an award can be made. Applications that meet agency standards are reviewed by experts selected from specific art disciplines to evaluate and rank each application according to defined evaluation criteria. Recommendations for funding or rejection are reviewed by the Council board before authorizing final decisions.

The Council board also adopts a strategic plan that provides guidelines for agency policy making and operations. The plan is structured on data gathered from extensive public input at open public hearings throughout the state, from written testimony, from replies to a mailed survey questionnaire and from interactive responses to the same survey posted on the agency's web site.

The agency's mission is accomplished through 5 major program structures. *Organization Grants Program*, the largest segment, makes grants to not-for-profit organizations that produce, preserve and present art in all its forms. This segment also provides grants for arts education at levels K through 12 through a variety of programs. The *Services to the Field* segment deals with preserving traditional heritage art forms and with non-traditional, underserved and unique needs of constituents, such as people with disabilities, who desire unimpeded participation in the arts. The *Individual Artists* segment recognizes the quality artwork of outstanding Illinois' artists. The *Public Radio and Television* segment supports the state's commitment to ensuring that high quality broadcast programming is available throughout the state. The *Illinois Humanities Council* segment encourages the growth and development of humanities programs for all citizens of the state so they may benefit from life-long study.

Organization Grants Program

Mission Statement: To recognize arts programming of outstanding merit and quality in the disciplines of dance,ethnic and folk art, literature, media, multi-arts, theater, music and visual art 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 in all regions of the state.
   b. Expand partnerships with local art agencies to support grassroots development of arts programs in communities throughout the state.
   c. Increase the number of organizations that provide quality art experiences for the public.

Source of Funds: General Revenue Fund, Illinois Arts Council Federal Grant Fund ***Statutory Authority:*** 20 ILCS 3915/4

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of applications received	804.0	791.0	775.0	775.0	791.0
Output Indicators					
* Number of legislative districts funded	116.0	117.0	118.0	117.0	118.0
* Number of local arts agencies funded	26.0	23.0	23.0	23.0	25.0
* Number of organizations funded	732.0	729.0	717.0	717.0	737.0
Input Indicators					
* Funds appropriated for organizations (in thousands)	$7,831.1	$12,337.2	$9,310.0	$9,310.0	$9,432.0
Efficiency/Cost-Effectiveness Indicators					
* Percent of program funds that lapse	0 %	0 %	0 %	0 %	0 %

Public Radio and Television Grants

Mission Statement: To encourage the growth and development of public radio and television stations throughout the state by providing operating support grants so citizens of the state may enjoy access to high quality programs.

Program Goals: Objectives:

1. Administer grant program according to legislative mandates.
   a. Process basic grant payments to all stations before February 28.
   b. Process operating grant payments to all stations before June 15.
2. Ensure proper use has been made of state funds.
   a. Employ competent professional staff to process applications.
   b. On current year application, examine prior year's expenditures to ensure proper use has been made of state funds.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 665/4b

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(a)	Fiscal Year 2002 Target
Outcome Indicators					
* Number of basic grants paid by February 28	N/A	22.0	23.0	23.0	23.0
* Number of operating grants paid by June 15	N/A	22.0	22.0	0.0	23.0
* Number of special project grants	N/A	1.0	1.0	1.0	1.0
* Number of staff assigned	N/A	0.0	1.0	0.2	1.0
Output Indicators					
* Number of applications processed	N/A	22.0	23.0	23.0	23.0
Input Indicators					
* Funds appropriated (in thousands)	N/A	$4,630.0	$5,371.0	$5,371.0	$5,639.6
Efficiency/Cost-Effectiveness Indicators					
* Percent of program appropriation expended by June 30	N/A	89 %	100 %	30 %	100 %

Footnotes

(a) Illinois Arts Council began administration of this program in FY 2000. Hence, no data is available for FY 1999.

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.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 3915/4

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of grant applications received	757.0	729.0	796.0	796.0	809.0
Output Indicators					
* Number of newsletters distributed per issue	14,000	14,000	14,000	14,000	18,000
* Number of Art Fair Directories distributed per issue	35,000	40,000	40,000	40,000	50,000
* Number of legislative districts receiving grants	116.0	116.0	118.0	117.0	118.0
* Number of grants awarded for special projects and technical assistance	552.0	631.0	697.0	697.0	730.0
Input Indicators					
* Funds granted to special populations (in thousands)	$1,553.6	$2,155.9	$2,154.2	$2,154.2	$2,159.5
Efficiency/Cost-Effectiveness Indicators					
* Newsletter cost per piece	$0.35	$0.34	$0.32	$0.32	$0.35
* Art Fair Directory cost per piece	$0.34	$0.33	$0.33	$0.33	$0.31

Illinois Humanities Council

Mission Statement: To encourage the growth and development of humanities programs for all citizens of the State of Illinois so they may engage in lifelong education.

Program Goals: Objectives:

1. Support the mission of the Illinois Humanities Council.
   a. Process the application of Illinois Humanities Council within three weeks of receipt.
   b. Provide funds to Illinois Humanities Council within 60 days of receiving application.
   c. Ensure purposes of grant are accomplished and full amount of grant is expended by reviewing final report.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 3915/4

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of final reports reviewed	1.0	1.0	1.0	1.0	1.0
Output Indicators					
* Number of grants to Illinois Humanities Council	1.0	1.0	1.0	1.0	1.0
Input Indicators					
* Funds appropriated (in thousands)	$550.0	$750.0	$1,050.0	$1,050.0	$1,050.0
Efficiency/Cost-Effectiveness Indicators					
* Number of days to process payment from date of receiving application	60.0	60.0	60.0	60.0	60.0

Individual Artists Grants Program

Mission Statement: To recognize the outstanding work and commitment to the arts of individual artists throughout the state by providing awards and grants for project specific programs and for professional development.

Program Goals: Objectives:

1. To support individual artists of Illinois in recognition of their art work and professional achievements.
   a. To increase the number of Fellowship and Finalist Awards to individual artists throughout the state.
   b. To increase the number of Literary Awards to Illlinois writers.
   c. To increase support and opportunities for Illinois artists.
2. Support projects and career development of individual artists of Illinois.
   a. To increase the number of Special Assistance grants to individual artists throughout the state.
3. To support, encourage and honor traditional ethnic and folk artists of the state.
   a. To increase the number of Master/Apprentice grants to traditional ethnic and folk artists throughout the state.
4. To increase support and opportunities for Illinois artists.
   a. Conduct grantswriting and technical assistance workshops for individual artists throughout the state.

Source of Funds: General Revenue Fund ***Statutory Authority:*** 20 ILCS 3915/4

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Number of applications funded	142.0	215.0	218.0	218.0	234.0
* Dollar average per grant awarded	$3,985.0	$3,184.0	$3,580.0	$3,580.0	$3,580.0
Output Indicators					
* Number of applications received	1,160	1,150	1,182	1,182	1,250
Input Indicators					
* Grant funds awarded (in thousands)	$565.8	$778.7	$780.4	$780.4	$840.0
Efficiency/Cost-Effectiveness Indicators					
* Percent of applications funded	15 %	19 %	18 %	18 %	19 %

Illinois Medical District Commission
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
District Development	$5,288.0	6	$5,373.0	8
Illinois Medical District	$1,300.0	6	$1,310.0	6
Chicago Technology Park	$1,140.0	6	$1,230.0	7
Totals	$7,728.0	18	$7,913.0	21

Explanatory Notes Program headcount and expenditures listed above include both those funded from appropriations by the General Assembly and from locally held funds.

Mission and Organization

The Illinois Medical District Commission governs development in the *Illinois Medical District* (*IMD*), a 560-acre area bordered by Ashland Avenue, the Eisenhower Expressway, Oakley Boulevard and 14/15th Street on the Near West Side of Chicago. The Commission is the nations's largest Urban Medical District and includes Rush-Presbyterian-St. Luke's Medical Center, Cook County Hospital, the University of Illinois at Chicago Medical Center, the Federal VA Chicago Healthcare System Westside Division Medical Center and 40 other healthcare institutions. The Commission nurtures or coordinates activities among all institutions within the *IMD*. The District Security Group and District Member Council organize activities and projects to improve the safe environment and coordinate signage and beautification. The Commission is helping coordinate the redevelopment of Damen Avenue and Roosevelt Road.

The *Chicago Technology Park* (*CTP*) is a 56-acre development located within the boundaries of the IMD where facilities are available for technology commercialization and research. It's primary objective is to grow and attract startup biotechnology firms in Illinois. There are currently 30 biotech firms in *CTP* which have their origins from the IMD's major medical centers and others throughout the region. The *CTP* has a 56,000 square feet, state-run incubator, the Enterprise Center and Tech 2000 buildings for Phase II companies and other key labs and communication centers. It is the Commission's goal to position the State of Illinois as a leader in biotech commercialization. In 2000 and 2001 we

District Development

Mission Statement: Redevelop property to attract medically related commerce and research or other economic development primarily in the District Development Area.

Program Goals: Objectives:
1. Attract and locate one or more private sector medical/pharmaceutical developments South of Roosevelt Road in cooperation with private sector development entities.
2. Complete land acquisition and assemblage for redevelopment South of Roosevelt Road by the end of 2004.
3. Locate Federal Lab/Agency in the District Development Area.

Source of Funds: General Revenue Fund, Capital Development Fund, IMD Revolving Fund ***Statutory Authority:*** 70 ILCS 915/4

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Building openings	0.0	1.0	2.0	2.0	2.0
* Square footage of buildings completed	N/A	N/A	99,000	99,618	128,000
* Jobs created in District Development Area	N/A	N/A	150.0	200.0	200.0
Output Indicators					
* Land purchased (square feet)	N/A	160,666	250,000	263,135	175,000
* Number of parcels purchased	N/A	53.0	60.0	61.0	40.0
* Land leases signed-square feet	N/A	108,787	150,000	200,773	100,000
* Number of land lease contracts signed	N/A	3.0	2.0	2.0	2.0
Input Indicators					
* State and local fund expenditures (in thousands)	$7,535.0	$5,288.0	$6,000.0	$5,373.0	$4,300.0
* Staff/Contractors (Full Time/ Equivalent)	6.0	6.0	7.0	8.0	8.0

established greater links between metropolitan, statewide and national organizations and advocacy groups to coordinate biotech information and promotion in the State of Illinois.

District Development focuses on continued economic growth of the district through land acquisition and assembly of lots into larger parcels using voluntary agreements, delinquent tax sales, condemnation and intergovernmental transfers. Suitable land sites are leased for expansion to member institutions and new qualified users. The land acquisition phase of the District Development Area is 65-70% completed and redevelopment is seen in new buildings opened and land leases signed.

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. Review urban planning technology such as Geographic Information Systems or other pc-based tools.
3. Coordinate the efficient improvement or redevelopment of Damen Avenue, Roosevelt Road and the Chicago Medical School property.
4. Establish greater links between the Illinois Coalition, Chicago Biotech Network, the Biotechnology Industry Organization and other advocacy groups to coordinate biotech information and promotion on behalf of the biotech industry in the State of Illinois.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Total district employment	N/A	N/A	20,000	20,000	21,000
* District research dollars (in thousands)	$285,000.0	$210,000.0	$219,000.0	$220,000.0	$250,000.0
* Damen/Roosevelt redevelopment funding (in thousands)	N/A	N/A	$22,000.0	$22,000.0	$.0
* District member facility growth (square feet)	950,000	1,171,000	818,000	818,000	300,000
Output Indicators					
* District security group meetings and events	N/A	9.0	9.0	9.0	9.0
* District member council meetings	N/A	7.0	7.0	7.0	7.0
* Development plans reviewed and approved	N/A	15.0	20.0	20.0	20.0
Input Indicators					
* State/local fund expenditures (in thousands)	$1,200.0	$1,300.0	$1,300.0	$1,310.0	$1,350.0
* Staff/Contractors (Full Time/ Equivalent)	6.0	6.0	6.0	6.0	7.0

Chicago Technology Park

Mission Statement: Take action to effectively operate the Chicago Technology Park.

Program Goals: Objectives:

1. The Research Center Biotech Incubator is 100% occupied.
2. Complete Company L expansion on Campbell Park Drive in the Chicago Technology Park by the end of 2001.
3. Begin planning and design for a 20,000 square foot biotech commercialization center.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Hi tech jobs in Chicago Technology Park	248.0	310.0	450.0	418.0	450.0
* Research and Investment dollars of CTP Companies (in thousands)	$4,282.0	$15,500.0	$28,500.0	$60,000.0	$46,000.0
* Occupancy of CTP Research Center	97 %	100 %	100 %	100 %	100 %
Output Indicators					
* New companies entering the CTP Research Center Incubator	3.0	3.0	3.0	5.0	4.0
* Increase in rental income (in thousands)	$870.0	925.0	$950.0	$965.0	$975.0
* Opening of new fraduate buildings	1.0	0.0	1.0	1.0	1.0
Input Indicators					
* State and local fund expenditures (in thousands)	$958.0	$1,140.0	$1,100.0	$1,230.0	$1,250.0
* Staff/Contractors (Full Time/Equivalent)	6.0	6.0	7.0	7.0	7.0

Labor
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Labor Regulations	$3,021.7	60	$3,188.8	60
Licensed Activities	$2,143.2	34	$2,267.0	37
Displaced Homemakers	$864.1	2	$913.0	2
Progress of Women and Minorities in the Workplace	$160.5	2	$196.0	3
Totals	$6,189.5	98	$6,564.8	102

Mission and Organization

The mission of the Illinois Department of Labor (IDOL) is to promote and protect the rights, wages, welfare, working conditions, safety and health of Illinois workers through education and the enforcement of the state labor laws and standards, and to safeguard the public through the regulation of amusement rides.

The Department is reporting on four programs: 1) *Labor Regulations*, 2) *Licensed Activities*, 3) *Displaced Homemakers*, and 4) *Progress of Women and Minorities in the Illinois Workforce*.

The *Labor Regulations* program's mission is to protect the rights, wages, welfare, and working conditions of Illinois workers through the enforcement of state labor laws and timely resolution of labor disputes. This goal is achieved by the enforcement of various statutes. The following are some of the major statutes enforced.

The Minimum Wage and Overtime Law guarantees a minimum wage of $5.15 per hour for workers 18 years of age and older, workers under 18 must be paid at least $4.65 per hour. A tip credit may not exceed 40% of the minimum wage. Overtime pay is required after 40 hours of work per week. Learners and handicapped workers may be paid less than the minimum wage with prior permission from IDOL. Certain employers and employees may be exempt. The Prevailing Wage Act requires contractors and subcontractors to pay laborers, workers and mechanics employed on all state and local public works projects no less than the general prevailing rate of wages consisting of hourly cash wages plus fringe benefits for work of a similar character in the county where the work is performed. The Labor Arbitration Services Act empowers the Department to assist labor and management groups in resolving grievances, negotiating contracts, and conducting representation elections.

The *Licensed Activities* program's mission is to promote and protect the safety and health of Illinois workers and safeguard the general public. The following are some of the major statues enforced. The Child Labor Law regulates the employment of workers less than 16 years of age and protects children by: a) requiring employment certificates, confirming that a minor is old enough to work; physically capable to perform the job and that the job will not interfere with the minor's education; b) prohibiting work in hazardous occupations; and c) restricting the number of working hours. An employer found to be working a child in violation of the Act is subject to an audit, a hearing, and the imposition of a penalty. The Safety Inspection and Education Act and The Health and Safety Act 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. The Carnival and Amusement Ride Safety Act requires the inspection of amusement rides and attractions for compliance to published safety standards and the monitoring of their operation for compliance.

The *Displaced Homemakers* program's mission is to promote the independence, material, social and intellectual prosperity of displaced homemakers entering the workforce. This program provides grants to centers throughout the state to assist displaced homemakers with vocational training, education assistance, employment training, and job placement services to facilitate their progress towards economic self-sufficiency.

The *Progress of Women and Minorities in the Workplace* program's mission is to inform the General Assembly of the progress of women and minorities in the workforce. It is responsible for monitoring the employment progress of women and minorities, including access to the public sector, private sector, labor unions and collective bargaining units and providing progress information to the General Assembly annually.

Labor Regulations

Mission Statement: To promote and protect the rights, wages, welfare, working conditions, safety and health of Illinois workers through enforcement of state labor laws and timely resolution of labor disputes.

Program Goals: Objectives:

1. Effectively respond to workers' complaints of minimum wage/overtime discrepancies.
   a. To assure all minimum wage/overtime complaints are investigated.
   b. To assure day labor shops are calculating minimum wages correctly (giving proper consideration to transportation charges).
   c. To bring resolution between the worker and the employers.
2. To assist workers in the collection of wages, vacation, and other monies due them.
   a. To ensure an employee's earned wages are properly paid.
3. To assure workers are being paid prevailing wages, where applicable.
   a. To inform employers, public bodies, and employees of the Prevailing Wage Act.

Source of Funds: General Revenue Fund

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of minimum wage complaints completed within 30 days	75 %	74.2 %	75 %	74.8 %	75 %
* Percent of prevailing wage claims completed within 60 days	N/A	N/A	58 %	27 %	58 %
* Percent of hearings held within 90 days of request	N/A	N/A	70 %	77.4 %	70 %
* Percent of abitration decisions held within 60 days of hearing	N/A	N/A	70 %	36.4 %	70 %
Output Indicators					
* Number of minimum wage investigations completed	1,543	1,588	1,700	1,531	1,800
* Number of minimum wage investigations completed within 30 days	1,157	1,176	1,275	1,145	1,350
* Prevailing wage complaints completed	N/A	N/A	1,200	1,350	1,400
* Number of prevailing wage complaints completed within 60 days	N/A	N/A	696.0	365.0	812.0
* Number of arbitrations held	70.0	23.0	30.0	14.0	60.0
* Number of arbitrations held within 90 days of request	N/A	N/A	21.0	11.0	42.0
* Number of arbitration decisions issued	N/A	N/A	21.0	10.0	50.0
* Number of arbitration decisions issued within 60 days of hearing	N/A	N/A	15.0	4.0	35.0
Input Indicators					
* Employee headcount	51.8	60.0	60.6	60.0	60.6
* Expenditures (in thousands)	$2,741.1	$3,021.7	$3,310.0	$3,188.8	$3,543.0
Efficiency/Cost-Effectiveness Indicators					
* Number of minimum wage investigations completed/employee headcount	30.0	26.9	28.1	26.5	29.7

Licensed Activities

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

Program Goals: Objectives:

1. Protect children workers.
   a. To increase the number of work permits issued.
   b. To investigate every complaint received on a timely bases.
2. Improve the safety of workers in public buildings.
   a. To enlist participants from 20 different public buildings and teach them safety procedures (Illinois Workplace Incentive for Safer Employment, IWISE).
3. Ensure the safety of the public on carnival rides or in amusement parks.
   a. To reduce injuries to as low a level as possible.

Source of Funds: General Revenue Fund ***Statutory Authority:*** Child Labor-820 ILCS 205/1-22

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of Child Labor Law complaints resolved	N/A	N/A	100 %	99.8 %	100 %
* Percent of injuries at 20 new locations this year	N/A	N/A	N/A	N/A	90 %
* Number of accidents reported due to mechanical failure of ride per 10,000,000 riders	N/A	2.1	2.0	3.9	2.0
Output Indicators					
* Number of Child Labor Law complaints received	N/A	N/A	9,500	9,461	9,800
* Number of Child Labor Law complaints resolved	N/A	N/A	9,500	9,444	9,800
* Number of injuries at 20 new locations this year	N/A	N/A	N/A	N/A	100.0
* Number of injuries at 20 new locations last year	N/A	N/A	N/A	N/A	90.0
* Number of injuries reported due to mechanical failure of ride	N/A	5.0	5.0	9.0	4.0
* Number of riders of carnival rides	N/A	24,081,040	25,000,000	25,578,500	22,000,000
* Number of rides inspected	1,807	1,906	2,100	1,975	2,025
Input Indicators					
* Employee headcount - safety inspectors	8.0	9.0	10.0	10.0	10.0
* Employee headcount - complaince officers	10.0	10.0	10.0	10.0	10.0
* Employee headcount - carnival inspectors	7.0	7.0	7.0	7.0	7.0
* Expenditures (in thousands)	$1,929.1	$2,143.2	$2,269.8	$2,267.0	$2,584.0
* Employee headcount-other	8.0	8.0	10.0	10.0	10.0
Efficiency/Cost-Effectiveness Indicators					
* Number of rides inspected/number of carnival inspectors	258.1	272.3	300.0	282.1	289.3

Displaced Homemakers

Mission Statement: To empower displaced homemakers in Illinois to achieve economic self-sufficiency and independence in a competitive workforce through education, training, and employment.

Program Goals: Objectives:

1. Assist displaced homemakers entering the workforce or attending additional schooling.
   a. To support, through financial grants, 12 training centers which will place at least 40% of the displaced homemakers.

Source of Funds: General Revenue Fund ***Statutory Authority:*** Displaced-20 ILCS 615/1-8

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of target	115 %	116 %	100 %	142 %	100 %
* Percent of participants obtaining employment	36.4 %	27 %	40 %	29.2 %	40 %
* Percent of participants obtaining education or training	52.6 %	43 %	40 %	33.5 %	40 %
Output Indicators					
* Number of total participants	1,685	1,459	1,200	1,704	1,320
* Number of participants obtaining employment	613.0	394.0	480.0	496.0	540.0
* Number of participants obtaining education or training	887.0	628.0	600.0	570.0	540.0
Input Indicators					
* Employee headcount	1.6	1.6	1.6	1.6	1.6
* Expenditures (in thousands)	$885.5	$864.1	$968.9	$913.0	$950.0

Progress of Women and Minorities in the Workplace

Mission Statement: To inform the General Assembly and general public about the progress of women and minorities in the workplace.

Program Goals: Objectives:

1. To prepare a comprehensive, annual report to be utilized by the General Assembly.
   a. To prepare the annual report by April 1st each year and provide the report to as many people as possible.

Source of Funds: General Revenue Fund

Statutory Authority: Progress- 20 ILCS 1505/43.13

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Delivery date is prior to April 1st.	N/A	100 %	100 %	100 %	100 %
Output Indicators					
* Number of report distributed	N/A	102.0	100.0	110.0	150.0
Input Indicators					
* Employee headcount	2.5	2.4	3.4	3.3	3.4
* Expenditures (in thousands)	$142.3	$160.5	$250.1	$196.0	$228.0

Infrastructure

Efforts

Transportation Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
Department of Transportation	$3,273,689.0	$3,560,288.3	8.8%

Results

Delays due to Traffic Congestion
(Chicago Area)

	1990	1995	1998	1999
Annual Hours of Delay per Capita	23.4	27.8	33.7	33.6
Freeways	12.6	14.5	16.5	16.6
Major Streets and Roads	10.8	13.3	17.2	17
State Rank	17	24	21	23
Percent of Daily Travel in Congestion	23%	36%	40%	40%
State Rank	6	5	3	3

Source: 2001 Urban Mobility Report, Texas Transportation Institute. Ranks 68 metropolitan areas by various measures of road congestion.

Illinois Traffic Fatalities
(Deaths per 100 million miles driven)

	1990	1995	1999	2000
United States	2.1	1.7	1.6	*1.5
Illinois	1.9	1.7	1.4	1.4
Southern	2.4	2.1	1.9	1.9
Chicago Metro Area	1.7	1.4	1.2	1.2
Northern	1.8	2.4	1.7	1.6
Western	2.5	2.1	2.1	1.6
Central	2	2	1.5	1.2
Eastern	2.5	2.2	1.9	1.5
Southern	2.4	2.1	1.9	1.9
State Rank	33	32	32	32

Source: Federal Highway Administration
* Provisional

Illinois Roads and Bridges in Need of Repair

	1990	1995	1999	2000
Miles of Road	2,124	2,072	1,893	1,784
Bridges	882	874	881	693

Source: Illinois Department of Transportation

Modes of Transportation

	1990	1995	2000	2001	% Change 1990-2001
Amtrak Ridership	22,186,300	20,724,862	22,517,264	23,493,783	5.89%
Commercial Air Passengers Enplaned (O'Hare/Midway/Meigs)	33,010,228	36,597,132	42,005,153	*43,800,000	32.69%
Public Transportation Ridership (Bus and rail, upstate and downstate)					
Downstate Urban Total Ridership	23,753,777	23,855,659	28,595,295	30,204,168	27.16%
Northeastern Illinois Total Ridership	681,048,898	556,035,549	568,402,116	574,309,927	-15.67%

Source: Amtrack Finance, FAA and Regional Transportation Authority
* estimated for 2001

Transportation
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Highway Construction	$2,495,853.7	3,575	$2,653,381.8	3,540
Public Transportation	$334,287.9	27	$390,185.7	29
Roadway Maintenance/Repair	$296,666.5	2,877	$332,410.3	2,897
Aeronautics	$102,430.6	93	$130,252.4	95
Traffic Safety	$26,894.1	193	$30,541.1	186
Rail	$17,556.3	5	$23,517.0	5
Totals	$3,273,689.1	6,770	$3,560,288.3	6,752

Mission and Organization

The Illinois Department of Transportation (IDOT) provides safe, cost effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and demonstrate respect for our environment. The Department will accomplish its mission while making five guiding principles the hallmark of all its work: safety, integrity, responsiveness, quality, and innovation.

More than 80 percent of the state's transportation-related resources are directed to maintenance and improvement of the Illinois state highway system, among the most extensive in the nation. The Department is responsible for nearly 17,000 highway miles, including more than 2,000 miles of Interstate highways and nearly 8,000 bridges. The Department's primary goals for the state's highway program include: (a) Preservation and modernization of the highway system to make it safe and efficient for motorists; and (b) Improvement of highway infrastructure to help communities and regions provide for economic prosperity and jobs.

In fiscal year 2001, the Department employed about 6,750 full-time workers, reflecting a reduction of about 700 workers since fiscal year 1991, a decrease in headcount of more than 9 percent since 1991. The Department through the 1990s implemented numerous cost-cutting measures to make best use of available resources, including the attrition of workers and a variety of technical and procedural efficiencies.

The *Illinois FIRST* program began in fiscal year 2000 and is scheduled to provide billions of dollars in additional revenue for road and bridge improvements as well as improvements in public transportation, airport and rail services across Illinois through fiscal year 2004.

IDOT in fiscal year 2001 surveyed Illinois motorists and local transportation agency grantees to learn more about customer satisfaction and expectations. Results of those surveys are reflected in many of the outcome indicators detailed in the fiscal year 2001 report, part of IDOT's new customer satisfaction index. More than half of motorists surveyed rated IDOT "good" or "excellent" on the overall job the Department does. More than 85 percent rated IDOT "fair" or better.

The Department this year added outcome indicators to its report to reflect the impact of state funding and support for aeronautics and rail services throughout Illinois. IDOT's support service goals target the efficient delivery of federal and state transportation grants to eligible local and regional agencies across the state. The Department's fiscal year 2001 outcome indicators for aeronautics focus on public use and the overall condition and safety of airports throughout Illinois. Its outcome indicators for rail and public transportation programs focus on the reliability and use of passenger rail and other public transportation services.

The Department's fiscal year 2001 outcome indicators for its highway construction and maintenance activities focus on use of available resources to improve and maintain the state's highways and bridges, and the overall condition and reliability of the highway system. The Department accomplished 98.5 percent of the state share of the fiscal year 2001 program.

The Department's success in improving state roads and bridges, despite the budget pressures of the late 1990s, is indicated by the percentage of state roads and bridges rated in satisfactory condition or better. In fiscal year 2000, more than 90 percent of state roads and bridges were rated in satisfactory condition or better. The Department's longstanding goal has been to ensure that at least 85 percent of state roads and bridges remain in satisfactory condition or better. Final figures for fiscal year 2001 were unavailable at the time this report was published.

The Department's roadway maintenance outcome indicators focus on lane miles maintained and the percentage of Illinois

roads rated fair, good or excellent through use of the state's Condition Rating Survey and a computerized estimate of deterioration. This rating system takes into account factors such as pavement roughness, rutting and faulting, and incorporates predominant pavement distresses. The weighted rating average for all state highways in fiscal year 2000 placed the state's overall road and bridge system in the "good" descriptive category. Ratings for fiscal year 2001 are expected by the end of the calendar year.

In addition to keeping highways in good repair, the Department promotes highway safety through programs which provide extra enforcement, awareness and educational activities to encourage safe driving and the use of seat belts and child safety seats, and to discourage driving under the influence of alcohol and drugs. Fatal crash rates on Illinois roadways remain significantly better than the national average, according to key indicators used across the United States.

Highway Construction Program

Mission Statement: To provide a safe, cost-effective highway system for Illinois in ways that enhance quality of life, promote economic prosperity and demonstrate respect for our environment.

Program Goals: Objectives:

1. To preserve and modernize the Illinois highway system to make it safe and efficient for motorists.
   a. Use cost-effective procedures and technologies to design and construct high-quality roads and bridges to last longer and serve users better.
   b. Utilize available resources to improve and repair as many miles of Illinois roads and bridges as possible each year.
   c. Provide professional, courteous and service-oriented performance by coordinating with state, regional and local stakeholders, communicating better, and seeking feedback to improve performance.
   d. Coordinate with trade associations to develop better standards and policies for safe, cost-effective roads and bridges.
2. To improve highway infrastructure to help communities and regions provide for economic prosperity and jobs.
   a. Coordinate with state and local officials to research, evaluate, prioritize and develop funding for effective improvements.

Source of Funds: General Revenue Fund, Road Fund, Motor Fuel Tax - State Fund, Grade Crossing Protection Fund, Capital Development Fund, Transportation Bond Series A Fund, Fund for Illinois' Future, State Construction Account Fund, Build Illinois Bond Fund, Build Illinois Purposes Fund

Statutory Authority: 605 ILCS 5/1-101;30 ILCS 500

	Fiscal Year 1999 Actual (a)	Fiscal Year 2000 Actual (a)	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of state roads in satisfactory condition (b)	88.5 %	89.2 %	85 %	90.4 %	85 %
* Percent of roads in repair backlog (b)	11.5 %	10.8 %	15 %	9.6 %	15 %
* Percent of bridges in satisfactory condition (b)	88.8 %	91.2 %	85 %	91.2 %	85 %
* Percent of bridges in repair backlog (b)	11.2 %	8.8 %	15 %	8.8 %	15 %
* Private sector construction jobs retained or created (c)	22,704	36,055	40,800	40,512	40,800
* Illinois motorist survey rating of overall job IDOT is doing (d)	N/A	N/A	N/A	3.5	3.6
* Illinois motorist survey rating of IDOT road repair and construction overall (d)	N/A	N/A	N/A	3.2	3.3
* Illinois motorist survey rating of IDOT employees (d)	N/A	N/A	N/A	3.5	3.6
Output Indicators					
* Highway safety improvements accomplished	145.0	218.0	219.0	262.0	250.0
* Miles of pavement maintained/improved	1,128	1,219	1,214	1,815	1,500
* Number of bridges maintained/improved	380.0	254.0	287.0	501.0	475.0
* Percent of annual program accomplished	102 %	95.4 %	100 %	98.5 %	95 %
Input Indicators					
* Funds allotted to new construction/add lanes	2 %	4 %	3 %	4 %	4 %
* Funds allotted to preservation/modernization	98 %	96 %	97 %	96 %	96 %
* Personnel (e)	3,444	3,575	3,784	3,540	3,784
* Overall expenditures (in millions)	$1,035.3	$2,495.9	$2,500.0	$2,653.4	$2,990.0
* State construction program (in millions)	$946.0	$1,569.1	$1,700.0	$1,687.9	$1,700.0

Highway Construction Program (Concluded)					
	Fiscal Year 1999 Actual (a)	*Fiscal Year 2000 Actual (a)*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Efficiency/Cost-Effectiveness Indicators					
* Construction investment per lane mile of state highway (Ill.)	$22,417.0	$35,600.0	$40,284.0	$39,998.0	$42,654.0
* Construction investment per registered Illinois vehicle	$107.0	$160.0	$186.0	$185.0	$186.0
* Illinois construction investment per 1 million vehicle miles traveled (VMT)	$9,000.0	$14,700.0	$16,505.0	$16,387.0	$17,143.0
* State construction investment per 1,000 gallons of fuel used in Illinois	$157.0	$242.0	$267.0	$265.0	$281.0
External Benchmarks					
* Construction investment per state-controlled lane mile (U.S. 1999)	$24,333.0	$35,917.0	N/A	N/A	N/A
* Construction investment per registered vehicle (U.S. 1999)	$138.0	$199.0	N/A	N/A	N/A
* U.S. construction investment per 1 million vehicle miles traveled (VMT) (U.S. 1999)	$12,800.0	$17,530.0	N/A	N/A	N/A
* U.S. construction investment per 1,000 gallons of fuel used (U.S. 1999)	$207.0	$263.0	N/A	N/A	N/A

Explanatory Information

Illinois vehicle miles traveled in millions (FY2000 estimated) -- 102,200;
Illinois-controlled lane miles -- 42,200;
Motor fuel consumed in Illinois in thousands of gallons (FY2000 estimated) -- 6,375,000;
U.S. road construction funds in thousands (1999 estimated) -- $43,300,000;
U.S. vehicle miles traveled in millions (1999 estimated) -- 2,470,000;
U.S. lane miles, state-controlled in thousands (1999 estimated) -- 1,210;
U.S. motor fuel consumed in thousands of gallons (1999 estimated) -- 163,690,000.

Footnotes

(a) Some figures for FY1999 and FY2000 have been updated for accuracy and consistency in reporting.

(b) FY2001 outcome figures estimated as of 6/30/01.

(c) Calculated on an average of 24 private-sector jobs created or retained per $1 million in construction expenditures.

(d) Ratings based on scale of 1 to 5 -- 1.0 - 2.0 = poor; 2.1 - 3.0 = fair; 3.1 - 4.0 = good; 4.1 - 5.0 = excellent.

(e) Full-time permanent employees as of June 30.

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.
   b. To provide grant funds and support for track and structure improvements.
   c. To provide grant funds and support for station improvements.
2. To improve transit services in rural areas.
   a. To provide grant funds and support to expand rural transit service in all regions of Illinois.
   b. To provide support for rural transit agencies needing technical repair assistance.

Source of Funds: General Revenue Fund, Transportation Bond Series B Fund, Fund for Illinois' Future, Public Transportation Fund, Downstate Public Transportation Fund, Metro-East Public Transportation Fund, Federal Mass Transit Trust Fund, Build Illinois Fund

Statutory Authority: 30ILCS 740; 20 ILCS 2705/49.19

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Overall bus and rail ridership (Northeast Illinois, in millions)	549.3	568.4	577.0	574.3	580.0
* Bus ridership (Northeast Illinois, in millions)	334.2	342.3	343.0	341.1	345.0
* Rail ridership (Northeast Illinois, in millions)	215.1	226.1	234.0	233.1	240.0
* Bus ridership (Downstate Illinois, in millions)	27.8	28.4	29.0	30.2	31.0
* Annual rail-car miles (Northeast Illinois, in million	80.5	84.8	87.0	94.0	100.0
* Annual bus miles (Northeast Illinois, in millions)	103.7	105.0	120.0	176.1	175.0
* Annual bus miles (Downstate Illinois, in millions)	19.8	21.4	22.3	21.0	21.0
* Illinois transit grantee survey rating on information usefulness / timeliness (a)	N/A	N/A	N/A	3.7	3.8
* Illinois transit grantee survey rating on accessibility/service (a)	N/A	N/A	N/A	4.0	4.1
Output Indicators					
* Capital/operating expenditures (Northeast Illinois, in thousands)	$232,700.0	$306,481.9	$301,200.0	$359,185.7	$423,000.0
* Capital/operating expenditures (Downstate Illinois, in thousands)	$44,000.0	$27,806.0	$64,800.0	$31,000.0	$36,100.0
* Percent of annual program complete	N/A	N/A	100 %	97.9 %	95 %
Input Indicators					
* Personnel (b)	22.0	27.0	31.0	29.0	31.0
* Capital grants to local transit systems (Northeast Illinois, in thousands)	$55,100.0	$107,400.0	$95,000.0	$110,500.0	N/A
* Capital grants to local transit systems (Downstate Illinois, in thousands)	$4,000.0	$6,800.0	$7,000.0	$3,300.0	N/A
* Capital grants to Metrolink (MetroEast St. Louis area, in thousands) (c)	$4,000.0	$54,500.0	N/A	N/A	N/A
Efficiency/Cost-Effectiveness Indicators					
* Overall capital/operating investment per bus and rail rider (statewide)	$0.48	$0.55	$0.60	$0.64	$0.75

Footnotes

(a) Ratings based on scale of 1 to 5 -- 1.0 - 2.0 = poor; 2.1 - 3.0 = fair; 3.1 - 4.0 = good; 4.1 - 5.0 = excellent.

(b) Full-time permanent employees as of June 30.

(c) Metrolink capital grants represent state funding for construction of Metrolink extension in Illinois, a one-time capital expense that will not be ongoing after fiscal year 2000.

Roadway Maintenance/Repair

Mission Statement: To provide a safe, cost-effective highway system for Illinois in ways that enhance quality of life, promote economic prosperity and demonstrate respect for our environment.

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 highways 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 pavement repairs as needed beginning immediately after reports of problems are received and continuing until pavements are safe for traffic.
   e. To perform effective traffic management including sign maintenance and traffic patrol.
   f. To perform roadside management services, including mowing, litter pickup and rest area services.
2. To coordinate with state and local agencies to provide local support and rapid response during times of disaster or emergencies.
   a. To work with state and local agencies in planning IDOT support in response to disasters and emergencies.
   b. To provide support and aid in emergency maintenance and cleanup activities during and following disasters and emergencies.

Source of Funds: Road Fund

Statutory Authority: 605 ILCS 5/1-101;225ILCS 440/1

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of lane miles of pavement maintained	42,328	42,348	42,000	42,347	42,300
* Percent of roads rated "fair to excellent" (a)	91 %	90 %	85 %	90.4 %	85 %
* Percent of bridges rated "fair to excellent." (a)	89 %	91 %	85 %	91.2 %	85 %
* Illinois motorist rating of highway maintenance and traffic flow (b)	N/A	N/A	N/A	3.5	3.6
* Illinois motorist survey rating of roadway debris removal/cleanliness (b)	N/A	N/A	N/A	3.4	3.5
* Illinois motorist survey rating of snow and ice removal (b)	N/A	N/A	N/A	3.8	3.9
* Illinois motorist survey rating of safety/cleanliness of rest areas (b)	N/A	N/A	N/A	3.6	3.7
* Illinois motorist survey rating of IDOT employee conduct on the job (b)	N/A	N/A	N/A	3.7	3.8
* Illinois motorist survey rating of roadside landscaping and appearance (b)	N/A	N/A	N/A	3.4	3.5
* Illinois motorist survey rating of roadside lighting and lane markings (b)	N/A	N/A	N/A	3.4	3.5
Output Indicators					
* Acres mowed	210,330	233,035	192,000	250,273	197,482
* Tons of asphalt applied for pavement repair	29,145	20,247	28,507	25,138	27,431
* Tons of road salt applied (snow/ice control)	426,200	395,000	420,000	590,000	436,000
Input Indicators					
* Total repair/maintenance expenditures (in thousands)	$287,262.0	$296,666.5	$249,531.0	$332,410.3	$331,792.3
* Roadway maintenance expenditures (in thousands)	$121,852.0	$115,064.0	$118,449.0	$135,076.0	$119,778.0
* Snow removal expenditures (in thousands)	$34,231.0	$28,189.0	$32,294.0	$48,749.0	$35,701.0
* Mowing expenditures (in thousands)	$9,041.0	$10,016.0	$8,098.0	$10,640.0	$9,115.0
* Labor hours (mowing)	301,121	331,013	236,800	345,814	284,036
* Labor hours (pavement repair)	855,094	751,756	665,320	766,218	845,105
* Labor hours (snow removal)	628,500	452,553	552,480	816,918	572,364
* Overall full-time personnel (c)	2,769	2,877	3,029	2,897	3,054
* Overall snow removal personnel	3,395	3,475	3,475	3,540	3,540
* Full-time snow removal personnel	1,804	1,850	1,840	1,910	1,910
Efficiency/Cost-Effectiveness Indicators					
* Full-time permanent / total snow removal workers	53.1 %	53.2 %	52.9 %	54 %	52.9 %
* Roadway maintenance cost per lane mile	$2,879.0	$2,717.0	$2,851.0	$3,190.0	$2,881.0
* Mowing cost per labor hour	$30.02	$30.28	$29.93	$30.77	$36.32
* Total snow removal cost per labor hour	$54.46	$62.28	$58.61	$59.67	$51.71

Footnotes

(a) FY2001 outcome figures are estimated as of 6/30/01.
(b) Ratings based on scale of 1 to 5 -- 1.0 - 2.0 = poor; 2.1 - 3.0 = fair; 3.1 - 4.0 = good; 4.1 - 5.0 = excellent.
(c) Full-time permanent employees as of June 30.

Aeronautics

Mission Statement: To provide support for eligible local and regional agencies operating airport services for Illinois, and to coordinate programs concerning air safety, airport construction and related services.

Program Goals: Objectives:

1. To promote improvements of public airports in Illinois.
   a. To improve airport safety through inspections and follow-up enforcement.
   b. To promote public use of Illinois airports through support of improvement projects targeting safety, convenience and reliability.
2. To provide emergency air services to Illinois communities.
   a. To provide emergency medical support service by coordinating with local communities, hospitals and other state agencies.
   b. To provide law enforcement support through close cooperation with state and local agencies.
   c. To provide disaster relief support through cooperation and planning with regional emergency service agencies.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(a)	Fiscal Year 2002 Target
Outcome Indicators					
* Commercial air passengers enplaned (Chicago airports)	40,278,925	40,905,415	42,000,000	40,000,000	40,000,000
* Commercial air passengers enplaned outside Chicago	1,111,852	1,099,738	1,050,000	1,080,000	1,080,000
* Percent of public airport runway pavements rated "satisfactory" or better	N/A	76 %	75 %	77 %	80 %
* Percent of taxiways rated satisfactory or better	N/A	68 %	70 %	79 %	80 %
* Percent of airport aprons rated satisfactory or better	N/A	69 %	70 %	90 %	80 %
* Air operations (takeoffs and landings) at Chicago airports (O'Hare/Midway)	1,195,000	1,207,000	N/A	N/A	N/A
* Air operations (takeoffs and landings) at public airports with traffic control towers other than Chicago O'Hare and Midway	1,627,000	1,550,000	N/A	N/A	N/A
* Percent compliance following IDOT airport safety inspections	95 %	95 %	95 %	93 %	95 %
Output Indicators					
* Airport safety inspections accomplished	N/A	200.0	200.0	185.0	200.0
* Emergency Medical Service (EMS) flights	N/A	1,015	900.0	851.0	900.0
* Percent of annual airport program projects under contract	N/A	N/A	75 %	104 %	75 %
* Total airport improvement projects under contract	N/A	N/A	120.0	125.0	120.0
Input Indicators					
* Program expenditures (in thousands)	$110,732.6	$102,430.6	$120,000.0	$130,252.4	$161,000.0
* Personnel (b)	90.0	93.0	104.0	95.0	104.0
Efficiency/Cost-Effectiveness Indicators					
* State capital investment per passenger at public airports	$2.68	$2.44	$2.79	$3.17	$3.93

Footnotes

(a) Commercial air passengers are estimated for fiscal year 2001. No estimates available for operations.

(b) Full-time permanent employees as of June 30.

Traffic Safety

Mission Statement: To provide Illinois motorists a safe and efficient highway environment by concentrating available resources to promote the reduction of traffic fatalities, injuries and crashes.

Program Goals: Objectives:

1. To improve highway safety for motorists and passengers.
   a. Improve timeliness and accuracy of traffic safety data from local agencies to help improve overall safety for motorists.
   b. Use safety data to identify high-accident traffic areas as candidates for improvements.
   c. Improve awareness among motorists on the importance of highway safety using activities such as seminars, workshops, educational materials and public information campaigns.
   d. Education and improve awareness among motorists on the dangers of driving under the influence of drugs or alcohol through activities such as seminars, workshops, educational materials and public information campaigns.

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(a)	Fiscal Year 2002 Target
Outcome Indicators					
* Overall fatality rate per 100 million VMT (Ill., CY00)	1.4	1.4	N/A	1.4	N/A
* Alcohol-related fatalities (Ill., CY00)	474.0	519.0	N/A	482.0	N/A
* Alcohol-related fatality rate per 100 million vehicle miles traveled (VMT) (Ill., CY00)	0.5	0.5	N/A	0.5	N/A
* Fatal crash rate per 100 million VMT(Ill., CY00)	1.2	1.3	N/A	1.2	N/A
* Fatal crashes (Ill., CY00)	1,241	1,295	N/A	1,274	N/A
* Fatalities (Ill., CY00)	1,393	1,456	N/A	1,418	N/A
* Proportion of fatal crashes to total crashes (statewide excluding Chicago)	0.46 %	0.46 %	N/A	0.46 %	0.43 %
* Proportion of fatal crashes to total crashes (City of Chicago)	0.16 %	0.16 %	N/A	0.16 %	0.15 %
* Proportion of fatal crashes to total crashes (Cook County excluding Chicago)	0.18 %	0.18 %	N/A	0.18 %	0.17 %
* Proportion of severe injury crashes to total crashes (statewide excluding Chicago)	4.7 %	4.7 %	N/A	4.7 %	4.5 %
* Proportion of severe injury crashes to total crashes (City of Chicago)	3.6 %	3.6 %	N/A	3.6 %	3.5 %
* Proportion of severe injury crashes to total crashes (Cook County excluding Chicago)	3.6 %	3.6 %	N/A	3.6 %	3.5 %
* Illinois motorist survey rating of usefulness of IDOT traffic safety information (b)	N/A	N/A	N/A	4.7	4.7
* Illinois motorist survey rating of work zone signs and safety information (b)	N/A	N/A	N/A	3.7	3.7
External Benchmarks					
* Fatal crash rate per 100 million vehicle-miles traveled (VMT) (U.S., CY1998-99) (c)	1.6	1.5	N/A	N/A	N/A
* Fatality rate per 100 million VMT (U.S., CY1998-99) (c)	1.6	1.6	N/A	N/A	N/A
* Alcohol-related fatality rate per 100 million VMT (U.S. CY1998-99) (c)	0.6	0.6	N/A	N/A	N/A
Output Indicators					
* DUI awareness, educational activities accomplished	140.0	117.0	160.0	224.0	175.0
* Safety awareness activities accomplished	250.0	220.0	484.0	416.0	300.0
* Traffic safety reports analyzed/processed	1,360,000	1,455,000	1,500,000	653,625	1,000,000
Input Indicators					
* Traffic safety expenditures overall (in thousands)	$17,586.0	$26,894.1	$32,000.0	$30,541.1	$45,000.0
* Personnel (d)	190.0	193.0	201.0	186.0	201.0
Efficiency/Cost-Effectiveness Indicators					
* Ten-year decrease in alcohol-related fatal crashes (Ill., CY00)	-152.0	-58.0	N/A	-52.0	N/A
* Ten-year decrease in alcohol-related fatalities (Ill., CY00)	-185.0	-44.0	N/A	-76.0	N/A
* Ten-year decrease in annual fatal crashes (Ill., CY00)	-304.0	-135.0	N/A	-15.0	N/A
* Ten-year decrease in annual fatalities (Ill., CY00)	-355.0	-133.0	N/A	-30.0	N/A
* Ten-year percentage decrease in alcohol-related fatal crashes (Ill., CY00)	-27.1 %	-11.6 %	N/A	-10.9 %	N/A
* Ten-year percentage decrease in alcohol-related fatalities (Ill., CY00)	-28.1 %	-7.8 %	N/A	-13.6 %	N/A

Traffic Safety (Concluded)

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual(a)	Fiscal Year 2002 Target
[Efficiency/Cost-Effectiveness Indicators]					
* Ten-year percentage decrease in annual fatal crashes (Ill., CY00)	-19.7 %	-9.4 %	N/A	-1.2 %	N/A
* Ten-year percentage decrease in annual fatalities (Ill., CY00)	-20.3 %	-3.4 %	N/A	-2.1 %	N/A

Explanatory Information

Ten-year increase in Illinois vehicles and percent change -- .77 million / 9.5%;
Ten-year increase in Illinois drivers and percent change -- .5 million / 6.9%;
Ten-year increase in Illinois vehicle miles traveled (VMT) and percent change -- 18.2 billion / 21.8%.

Footnotes

(a) All state and federal crash and injury data reflect totals for the previous calendar year.
(b) Ratings based on scale of 1 to 5 -- 1.0 - 2.0 = poor; 2.1 - 3.0 = fair; 3.1 - 4.0 = good; 4.1 - 5.0 = excellent.
(c) Some figures for previous years have been updated for accuracy and consistency in reporting.
(d) Full-time permanent employees as of June 30.

Rail

Mission Statement: To plan and implement rail freight and rail passenger programs for Illinois.

Program Goals: Objectives:

1. To improve the speed, convenience, safety and reliability of Illinois rail passenger service.
   a. Implement high-speed rail improvements in the Chicago-St.Louis corridor to improve crossing safety, develop high-speed trains and other equipment, and improve electronic systems for added safety and reliability.
   b. Incorporate Positive Train Control system on high-speed routes for faster, safer and more reliable service.
   c. Work with communities to provide funding for station and parking improvements and other support for Illinois passenger rail service.
2. To support track and other infrastructure improvements for safe and reliable rail passenger and freight service in Illinois.
   a. Reduce rail freight congestion especially in urban areas through funding for projects to add track and yard capacity, better coordinate train control and improve communications.

Source of Funds: General Revenue Fund, State Rail Freight Loan Repayment Fund, Federal High Speed Rail Trust Fund, Transportation Bond Series B Fund, Rail Freight Loan Repayment Fund, Build Illinois Purposes Fund

Statutory Authority: 20 ILCS 2705/49.25d, 49.25g-1

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* On-time performance of passenger rail service (Amtrak)	N/A	N/A	75 %	70 %	75 %
* Amtrak ridership	N/A	748,517	705,000	738,544	778,800
Output Indicators					
* High-speed rail track improvements (1st phase) (a)	N/A	N/A	N/A	N/A	60 %
* High-speed rail Positive Train Control technology improvements (a)	N/A	N/A	25 %	25 %	75 %
* Rail freight service projects accomplished (a)	N/A	N/A	100 %	100 %	100 %
* Percent of annual program under contract	N/A	N/A	95 %	89.3 %	100 %
Input Indicators					
* Program expenditures (in thousands)	$18,547.6	$17,556.3	$28,900.0	$23,517.0	$61,900.0
* State investment in Amtrak passenger rail service (in thousands)	$8,687.5	$9,187.5	$10,200.0	$10,219.3	$10,200.0
* Personnel (b)	5.0	5.0	5.0	5.0	5.0
Efficiency/Cost-Effectiveness Indicators					
* State capital investment per Amtrak rider	N/A	$12.27	$14.46	$13.83	$13.10

Footnotes

(a) Output indicator represents percent of overall project category completed in the fiscal year.
(b) Full-time permanent employees as of June 30.

Efforts

Government Services Expenditures
(Appropriated Spending in Thousands)

Agency	FY 2000 Expenditures	FY 2001 Expenditures	Percent Change
Department of Revenue	$3,763,095.0	$4,065,529.5	8.0%
Gaming Board	$94,968.1	$115,301.9	21.4%
Dept. of Central Management Services	$2,079,806.7	$2,233,795.9	7.4%
Capital Development Board	$775,939.8	$837,841.5	8.0%
Office of the State Treasurer	$768,774.0	$975,412.4	26.9%
Teacher's Retirement System	$668,473.9	$766,057.7	14.6%
Supreme Court and Judicial Agencies	$304,341.3	$321,635.7	5.7%
Department of Lottery	$297,898.8	$250,110.9	-16.0%
Office of the Secretary of State	$297,545.6	$338,199.0	13.7%
Bureau of the Budget	$247,020.7	$427,091.0	72.9%
State Universities' Retirement System	$227,239.0	$235,390.5	3.6%
Legislative Agencies	$72,826.3	$78,407.0	7.7%
Chicago Teachers' Pension & Retirement	$65,094.7	$65,094.7	0.0%
Office of the Attorney General	$55,538.6	$59,232.3	6.7%
Court of Claims	$48,692.8	$44,461.4	-8.7%
Office of the State Comptroller	$48,245.7	$52,760.5	9.4%
State Employees Retirement System	$12,843.7	$10,606.6	-17.4%
Office of the Governor	$9,510.6	$9,804.6	3.1%
State Board of Elections	$6,838.7	$7,965.4	16.5%
Office of the Lieutenant Governor	$2,840.8	$3,040.1	7.0%
Property Tax Appeal Board	$2,381.4	$2,579.4	8.3%
State & Local Labor Relations Board	$1,860.5	$2,011.9	8.1%
Educational Labor Relations Board	$1,589.4	$1,675.7	5.4%
Civil Service Commission	$391.9	$417.8	6.6%
Sex Offender Management Board	$0.0	$22.5	…
TOTAL	**$9,758,789.8**	**$10,789,144.0**	**10.6%**

Numbers may not add due to rounding

Results

Measures of E-Government

	1995	2000	2001
Percentage of individual income tax returns filed electronically	3.5%	19.2%	22.4%
EFT collections as percentage of Dept. of Revenue receipts	25.0%	38.3%	42.9%
Percentage of paperless commercial vouchers processed	0.0%	93.5%	93.7%

Source: Illinois Comptroller's Office and Department of Revenue

Electoral Participation - Percent of Eligible Population Casting Votes

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

Source: Federal Election Commission

Distribution of Lottery and Riverboat Gaming Receipts
($ millions)

	1990		1995		2000		2001	
	$	%	$	%	$	%	$	%
Lottery Receipts - Total	$1,523.0		$1,630.0		$1,504.0		$1,450.0	
Transfers to Common School Fund	$594.0	39.0%	$588.0	36.1%	$515.3	34.3%	$501.0	34.6%
Prizes	$779.0	51.2%	$876.0	53.7%	$831.2	55.3%	$791.8	54.6%
Retailer and Vendor Commissions	$98.0	6.4%	$107.0	6.6%	$97.0	6.4%	$95.0	6.6%
Operations Expenditures	$52.0	3.4%	$59.0	3.6%	$60.4	4.0%	$61.0	4.3%
State Gaming Fund - Total	$0.0		$266.0		$475.5		$529.0	

Source: Lottery Department and Comptroller's Records

Capital Development Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Awards and Grants and Permanent Improvements	$764,283.0	0	$824,622.5	0
Construction Administration	$11,256.8	170	$12,637.0	179
School Construction Grants	$400.0	3	$582.0	8
Totals	$775,939.8	173	$837,841.5	187

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 selection of design professionals through the 1991 Qualifications-Based Selection Act and sets the direction for the agency.

Construction: The CDB manages about 1,550 projects annually. The total value of these projects is approximately $3.5 billion in new and re-appropriated funds. The agency's projects are located statewide and range in scope from construction of the new $115 million Abraham Lincoln Presidential Library and Museum Complex to a $52,000 roofing project at a state park. The agency also oversees the identification and removal of asbestos in state facilities, serves as a liaison between the state and the design and construction industries and actively pursues the recovery of assets through litigation of projects found to have design and/or construction defects.

School Construction: The CDB is also responsible for administering the School Construction Grant Program. To date, $2.1 billion in state funded construction grants has been distributed to local school districts. In fiscal year 2001, 110 grants totaling more than $740 million were awarded. The CDB also provides surveys and cost estimates to various school districts, as well as providing technical assistance and expertise.

Construction Administration

Mission Statement: CDB's mission is to provide safe and functional facilities for the citizens and employees of the State of Illinois in a timely manner. The professional staff guides the construction of new buildings and renovation of existing structures to serve the needs identified by the governor, General Assembly and individual state agencies. Our primary goal is to provide quality construction, on time and within budget.

Program Goals: Objectives:

1. Set and maintain appropriate project budgets.
   a. Reduce the cost of change orders.
   b. Reduce the number of project orientations that have scope revisions.
2. CDB will begin building quickly and hold industry partners to the schedule.
   a. Maintain the average processing time for design contracts.
   b. Reduce the percent of "active projects" that go to bid after the scheduled prime bid date.
   c. Increase the percent of projects that are delivered within 10% of the scheduled substantial completion delivery date.
   d. Maintain the average time from the beginning of the fiscal year to board approval date for the year's design selections.
3. Deliver quality projects through effective accountability methods.
   a. Increase the percentage of user agencies giving CDB the highest rating for delivering a satisfactory end product.
   b. Increase scores for customer satisfaction relating to observation.
   c. Increase the percent of using agencies giving CDB satisfactory rating for Architects/Engineering (A/E) accountability.
4. CDB will prevent Architects/Engineering firms and contractors with poor performance records from receiving additional CDB work.
   a. Increase the percent of contracts closed that have a final contractor performance evaluation on file from a CDB Project Manager within three weeks of the due date.
   b. Begin tracking the percent of design contracts for which evaluations have been submitted by CDB Project Manager within three weeks of design stage due date.
   c. Begin to track the percent of design contracts for which evaluations have been submitted by CDB Project Manager within three weeks of "final completion" due date.
   d. Increase the customer satisfaction score suggesting that CDB dealt with non-responsive contractors.
5. Treat industry partners in a professional manner.
   a. Increase the number of Users and A/Es giving the highest rating for "the A/E selection process is being fairly administered".
6. CDB will utilize technology and improve communications to inhance the efficiency and effectiveness of internal opererations.
   a. Increase the percent of managers reporting that CDB's technology allows them to meet their analytical needs from their personal computers.
   b. Increase the percent of employees reporting that they have had sufficient training on the computer.
   c. Increase the score on the employee satisfaction survey related to effective communications.

Construction Administration (Concluded)

[Program Goals: Objectives:]

7. CDB will provide economic opportunities for minorities and females.
   a. Increase opportunities for participation in CDB projects by minority and female subcontractors and suppliers.
   b. Increase the ratio of minority and female labor hours compared to others.

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

Statutory Authority: 20 ILCS 3105

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of user agencies satisfied with A/E accountability	N/A	75 %	83 %	85 %	88 %
* Customers giving the highest rating to A/E selection process	N/A	39 %	43 %	47 %	52 %
* Users giving highest rating to CDB end product	N/A	36 %	40 %	37 %	40 %
* Average of customer satisfaction scores for construction observation. (Previously done bi-annually)(Scale of 100)	67 %	N/A	74 %	74 %	75 %
* Customer satisfaction scores suggesting that the CDB responsibility program dealt with non-responsive contractors (previously done bi-annually) (Scale of 100)	63 %	N/A	70 %	85 %	88 %
* Change orders/total contracts (a)	10.5 %	10.5 %	9 %	5.51 %	N/A
* Average time July 1 to board approval (day)	N/A	N/A	115.0	69.0	69.0
* Average time from board approval to A/E contracts (days)	117.5	96.0	90.0	74.0	74.0
* Scope revisions/total scopes (scopes are descriptions of the extent of work the funds will cover) (b)	31.6 %	25 %	22 %	18.8 %	12 %
* Percent of managers satisfied with CDB technology.	N/A	N/A	68 %	34 %	68 %
Output Indicators					
* Capital budget project requests funded	161.0	221.0	329.0	194.0	135.0
* Construction contracts awarded	592.0	565.0	600.0	596.0	500.0
* Design contracts awarded	277.0	274.0	300.0	361.0	300.0
* Percent of construction contracts closed out that have a final evaluation on file (within 21 days) (c)	85 %	90 %	95 %	90 %	48 %
* Percent of design contracts with design stage evaluation (within 21 days) (c)	N/A	N/A	90 %	83 %	74 %
* Percent of design contracts with final evaluation (within 21 days) (c)	N/A	N/A	95 %	99 %	60 %
* Number of active projects (average)	1,117	1,516	1,516	1,620	1,600
* Capital budget requests considered	406.0	416.0	518.0	693.0	635.0
* Architects/Engineers prequalified (d)	800.0	776.0	865.0	1,061	500.0
* Contractors prequalified (d)	N/A	1,129	1,100	931.0	750.0
* Average design contract processing time (days)	N/A	N/A	96.0	74.0	74.0
Input Indicators					
* Head count	164.0	170.0	191.0	179.0	193.0
* Operations budget (in thousands)	$11,137.0	$11,256.8	$13,282.6	$12,637.0	$14,408.6
* Capital funding (new/re-approp.) (in thousands)	$1,313,854.0	$2,470,575.6	$2,897,472.4	$2,920,000.0	$3,500,000.0

Footnotes

(a) A new formula to measure change orders is currently being formulated.
(b) Scope revisions will be measured in a different way in FY 2002.
(c) The construction contract evaluation and the design evaluations all had the acceptance date tightened for FY 2002 to within 21 days of due date.
(d) Pre-qualification frequency has been lengthened.

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. Ensure that school districts applying for grants are educated about how to obtain a grant, how their state share is determined and how CDB can serve as a technical resource for them.
   a. Increase customer satisfaction scores rating CDB's ability to provide information and details.
   b. Increase customer satisfaction scores rating CDB's skill at answering questions and interpreting state share.
2. Provide school districts with grant information and payments in a timely manner.
   a. Increase the number of site visits completed each month.
   b. Increase customer satisfaction scores rating whether CDB surveyed the project and provided state share on a schedule that was adequate for the district's referendum.
   c. Increase customer satisfaction scores rating timely payment.

Source of Funds: School Construction Fund, School Infrastructure Fund

Statutory Authority: 30 ILCS 390, 105 ILCS 230

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Customer satisfaction score for adequate information (scale of 1-10)	N/A	70 %	80 %	78 %	80 %
* Customer satisfaction score for interpreting state share (scale of 1-10)	N/A	79 %	83 %	88 %	90 %
* Customer satisfaction score for technical assistance (scale of 1-10)	N/A	N/A	80 %	87 %	87 %
* Customer satisfaction score for assisting in time for referendum (scale of 1-10)	N/A	82 %	87 %	89 %	90 %
* Customer satisfaction score for timely payment (scale of 1-10)	N/A	76 %	83 %	87 %	87 %
Output Indicators					
* Dollar amount of grants made (in thousands)	$327,000.0	$540,000.0	$500,000.0	$740,000.0	$500,000.0
* Grant surveys performed	121.0	107.0	109.0	47.0	90.0
* Number of grants made	74.0	108.0	70.0	110.0	150.0
* Applications received	184.0	238.0	126.0	191.0	100.0
* Site visits per month	N/A	9.0	10.0	8.0	15.0
Input Indicators					
* Program headcount	3.0	3.0	8.0	8.0	8.0
* Operations budget (in thousands)	$400.0	$400.0	$600.0	$582.0	$600.0
Efficiency/Cost-Effectiveness Indicators					
* Total grants/program cost (in thousands)	$818.0	$1,350.0	$833.0	$1,271.0	$833.0

Central Management Services
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Employee Benefits	$1,733,464.3	121	$1,890,907.4	125
Communication and Computer Services	$215,947.8	410	$217,515.9	423
Vehicle Services	$33,000.5	229	$35,241.1	229
Risk Management	$29,577.8	18	$29,703.3	18
Property Management	$23,601.7	185	$24,145.9	185
Human Resources	$12,922.2	159	$13,132.9	162
Other/Non-Programs	$19,727.4	112	$10,632.7	113
Internal Security	$3,477.3	49	$3,736.2	49
Media Services	$1,960.6	17	$2,100.1	17
Procurement Services	$1,988.1	34	$1,907.0	34
Mail and Messenger Services	$1,378.6	24	$1,734.6	24
Paper and Printing Services	$1,117.4	10	$1,371.0	10
Labor Relations	$879.9	12	$925.7	12
Business Enterprise Program	$490.8	7	$464.9	7
State Use	$272.5	5	$277.2	5
Totals	$2,079,806.9	1,392	$2,233,795.9	1,413

Mission and Organization

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

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

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

Employee Benefits (*EB*) encompasses four benefit programs, as well as deferred compensation and flexible spending programs for state employees. The state employee insurance plan provides benefits for state employees, retirees and their dependents, including health, dental, life, vision, and COBRA. In addition, *EB* administers three other health insurance plans: a self-insured risk-pool for units of local government and other eligible units, as defined by statute; the Teachers' Retirement Insurance Program (TRIP); and the

College Insurance Program (CIP). The state employee Deferred Compensation Plan is a supplemental retirement plan for state employees. The flexible spending program allows state employees to use pre-tax dollars to pay medical and dependent care costs.

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

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

Employee Benefits

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

Program Goals: Objectives:

1. To provide quality and cost-effective self-insured health insurance programs.
   a. Continue to contract with an Administrative Service Organization to administer the self-insured medical indemnity plans offered by the Department by July 1, 2001.
   b. Contract with a managed behavior health vendor who will administer a carved-out mental health/substance abuse program, provide a network, and manage utilization by July 1, 2001.
   c. Contract for an external Employee Assistance Program to provide professional and clinical expertise to state employees by July 1, 2001.
2. Effectively administer the delivery of authorized types and levels of benefit programs.
   a. Educate eligible enrollees regarding all benefit programs available through issuing educational materials prior to the annual benefits choice period.
   b. Maintain carrier eligibility file reconciliations which ensure that carrier eligibility information is 96% accurate within one week of notification.
   c. Resolve disputes between members and carriers within 30 days of notification.
   d. Maintain an effective network of Managed Care Plans, Preferred Providers, and Administrative Service Organizations to administer the benefit options offered through annual negotiations.
3. To provide quality and cost-effective dental plans.
   a. Continue to contract with a dental managed care vendor to provide a network of primary care providers accessible to 100% of members who reside in Illinois by July 1, 2001.
   b. Continue to contract with a dental vendor to administer a self-funded indemnity dental program by July 1, 2001.
4. Manage resources through cost containment and operational efficiencies.
   a. Implement new programs to enhance and support the timelines and accuracy of the work performed by the state's 450 Insurance Representatives by December 31, 2000.
   b. Obtain competitvely priced products and services annually.
   c. Maintain financial control and reporting systems providing data for budget justification, bill paying and monitoring service performance through the Y2K conversion.
   d. Continue to increase cost containment savings at the rate of $3 million per year.
   e. Increase managed care enrollment during the annual benefits choice period (May 1 - May 31).
5. To provide timely and efficient fiscal operations for payments and receipts related to the Group Insurance Programs.
   a. Conduct (annual) audits to determine that correct reimbursement payments have been made by agencies, boards, commissions, offices and universities, completing an annual audit cycle of all agencies.
   b. Provide inputed financial statements to satisfy federal review requirements identified by Health and Human Services reviewer to ascertain the correctness of reimbursement charges, completed annually by December 1.
6. To improve communication with enrollees, Insurance Representatives and vendors through more effective use of information technology.
   a. Offer Interactive Voice Response (IVR) enrollment in the Flexible Spending (FSA) Accounts program for July 1, 2001.
7. Maintain a quality deferred compensation plan that encourages participation.
   a. Maintain the annual marketing plan with specific goals and objectives to encourage employee participation and provide educational material to participants.
   b. Exceed by 10% of active participants the new enrollments each year.
   c. Meet benchmark returns quarterly on investment options.

Employee Benefits (Concluded)

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

Statutory Authority: 5 ILCS 375 et seq.

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent Quality Care Health Plan (QCHP) (state)claims processed within 10 days	86.3 %	75.3 %	90 %	85 %	90 %
* Percent of state QCHP members residing within 25 miles of a Preferred Provider Organization (PPO) hospital	N/A	99.6 %	99 %	99 %	100 %
* Percent of disputes resolved within 30 days of notification	87 %	76 %	75 %	81.8 %	82 %
* Percent of members satisfied with telephone inquiry with the state QCHP health claims administrator (a)	69 %	69 %	75 %	N/A	N/A
* Percent members satisfied with claims proces--sing and service with the state QCHP health claims administrator (a)	70 %	70 %	75 %	N/A	N/A
* Percent of employee and retiree members in managed care (state program)	46.7 %	46.7 %	54.3 %	47.3 %	48.5 %
External Benchmarks					
* Number of deferred compensation investments exceeding benchmark - 1 year rolling return (Before FY02, there were 10 total investments. For FY02, there are 12 total investments.)	5.0	7.0	11.0	7.0	12.0
Output Indicators					
* Number of QCHP (state) claims processed	1,735,012	1,965,231	2,000,000	2,314,792	2,600,000
* Number of disputes resolved	2,268	3,355	3,600	3,477	3,600
* QCHP (state) health claims processed in dollars (in millions)	$338.4	$361.1	$407.1	$437.5	$447.8
* Deferred compensation - total dollars deferred (in millions)	$121.0	$126.4	$132.6	$136.5	$143.3
* Number flexible spending account participants (b)	5,911	6,463	6,800	6,869	7,350
* Number of deferred compensation participants	44,619	47,722	50,100	50,195	52,700
* Percent utilization of PPO network	75.7 %	78.9 %	79 %	N/A	80 %
* Number of new deferred compensation partici-pants	4,045	4,427	4,650	3,711	4,100
Input Indicators					
* Headcount	120.0	121.0	121.0	125.0	125.0
* Expenditures (in thousands)	$1,592,841.7	$1,733,464.3	$2,026,244.5	$1,890,907.4	$2,099,113.8
Efficiency/Cost-Effectiveness Indicators					
* Annual per employee cost of indemnity health insurance (state program)	$3,668.00	$4,042.00	$4,042.0	$4,044.0	N/A
* Annual per additional family cost for indemnity health insurance (state program)	$8,448.00	$9,280.00	$9,280.0	$9,288.0	N/A
* Annual per employee cost for managed care insurance (state program)	$2,127.00	$2,291.00	$2,291.0	$2,640.0	N/A
* Annual per additional family cost for managed care insurance (state program)	$5,173.00	$5,589.00	$5,589.0	$5,676.0	N/A
* Average monthly employee contribution for indemnity health insurance (state program)	$21.00	$21.75	$33.00	$34.16	$36.0
* Average monthly employee contribution for managed care insurance (state program)	$21.00	$20.78	$27.0	$27.12	$29.0
* Average annual administrative cost per group insurance enrollee (state program)	$33.62	$33.90	N/A	$39.29	$41.90
* Average annual administrative cost per deferred compensation participant (state program)	$25.73	$24.48	$24.10	$24.19	$24.0

Footnotes

(a) The surveys will be implemented with the new claims contract. The next surveys are expected in FY04.

(b) The FY00 actual figure 5,930 was computed from one report and the 6,463 was computed from another. The report that the 6,463 figure was extracted from is determined to be more accurate.

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. Establish, enhance and maintain the availability and performance of state-of-the-art information processing and storage capabilities in a cost-effective manner.
   a. Manage resources to a level of efficiency which allows annual reduction of overall rates.
   b. Maintain or exceed 99% system availability across all systems.
   c. Maintain optimum processor utilization (75%-85% average aggregate utilization).
   d. Maintain optimum excess storage over allocated amounts (10%-15% excess capacity).
   e. Add and support new software/hardware products and services based on matching client agency needs with appropriate technologies.
2. Efficiently manage and direct the procurement, installation and maintenance of state-of-the-art communications services for state agencies.
   a. Maintain or exceed 99% telecommunications network availability.
   b. Provide order/installation, repair and restoration services at levels equal to or exceeding industry standards.
   c. Provide communications services at rates competitive with private offerings and/or tariff rates.
   d. Expand voice, data, wireless, radio, video and Internet offerings based on matching client agency needs with available technology.

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

Statutory Authority: 20 ILCS 405/405-20

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent Central Processing Unit (CPU) (mainframe) transactions completed within one second	95.67 %	95.8 %	95 %	97.09 %	95 %
* Percent CPU system (mainframe) availability	99.5 %	99.5 %	99 %	99.12 %	99 %
* Mean Time to Restore (MTTR) service (data network 12 months rolling average) (hours and minutes)	3:09	2:42	3:00	3:00	3:00
* MTTR service (voice network 12 months rolling average (hours and minutes)	N/A	5:10	4:00	4:40	3:30
* Territory centrex monthly rate per line	$14.00	$14.00	$14.00	$14.00	$14.00
* Total Communications Revolving Fund (CRF) charges billed/month (in thousands)	N/A	$10,808.1	$10,157.0	$11,325.8	$11,900.0
* Total Statistical Services Revolving Fund (SSRF) charges billed/month (in thousands)	N/A	$5,719.2	$6,645.8	$5,054.4	$5,500.0
External Benchmarks					
* Ameritech territory centrex monthly rate per line	$23.0	$24.0	N/A	$22.64	$22.64
* Mainframe application availability - industry goal is 98.0% to 99.5% (per Gartner Group Research)	N/A	99.3 %	98 %	98 %	98 %
* Mainframe transactions commpleted within two seconds (per Gartner Group Research)	95 %	98 %	96.3 %	96.3 %	96.3 %
* MTTR service (Ameritech) (hours and minutes)	3:30	3:30	4:00	3:30	3:30
Output Indicators					
* Number of network data circuits managed.	6,321	6,381	7,121	6,685	7,600
* Telecommunications Voice Orders (TSRs) processed/month (a)	9,878	11,964	12,915	10,447	13,000
* Billed CPU hours/month (processor hours).	2,766	3,538	4,422	3,117	3,500
* Megabytes of Direct Access Storage Device (DASD) billed/month	3,500,000	3,770,000	5,350,000	4,547,800	4,900,000
Input Indicators					
* Headcount	401.0	410.0	423.0	423.0	448.0
* Expenditures (in thousands)	$181,799.3	$215,947.8	$273,412.1	$217,515.9	$349,051.9
Efficiency/Cost-Effectiveness Indicators					
* Cost per unit of mainframe storage (per megabyte)	$0.28	$0.20	$0.10	$0.10	$0.07

Footnotes

(a) For TSRs processed per month, actual figures for FY00 were not available at the time the Public Accountability Report was required to be complete. Therefore, the target figure of 11,964 was reported as the actual figure. The correct actual FY00 figure is 13,016.

Vehicle Services

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

Program Goals: Objectives:

1. Provide fleet management services for the state fleet of vehicles.
   a. Aside from acommodating new programs/initiatives, will not increase fleet by more than 1% during FY01.
   b. Conduct at least one training and information seminar for Agency Vehicle Coordinators in FY01.
   c. Implement 90% of the components of the new fleet management system by end of FY03.
   d. Review and revise the rules applying to state vehicles by June 30, 2001.
2. Provide repair service, maintenance, fuel, and parts for the state fleet of vehicles.
   a. Maintain at least 100% mechanic productivity rate statewide during FY01.
   b. Insure all automotive mechanics receive an average of two days of training by June 30, 2001.
   c. Achieve installation of automated fueling systems at all CMS garage fueling sites by June 30, 2001.
   d. Assist Dept. of Commerce and Community Affairs and IL Dept. of Transportation with pilot program to evaluate oxy-diesel as an alternative fuel during FY01.
3. Provide long-term and short-term vehicle leasing programs to state agencies.
   a. Maintain a monthly average inventory of at least 60 vehicles at the Springfield Motor Pool.
   b. Increase long-term leases to 240 by June 30, 2001.
4. Hold down the costs of doing business.
   a. Contain the cost of materials and services at Division of Vehicles'(DOV) sites.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of motor pool surveys indicating an "excellent" rating (a)	95 %	96.4 %	95 %	100 %	N/A
* Mechanic productivity rate (actual time to complete a job compared to industry standard Industry flat rate standard is 100%)	106 %	105.7 %	106 %	104.6 %	106.5 %
* Short-term car rental from DOV (Division of Vehicles) motor pool (2 days, 300 miles)	$74.0	$78.0	$92.0	$94.0	$110.0
* Average price/gallon gasohol sold by DOV	$0.88	$1.20	$1.30	$1.44	$1.45
* Percent savings on short-term car rentals (2 days, 300 miles) - DOV vs. contract vendor rate	23.2 %	25.6 %	25 %	12.21 %	25 %
* Percent savings on short-term car rentals (2 days, 300 miles) - DOV vs. personal vehicle	20.4 %	16.1 %	10 %	5.64 %	10 %
* Percent savings to state agencies - DOV mechai labor rate per hour vs. industry average (for passenger vehicles)	15.8 %	19 %	14.3 %	10.59 %	14.5 %
* 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 = FY00)	80 %	75 %	50 %	74.45 %	75 %
External Benchmarks					
* Average cost for car rental at outside vendor in Springfield (2 days, 300 miles)	$127.2	$146.1	$152.0	$151.35	$156.0
* Fleet vehicle purchase compliance - EPACT (example: model year 1999 = FY00)	15 %	25 %	50 %	25 %	75 %
Output Indicators					
* Gallons of gasohol sold	1,377,050	1,545,985	1,575,000	1,702,350	1,750,000
* Number of long-term leases	245.0	223.0	230.0	273.0	275.0
* Number of daily motor pool rentals	9,600	9,882	9,900	9,546	9,750
* Total state garage billings (in thousands)	$24,757.3	$25,097.7	$24,909.3	$27,093.0	$28,000.0
Input Indicators					
* Headcount	229.0	229.0	229.0	229.0	229.0
* Expenditures (in thousands)	$29,939.2	$33,000.5	$37,524.6	$35,241.1	$40,636.6
Efficiency/Cost-Effectiveness Indicators					
* DOV mechanical labor rate per hour	$46.0	$48.0	$53.0	$53.0	$53.0
External Benchmarks					
* National Association of Fleet Administrators - median mechanic utilization rate for public service fleets (b)	66 %	66 %	N/A	N/A	N/A
* Industry average mechanical labor rate per hour (source: National Automobile Dealers Association)	$57.0	$59.3	$61.60	$59.28	$64.34

Footnotes

(a) FY03 Annual Management Plan indicator states "State agency overall satisfaction rating with motor pool rentals - (scale: 1=excellent, 5=poor)" with a FY02 Goal of 2.3 and FY03 Goal of 2.0.

(b) This is a benchmark dating back to 1998. No current data is available at this time.

Risk Management

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

Program Goals: Objectives:

1. Process Workers' Compensation claims for Illinois State employees in a fair, equitable, and efficient manner.
   a. Explore the feasibility of transmitting electronic forms and IC-45 accident information data to the Illinois Industrial Commission during FY 2001 to streamline the exchange of information and to improve processing.
   b. Work with BCCS (Bureau of Communication & Computer Services) personnel during FY 2001 to design and install electronic running notes and diary features in the Workers' Compensation program to improve adjuster workflow efficiencies.
   c. Reduce the production of hard copy reports and related costs during the 2nd Quarter of FY 2001 by deleting obsolete reports, modifying production schedules, and altering mail routes.
   d. Work with BCCS during FY 2001 to explore the feasibility of replacing the delivery of hard copy reports with electronic display and local print capabilities.
2. Administer the State of Illinois Self-Insured Motor Vehicle Liability Plan in an effective and efficient manner and reduce liability losses.
   a. Work with BCCS during the 2nd Quarter of FY 2001 to design, develop, and implement the first phase of an electronic form submission program for agencies having the highest volume of auto liability claims.
   b. Implement a pilot project with the Illinois Department of Transportation during the 3rd Quarter of FY 2001 to study the feasbility of electronic transmission of vehicular accident claims, damage reports, medical reports, and financial/legal data to streamline the processing of claims and settlements.
3. Administer the State of Illinois Self-Insurance Plans and Commercial Carrier Program to reduce the cost of property and liability losses.
   a. Develop new procedures during the 1st Quarter of FY 2001 to ensure the payment of all premiums by various agencies/universities thus avoiding policy cancellation.
   b. Implement a new insurance procurement management information system to track contract expiration and renewal dates of master policies and inclusive of inventory, location, and claims data.
4. Administer the State of Illinois Indemnification Program for civil proceedings against state employees and officials in an efficient manner.
   a. Develop (and continue) improving methods of processing indemnity payments during the 2nd Quarter of FY 2001.
5. Ensure that the devolved agencies are operating in compliance with the Workers' Compensation Act and within acceptable industry standards.
   a. Stengthen the Memorandum of Understanding (M.O.U.) between CMS and the devolved agencies during the 2nd Quarter of FY 2001 to ensure that benefits are provided uniformly to injured workers, and to standardize the use of vendor partners and cost containment practices.
   b. Issue a Request for Proposal (RFP) during the 2nd Quarter of FY 2001 to conduct a multi-year audit of the Devolved Agencies Workers' Compensation Programs to ensure that they are in compliance with state procurement laws, processing claims in an effective manner, and utilizing best industry practices to contain costs.
6. Continue cost containment programs to achieve industry "Best Practices" and to maximize resources.
   a. Expand the Preferred Provider Organization (PPO) network penetration and effectiveness by reducing the 2% of spending out-of-network each year.
   b. Enhance the electronic interface between the early intervention vendor and the medical bill review vendor to provide Physician's Current Procedural Terminology (CPT) coding and other information to control utilization and cost during FY01.
   c. Expand the early intervention program to include one additional devolved agency (IL Dept. of Transportation or Dept. of Corrections.
7. Engage effective measures to reduce the cost of workers' compensation losses.
   a. Issue a Request for Proposal to select vendors to continue the on-site case management program during the 3rd Quarter of FY 2001.
   b. Continue to use Bill Review vendor partner to apply discounts and usual and customary screens.
   c. Sponsor legislative reform during the 2nd Quarter of FY 2001 to address the issues of mandatory Workers' Compensation utilization of PPO networks and balanced billing to reduce overall program costs.
   d. Target the Springfield Clinic and SIU Physicians during the 2nd Quarter of FY 2001 for inclusion in the PPO networks under contract to provide greater medical cost savings for the high concentration of state workers in the capitol area complex.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Number of state agencies/universities using the master policies	59.0	62.0	62.0	61.0	65.0
* Workers' compensation coordinator satisfaction with training and communication (on a scale of 1 to 5, 5 being very satisfied)	N/A	4.5	4.5	4.4	4.2
* Auto vehicle liaison satisfaction with training and communication (on a scale of 1 to 5, 5 being very satisfied)	4.4	4.6	4.5	4.4	4.4
* Timely and accurate processing indemnity expenses and awards within a 20 business day period	N/A	96.79 %	90 %	94.81 %	90 %

Risk Management (Concluded)	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
[Outcome Indicators, Concluded]					
* Percent of Workers' Compensation claimants with a satisfied/very satisfied rating of the early intervention program (a)	N/A	92 %	92 %	92 %	92 %
* Percent of workers' compensation claims paid within 90 days	N/A	92 %	N/A	69.24 %	70 %
* Savings resulting from workers' compensation physicians PPO network (in dollars)	N/A	$757,050.00	$760,000.00	$1,231,885.00	$1,000,000.00
* Percent of medical cost containment savings to total medical program cost	24.8 %	25.9 %	25 %	31.63 %	30 %
* Average time to close a vehicle liability case (bodily injury and property damage) (b)	193.0	281.0	270.0	45.1	50.0
* Percent of vehicle liability claimants contacted within 5 calendar days	93 %	94 %	99 %	85.73 %	85 %
* Annual change in workers' compensation spending (c)	N/A	5.27 %	7.16 %	6.08 %	3.38 %
Output Indicators					
* Reporting lag time (days, not accumulated)	13.0	18.0	15.0	17.0	15.0
* Percent utilization of PPO networks	63.2 %	60.24 %	62 %	61.79 %	63 %
* Non-litigated vehicle liability claims closed.	2,178	2,008	1,950	2,232	2,250
* Number of injured employees returned to work at modified duty (d)	N/A	137.0	144.0	109.0	110.0
* Number of independent medical evaluations performed (e)	N/A	125.0	131.0	164.0	165.0
* Number of Workers' Compensation injuries	2,507	2,854	2,750	2,736	2,750
* Number of motor vehicle liability claims	2,287	2,175	2,200	2,320	2,222
* Percent of workers' compensation cases found compensable within 45 days	N/A	70 %	N/A	60.75 %	60 %
Input Indicators					
* Headcount	18.0	18.0	18.0	18.0	18.0
* Expenditures (in thousands)	$24,657.5	$29,577.8	$29,326.4	$29,703.3	$27,987.5
* Total Workers' Compensation spending (in thousands)	N/A	$22,108.0	N/A	$23,454.0	$24,495.0
External Benchmarks					
* Annual change in the Consumer Price Index	N/A	3.7 %	2.3 %	3.4 %	2.3 %

Footnotes

(a) Risk Management performed two surveys that addressed the same matter; one was mailed to Workers' Compensation Coordinators (who responded with 94%) and Workers' Compensation claimants (who responded 92%). The indicator is directed at the claimants' response.

(b) The 98 days previously reported was strictly for property damage. The 281 days (FY00) is a combination of both factors.

(c) 5.85% previously reported was correct for only GRF and Road Fund. 5.27% (FY00) is correct for GRF, Road Fund, and the Workers' Compensation Revolving Fund.

(d) The correct statistic is 137 employees (FY00). In reviewing division reports, it was determined that a prior year transcription error had occurred.

(e) Recalculating the monthly data from FY00, it was determined that there were 125 independent medical evaluations performed.

Property Management

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

Program Goals: Objectives:

1. Operate and maintain efficiently the State of Illinois facilities for which the Department of Central Management Services is responsible by statute.
   a. Complete 90% of work orders in CMS-owned or operated facilities within 20 working days of receipt.
   b. Increase number of special events scheduled by 10% for FY 2001.

Property Management (Concluded)

[Program Goals: Objectives:]

2. Process completely all paperwork required to complete tenant improvements for state agencies, boards, and commissions who occupy leased space.
   a. Process 70% of all requests for tenant improvements within 60 days for leased space.
3. Dispose of surplus real property for the State of Illinois.
   a. Transfer surplus property to other agencies or sell the real property to local governments or the public at auction.

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

Statutory Authority: 20 ILCS 405/405-300

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of real estate customers responding "satisfactory" or better to the customer satisfaction survey	N/A	N/A	80 %	85.72 %	85 %
* Percent of surplus property warehouse facilities customers responding "satisfactory" or better to the customer satisfaction survey	N/A	N/A	80 %	96.43 %	85 %
* Percent of regional office buildings' (including JRTC & SOIB) office managers responding "satisfactory" or better to the customer satisfaction survey (a)	N/A	N/A	80 %	48.62 %	53.48 %
* Percent of special events customers responding "satisfactory" or better to the customer satisfaction survey (b)	N/A	N/A	80 %	N/A	85 %
* Average percent of work orders completed within 20 working days at CMS-operated facilities. (Only began keeping track of 20 day completion records in 9/99)	N/A	84 %	97 %	96.53 %	95 %
* Percent increase/decrease of special events between fiscal years	-18 %	66 %	10 %	27.78 %	10 %
* CMS downtown Chicago lease rate ($/sq. ft.)	$15.8	$16.3	$18.0	$17.91	$19.52
External Benchmarks					
* Compare the inc./dec. in events scheduled through the Chicago Convention and Tourism Bureau. (Data is for calendar year)	N/A	4 %	2.8 %	N/A	N/A
* Building Owners & Managers Association (BOMA) downtown Chicago lease rates (calendar year 1999-$/sq. ft.)	$22.4	$23.4	$25.80	$25.28	$27.55
Output Indicators					
* Number of surplus properties sold/transferred	0.0	2.0	3.0	0.0	4.0
* Number of facilities participating in I-Cycle Program	218.0	221.0	235.0	226.0	240.0
* Amount of material diverted from landfills (tons)	2,817	2,960	3,100	2,348	2,465
* Number of daily special events scheduled	302.0	504.0	554.0	664.0	708.0
* Number of equipment items transferred out of State Surplus Warehouse	3,149	3,830	4,020	3,856	4,050
* Number of vehicles transferred out of State Surplus Warehouse	185.0	164.0	246.0	228.0	240.0
* Number of tenant improvement requests completed	N/A	37.0	40.0	34.0	45.0
* Number of tenant improvement requests completed within 60 days	N/A	17.0	28.0	17.0	25.0
* Number of work orders completed within 20 working days for CMS operated facilities.	N/A	21,526	20,880	23,122	19,865
Input Indicators					
* Headcount	191.0	185.0	185.0	185.0	185.0
* Expenditures (in thousands)	$22,952.0	$23,601.7	$25,533.5	$24,145.9	$27,033.1
Efficiency/Cost-Effectiveness Indicators					
* JRTC building operating expenses ($/sq. ft.)	$5.3	$4.4	$4.60	$4.89	$4.89
* SOIB building operating expenses ($/sq. ft.)	$4.8	$4.2	$4.40	$4.06	$4.06
External Benchmarks					
* BOMA downtown Chicago building operating expenses (calendar year 1999 $/sq. ft.)	$4.9	$5.1	$7.80	$5.27	$5.27

Footnotes

(a) Percentage reflects James R. Thompson Center (JRTC) and State of Illinois Building (SOIB) only.

(b) Survey began in FY 2002.

Illinois Labor Relations Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Administrative Hearings	$1,190.7	22	$1,287.7	23
Investigations	$669.8	5	$724.3	5
Totals	$1,860.5	27	$2,012.0	28

Mission and Organization

The Illinois Public Labor Relations Act, enacted into law as Public Act 83-1012, effective July 1, 1984, and amended effective January 1, 1987, governs labor relations between most public employers in Illinois and their employees (5 ILCS 315). It regulates the designation of employee representatives; the negotiation of wages, hours, and other conditions of employment; and the resolution of disputes arising under collective bargaining agreements.

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

On July 9, 2000, amendments to the Illinois Public Labor Relations Act took effect dissolving the Illinois State Labor Relations Board and the Illinois Local Labor Relations Board and transferring their jurisdiction and authority to the State Panel and Local Panel 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 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 and employees. The Board's major duties under the Act include the following:

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

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

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

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

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

Administrative Hearings

Mission Statement: To adjudicate labor disputes in representation petitions, unfair labor practices, and compliance cases by conducting professional and impartial hearings resulting in well-researched written decisions.

Program Goals: Objectives:

1. Issue and process all unfair labor practice cases through the administrative hearing stage.
   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 on representation cases in keeping with the statutory time frames to conduct an election.
   a. Complete hearing within two months from the issuance of Notice of Hearing in Representation cases.
   b. Issue Administrative Law Judge Recommended Decisions and Orders within 120 days of the filing of the petition unless that time frame is otherwise waived by the parties or extended by the Board.
3. Issue all Administrative Law Judge Recommended Decisions and Orders on other cases (Voluntary Recognition Petitions (VR), Unit Clarification Petitions (UC), and Amended Clarification Petitions (AC)) within 120 days.
   a. Complete actual hearing within 84 days of Notice of Hearing issuance.
   b. Issue Administrative Law Judge Recommended Decisions and Orders within 120 days from close of hearing on Voluntary Recognition, Unit Clarification and Amendment to Certification cases.
4. Issue Board Decisions and Orders in cases where parties have filed exceptions or appeals.
   a. Hold monthly Board meetings at which oral arguments from the parties may be heard at the Board's discretion and at which decisions are made after a discussion of issues presented.
   b. Issue written Board Decisions within 90 days of the meeting.
5. Successfully defend the Board's Decisions and Orders when appeals are filed before the Illinois Appellate Court and the Illinois Supreme Court.
   a. Work with Assistant Attorney General designee to ensure that the Board's position regarding legal and factual issues in dispute is fully understood and attend oral arguments before Appellate Court.
   b. Analyze Appellate Court Decisions to determine whether appeal to the Supreme Court is necessary.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Number of Recommended Decisions and Orders	N/A	75.0	N/A	62.0	69.0
* Number of cases withdrawn at hearing	N/A	43.0	N/A	32.0	38.0
* Number of General Counsel orders (non-precedent)	N/A	14.0	N/A	29.0	22.0
* Number of Illinois Appellate Court appeals	N/A	2.0	N/A	6.0	4.0
* Number of Illinois Supreme Court appeals	N/A	0.0	N/A	0.0	0.0
Output Indicators					
* Number of hearings	N/A	69.0	N/A	90.0	80.0
* Number of Board Decisions drafted by attorneys including non-precedent	N/A	56.0	N/A	70.0	63.0
Input Indicators					
* Funding (in thousands)	N/A	$1,190.7	N/A	$1,287.7	$1,509.6
* Headcount	N/A	22.3	N/A	23.3	26.3

Explanatory Information

CA - Charge Against Employer, CB - Charge Against Union

Investigations

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	***Fiscal Year 2000 Actual***	***Fiscal Year 2001 Target***	***Fiscal Year 2001 Actual***	***Fiscal Year 2002 Target***
Outcome Indicators					
* Elections conducted within 180 days statutory time frame	N/A	73.0	N/A	57.0	65.0
* Elections certified current and prior fiscal years	N/A	93.0	N/A	74.0	84.0
* Number of investigations resolved	N/A	309.0	N/A	278.0	294.0
* Number of investigations withdrawn	N/A	172.0	N/A	166.0	169.0
* Number of investigations to hearing	N/A	53.0	N/A	54.0	54.0
* Number of petitions certified	N/A	27.0	N/A	38.0	33.0
* Number of strike investigations	N/A	0.0	N/A	0.0	0.0
* Compliance orders issued	N/A	6.0	N/A	1.0	4.0
Output Indicators					
* Number of new investigations plus carry over cases	N/A	934.0	N/A	868.0	901.0
* Number of Representation Petitions filed	N/A	152.0	N/A	126.0	139.0
* Number of other petitions (AC, UC and VR)	N/A	95.0	N/A	85.0	90.0
* Number of ULP charges (CA, CB)	N/A	348.0	N/A	397.0	373.0
Input Indicators					
* Funding (in thousands)	N/A	$669.8	N/A	$724.3	$849.2
* Headcount	N/A	4.7	N/A	4.7	5.7

Explanatory Information

RC - Representation Petition, RD - Representation Decertification

State Lottery
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Department of the Lottery	$297,898.8	279	$250,110.9	287
Totals	$297,898.8	279	$250,110.9	287

Mission and Organization

The Department of the Lottery's (Lottery) mission is to help generate revenue for public education through the sale of entertaining lottery tickets. This is achieved through innovative game development and marketing techniques which are used to sell lottery tickets to individuals 18 years and older. It is also accomplished by providing prizes and incentives to the individuals and retailers who participate in the Lottery. All of the Lottery's net proceeds from operations are transferred directly to the State's Common School Fund for use in K-12 public schools in Illinois. In fiscal year 2001, the Lottery had ticket sales totaling $1.450 billion and transferred $501 million to the Common School Fund.

In an environment of ever increasing competition for the disposable entertainment dollar, the Lottery offers a wide variety of lottery games for sale to achieve its game development and marketing goal. That goal is to develop and market lottery games that maximize public participation and focus public attention on the Lottery as the preferred choice for legal gaming. Individuals and retailers who participate in the Lottery are rewarded with prizes and incentives. The Lottery developed another goal to ensure that players and retailers continue their participation in the Lottery. That goal is to award all prizes and incentives in a timely, efficient and secure manner. In fiscal year 2001, the Lottery awarded prizes to winning players totaling $791.8 million and paid retailer and vendor commissions of $95.2 million.

To measure efficiency, the Lottery tracks the expense of operations and its tranfers to the Common School Fund as percentages of sales. In fiscal year 2001, the expense of operations (other operating expenses, excluding prizes, fees, and commissions) was $61.7 million. This was only 4.2% of sales. Also in fiscal year 2001, $501.0 million was transferred to the Common School Fund for K-12 public education. That represents 34.6% of every dollar generated from the sale of lottery tickets.

The Lottery is the fourth largest revenue generator in the State and has maintained a level of sales near $1.5 billion in each of the last 12 years. The Lottery currently has 287 employees who are responsible for every aspect of the production, distribution and sale of lottery tickets along with the identification, tracking and distribution of lottery prizes and incentives, operating revenues/expenses and tranfers to the Common School Fund. In its 27 years of existence, Lottery has generated more than $11 billion for the State of Illinois.

Department of the Lottery

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Prizes Paid (in millions)	$824.0	$831.2	$788.7	$791.8	$810.2
* Retailer & Vendor Commissions (in millions)	$97.0	$97.0	$84.0	$95.2	$97.5
* Transfers to Common School Fund (in millions)	$540.0	$515.3	$490.0	$501.0	$510.0
Output Indicators					
* Sales (in millions)	$1,526.1	$1,503.9	$1,430.0	$1,449.7	$1,485.0
Input Indicators					
* Expense of operations (in millions)	$65.1	$60.4	$67.3	$61.7	$67.3
* Number of personnel	286.0	279.0	294.0	287.0	294.0
Efficiency/Cost-Effectiveness Indicators					
* Percentage of sales needed for Other Operating Expenses	4.3 %	4.0 %	4.7 %	4.2 %	4.5 %
* Percentage of sales tranferred to the Common School Fund	35.4 %	34.3 %	34.3 %	34.6 %	34.3 %
* Percentage of sales paid in prizes	54 %	55.3 %	55.1 %	54.6 %	54.6 %
* Percentage of sales paid as retailer & vendor commissions	6.3 %	6.4 %	5.9 %	6.6 %	6.6 %

Property Tax Appeal Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Correct Assessment Determination	$2,381.4	53	$2,579.4	52
Totals	$2,381.4	53	$2,579.4	52

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 an interest in a decision of the board of review on an assessment made by a local assessment officer.

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

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

Correct Assessment Determination

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

Program Goals: Objectives:

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

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Change in number of cases over two years old from July 1 to June 30 in current fiscal year	N/A	N/A	0.0	535.0	0.0
* Percentage of cases closed during the fiscal year that are filed under Administrative Review. Deadline to file is 35 days from decision date. Administrative Review complaints arise if any party to the appeal is dissatisfied with the Property Tax Appeal	N/A	N/A	N/A	0.92 %	N/A
* Percentage of Administrative Review Complaints closed during the fiscal year in which the Property Tax Appeal Board's decision was reversed	N/A	N/A	N/A	0 %	N/A
Output Indicators					
* Number of cases opened during the fiscal year	N/A	N/A	N/A	10,323	N/A
* Number of cases closed during the fiscal year	N/A	N/A	N/A	15,715	N/A
* Number of public Property Tax Appeal Board meetings held during the fiscal year	N/A	N/A	N/A	21.0	N/A
* Number of community outreach events during the fiscal year. This indicator includes a wide range of contact with taxpayers, county officials, and taxing district representatives including speeches, brochures, web enhancements and the like.	N/A	N/A	N/A	25.0	N/A
Input Indicators					
* Dollars spent by the Property Tax Appeal Board for operations (in thousands)	N/A	$2,381.4	N/A	$2,579.4	N/A
* Number of full time staff employed by the Property Tax Appeal Board as of June 30	N/A	N/A	N/A	48.0	N/A
* Number of part time staff employed by the Property Tax Appeal Board as of June 30	N/A	N/A	N/A	4.0	N/A
* Salaries paid by Comptroller for members appointed to the Property Tax Appeal Board (in thousands)	N/A	N/A	N/A	$220.0	N/A
Efficiency/Cost-Effectiveness Indicators					
* Cost per transaction. (This is computed using the following formula: Input Indicators 1 + 4/Output Indicators 1 + 2.)	N/A	N/A	N/A	$107.51	N/A

Explanatory Information

Beginning July 1, 2000, the PTAB had 910 of the 1997 appeals open. On June 30, 2001, the PTAB had 375 of the 1997 appeals open for a reduction of 535 appeals over two years old. There were 66 cases closed during the fiscal year on which complaints for administrative review were filed. Those cases comprised 144 parcels out of 15,715 parcels closed during the fiscal year. There were 26 Administrative Review complaints closed during the fiscal year. The PTAB was not reversed in any of the Administrative Review Complaints.

Revenue
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Refunds, and Distributions to Local Govenrments	$3,076,705.9	0	$2,992,135.5	0
Administer State and Local Tax Laws	$441,562.9	2,448	$470,556.1	2,392
Homeowner's Property Tax Relief Program	$0.0	0	$279,298.5	0
Circuit Breaker/Pharmaceutical Assistance	$88,103.6	47	$125,456.1	103
Funding Agent for Affordable Housing Programs Administered by IHDA	$46,470.6	1	$64,561.1	1
Property Tax Oversight	$10,182.7	53	$12,826.6	53
Charitable Gaming Regulation	$3,895.9	19	$4,021.1	19
Collection Agent for Delinquent Child Support Program Administered by Public Aid	$1,205.3	23	$1,372.6	23
Totals	$3,668,126.9	2,591	$3,950,227.6	2,591

Explanatory Notes Excludes funds allocated to the Illinois Gaming Board, which reports under a separate cover.

Mission and Organization

The Department of Revenue's (DOR) primary function is to collect taxes and fees for the state and units of local government. In fiscal year 2001, the Department collected $24.3 billion in tax and fee revenues. The Department also administers tax relief and pharmaceutical assistance programs for the elderly and persons with disabilities; oversees the property tax assessment system and equalization of the level of property tax assessments among Illinois counties; and, collects delinquent child support on behalf of the Department of Public Aid.

The more efficiently the Department can collect taxes and fees, the greater the portion of monies that will be available for state programs. Efficiency can be measured by the cost to the Department of collecting each $1,000 in tax revenues. In fiscal year 2001, it cost $6.10 to collect each $1,000 in taxes and fees. Collection costs have declined significantly since 1989 when the cost was approximately $9.00 to collect $1,000 in taxes and fees. The Department has been taking advantage of electronic technology to improve customer service and reduce processing costs by allowing individual income tax filers to file electronically via the Internet and the telephone. The number of tax returns received by the Department via these electronic filing methods has increased from 121,000 in fiscal year 1994 to more than 1.2 million in fiscal year 2001. The department is also utilizing electronic technology to decrease the time required to deposit revenues, making funds available to the state for investment or state services on a timelier basis. Electronic payments have played a key role in speeding up the deposits into the State Treasury. The value of electronic funds transfers has soared from $200 million in fiscal year 1993 to $10.4 billion in fiscal year 2001. This represents 43% of all tax receipts collected by the department.

Illinois has a 'voluntary' tax system, and most taxpayers comply willingly with the tax code. However, some taxpayers fail to pay taxes owed. This is unfair to honest taxpayers and threatens the integrity of the voluntary tax system. The role of the Department's enforcement activities is to address the delinquent tax issue. In fiscal year 2001, the delinquent tax collection function had a staff of 321 and direct operating expenses of $16.6 million. The overall value of delinquent tax debt collected has more than doubled during the 1990's, increasing from $147.9 million in fiscal year 1991 to $413.7 million in fiscal year 2001. For fiscal year 2001, every dollar invested in collection of delinquent taxes returned $22.90 to the State Treasury. For every staff member devoted to delinquent collection activity, tax collections of $1.1 million resulted, an increase of $100,000 from fiscal year 2000.

In fiscal year 2001, Public Act 91-699 significantly expanded the eligibility and medications covered under the *Circuit Breaker and Pharmaceutical Assistance* program. The household income limit increased from $16,000 to $21,218 for a one-person household, $28,480 for a two-person household and $35,740 for a three or more person household. In addition, the diseases covered under the program have been expanded from arthritis, diabetes, heart and blood pressure to include cancer, Alzheimer's disease, Parkinson's disease, glaucoma, lung disease and smoking-related illnesses. As a result of this expansion, 86,273 additional applications were processed, 42,373 additional property tax relief grants were awarded, and the number of pharmaceutical cards issued almost tripled from 50,313 to 149,162. The Department was able to issue grants timely (within established time frames) and iniate pharmaceutical coverage in an average of 45 days.

AdminIster State and Local Tax Laws

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

Program Goals: Objectives:

1. Provide stakeholders with exceptional service.
   a. Increase percent of accurately filed returns to 89% in FY 2001.
2. Maximize voluntary compliance.
   a. Collect additional revenues through the implementation of program improvement initiatives.
3. Improve effectiveness through increased efficiency.
   a. Reduce the cost to collect $1,000 in taxes.

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

Statutory Authority: 35 ILCS

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Number of Individual Income Tax returns filed electronically	717,089	1,079,027	1,665,000	1,275,347	1,550,000
* Percent of Individual Income Tax returns filed electronically	13 %	19.2 %	29.5 %	22.4 %	26.5 %
* Percent of tax and fee collections received via Electronic Funds Transfer (EFT)	34.3 %	38.3 %	41.6 %	42.9 %	44 %
* Total tax and fee collections received via Electronic Funds Transfer (EFT) (in millions)	$7,787.0	$9,315.0	$10,750.0	$10,435.0	$10,750.0
* Percent increase in credit card payments	N/A	N/A	50 %	72 %	50 %
* Average number of days from receipt of registration application to mailing of certificate	10.0	8.0	10.0	9.0	8.0
* Average number of days from receipt of payment until deposit	1.2	1.2	1.2	1.3	1.3
* Percent of dollars deposited on same day as receipt	90.5 %	86.5 %	86 %	86.9 %	87 %
* Percent of accurately and timely filed Individual Income Tax returns	N/A	87.5 %	88 %	89 %	88 %
* Average number of days to issue an Individual Income Tax refund	30.0	30.4	32.0	34.5	35.0
Output Indicators					
* Number of State and Local taxes administered	69.0	69.0	69.0	69.0	69.0
* State and local tax and fee collections (in millions)	$22,698.0	$24,326.2	$26,000.0	$24,332.0	$24,748.5
* Number of tax return documents processed - includes alternatively filed methods	17,316,496	17,532,367	17,750,000	17,013,251	17,350,000
* Number of Individual Income Tax returns processed	5,521,830	5,621,775	5,650,000	5,700,000	5,750,000
* Number of Individual Income Tax refunds issued	3,281,867	3,607,125	3,350,000	3,441,627	3,500,000
* Number of direct deposits	N/A	257,056	750,000	767,003	1,000,000
* Number of new registration applications processed	65,000	66,000	N/A	64,000	67,000
* Number of registration updates processed	134,000	164,000	N/A	148,000	150,000
* Number of active registration accounts	729,000	738,000	743,000	752,000	760,000
* Delinquent tax debt cases closed	229,048	N/A	230,000	322,331	236,900
* Delinquent tax debt collections (in thousands)	$356,793.7	$377,855.7	$384,000.0	$413,679.8	$412,900.0
* Number of phone calls answered on toll-free taxpayer assistance lines	884,356	920,000	920,000	912,000	920,000
Input Indicators					
* Number of personnel - includes full-time staff and temporary employees on contract and on payroll	2,558	2,448	2,436	2,392	2,392
* Operating Expenditures	$139,549.3	$145,982.0	$150,914.4	$149,295.2	$159,006.6
* Grants and Refunds	$267,097.7	$295,580.9	$336,720.3	$321,260.9	$360,877.5
Efficiency/Cost-Effectiveness Indicators					
* Cost to collect $1,000 of tax and fees	$6.2	$6.0	$6.2	$6.1	$6.4
* Tax and fee collections per staff (in millions)	$162.5	$166.0	$161.1	$162.8	$156.3
* Delinquent tax debt collections per dollar spent (on delinquent debt collection process	$21.15	$22.20	$22.21	$22.22	$22.88

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: Objectives:

1. Provide senior and disabled citizens with exceptional service.
   a. Maintain customer satisfaction level at 93%.
2. Improve effectiveness through increased efficiency.
   a. Ensure 100% of Circuit Breaker Grants are issued within established timeframes.
   b. Ensure 100% of Pharmaceutical coverages are issued within established timeframes.

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

	Fiscal Year 1999 Actual	*Fiscal Year 2000 Actual*	*Fiscal Year 2001 Target*	*Fiscal Year 2001 Actual*	*Fiscal Year 2002 Target*
Outcome Indicators					
* Percent of Circuit Breaker grants issued within 45 days	N/A	N/A	100 %	100 %	100 %
* Average number of days to initiate Pharmaceutical coverage from receipt of application	N/A	N/A	N/A	45.0	45.0
* Average annual benefits per card user	$652.00	$742.00	N/A	$452.00	$1,337.00
* Pharmaceutical card utilization rate	94 %	93 %	N/A	69 %	85 %
* Average annual number of prescriptions per card user	28.0	28.0	N/A	15.0	28.0
* Percent of applications accurately filed by claimants	N/A	70 %	68 %	73 %	73 %
Output Indicators					
* Number of Circuit Breaker/Pharmaceutical applications processed	273,540	278,127	409,195	364,400	365,000
* Number of Circuit Breaker grants awarded	206,295	192,338	N/A	234,711	235,000
* Number of Pharmaceutical cards issued	48,053	50,313	131,854	149,162	170,000
* Number of phone calls anwered on toll-free CB/Rx assistance lines	449,454	308,814	463,221	514,302	525,000
Input Indicators					
* Number of personnel (includes full-time staff and temporary employees on contract and on payroll)	39.0	47.0	103.0	103.0	103.0
* Operating expenditures (in thousands)	$2,137.2	$2,222.7	$5,400.5	$5,400.5	$5,465.4
* Grants and refunds (in thousands)	$81,001.2	$85,880.9	$119,937.2	$120,055.6	$119,950.0

Explanatory Information

Public Act 91-699 (HB3872) significantly expanded the eligibility and medications covered under the Circuit Breaker/Pharmaceutical Assistance Program. Effective January 1, 2001, the household income limit increases from $16,000 to $21,218 for a one-person household, $28,480 for a two-person household, and $35,740 for a three or more person household. In addition, the diseases covered under the program have been expanded from arthritis, diabetes, heart and blood pressure to include cancer, Alzheimer's disease, Parkinson's disease, glaucoma, lung disease and smoking-related illnesses.

Illinois Gaming Board
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
Gaming Tax Distributions to Local Governments	$82,000.0	0	$102,000.0	0
Administration of Riverboat Gambling	$12,968.1	56	$13,301.9	70
Totals	$94,968.1	56	$115,301.9	70

Mission and Organization

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

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

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

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

These objectives include:

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

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

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

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

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

Administration of Riverboat Gambling

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

Program Goals: Objectives:

1. Ensure fair gaming in a safe environment.
   a. Ensure that all licensees comply with statutory, administrative, and internal control requirements relating to gaming and public safety.
   b. Maintain uniform and consistent regulatory oversight of all licensees.
2. Maintain the integrity of the tax and fee payment, collection and distribution process.
   a. Establish and enforce appropriate rules and policies to administer the RGA tax and fee process.
3. Ensure that individuals and entities engaged in riverboat gambling are suitable.
   a. Entities applying for licensure and renewal satisfy all licensing criteria as set forth in the Riverboat Gambling Act (RGA) and adopted rules for the IGB.
   b. Individuals applying for licensure or key person status satisfy all criteria as set forth in the RGA and adopted rules of the IGB.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percent of Level One investigations completed within six months of receipt of complete application	N/A	N/A	100 %	14.3 %	100 %
* Percent of payments received on time	N/A	99.05 %	100 %	99.2 %	100 %
* Percent of transfers made on time	76 %	91.67 %	100 %	100 %	100 %
* Process Occupation Level Two and Three temporary licenses within two weeks of IGB receipt of application	N/A	N/A	N/A	N/A	100 %
* Provide monthly status reports to the IGB related to efforts concerning compulsive gambling	N/A	N/A	100 %	100 %	100 %
* Resolve patron complaints within 14 days	N/A	N/A	N/A	N/A	100 %
* Complete investigations of all key persons within one year of application and within three months prior to renewal	N/A	N/A	100 %	50 %	100 %
Output Indicators					
* Number of operating riverboats in Illinois	9.0	9.0	10.0	9.0	9.0
* Number of active occupational licenses	6,555	9,549	11,600	9,390	9,500
* Number of incident reports filed	1,200	1,559	1,600	1,993	2,000
* Number of Level One occupational investigations	N/A	25.0	30.0	21.0	36.0
* Internal control change requests received	N/A	206.0	200.0	157.0	200.0
* Number of payments received	N/A	2,422	2,500	2,424	2,400
* Number of payments and transfers made	25.0	24.0	24.0	24.0	24.0
* Number of quarterly and annual audits	45.0	45.0	36.0	27.0	36.0
* Review questionable activities to determine if incident report is necessary and if so, complete and enter summary into incident reporting system within 72 hours	N/A	62.2 %	80 %	69.5 %	100 %
* Percent of Owner and Supplier cases reviewed monthly on an annual basis	N/A	N/A	100 %	100 %	100 %
* Percent of Internal Control change requests reviewed within 90 days	N/A	N/A	90 %	15.3 %	100 %
* Percent of audits reviewed in 90 days	N/A	N/A	90 %	100 %	100 %
Input Indicators					
* Operating expenses (thousands)	$12,962.2	$12,968.1	$14,258.3	$13,301.9	$14,258.3
* Number of personnel (includes full-time and part-time staff)	46.0	56.0	82.0	70.0	106.0

Comptroller
(Appropriated Spending in Thousands)

	FY2000		FY2001	
Program	**Expenditures**	**Headcount**	**Expenditures**	**Headcount**
State Officers' Salaries	$23,700.0	0*	$25,858.6	0*
Statewide Financial Management	$17,603.7	227	$17,458.3	231
Government Financial Reporting	$4,601.4	64	$5,678.5	68
Cemetery Care and Burial Trust	$2,267.9	32	$2,448.4	29
Homeowner's Tax Relief	$0.0	0*	$718.7	0*
Administrative Fund	$0.0	0*	$456.7	0*
Merit Commission	$72.7	1	$91.0	1
State Lottery Expenses	$0.0	0	$50.3	0
Totals	$48,245.7	324	$52,760.5	329

Explanatory Notes *Headcount included in Statewide Financial Management program.

Mission and Organization

The Illinois Office of the Comptroller (IOC) was created by the Constitutional Convention of 1970 as an expanded replacement for the Office of the Auditor of Public Accounts. By law, the Comptroller is the state's chief Fiscal Control Officer, responsible for the legal, efficient, and effective operation of state government. In order to accomplish these legal mandates, the IOC directs its strategic resources toward two key financial programs: *Statewide Financial Management* (*SFM*) and *Governmental Financial Reporting* (*GFR*). An ancillary responsibility of the IOC is to regulate the Illinois funeral and cemetery care industries through the *Cemetery Care and Burial Trust* (*CCBT*) program.

These three programmatic areas cross departmental and functional lines. Their missions are achieved through the efforts of 329 employees including accountants, attorneys, economists, information system specialists and other professionals with the skills necessary to carry out the functions of the office. Additionally, support and administrative positions maintain an infrastructure and work environment that promotes the accomplishment of programmatic goals.

An integral part of the mission of the *SFM* program is the processing of and accounting for financial transactions for government, payees and vendors. To that end, the IOC processed nearly 16 million payment transactions in fiscal year 2001, an increase of 7.4% over fiscal year 2000. Processing of Public Aid Medical Assistance cards also increased 3.8% over the fiscal year 2000 level, bringing the total transactions processed to over 26 million. In spite of this increase in processing, the cost per payment transaction continued to decrease for the second year in a row; from $2.00 in fiscal year 1999, to $1.18 in fiscal year 2000, to a new low of $1.09 in fiscal year 2001.

Using technology to improve safety, cost effectiveness and reliability of funds transfers remains a goal of the office. Therefore, during May of 2001, the Comptroller promoted the use of electronic funds transfers throughout Illinois in conjunction with National Direct Deposit week. During fiscal year 2001, over 68% of state employees and retirees participated in direct deposit of their payroll checks - a record high in Illinois. Additionally, non-payroll electronic funds transfers increased to a high of 2,245,621 in fiscal year 2001.

With a renewed commitment to financial stability, the IOC focused careful attention on the state's cash flow during fiscal year 2001. Illinois has closed its books the last two fiscal years with a growing deficit and during fiscal year 2001, the IOC was forced to delay some payments to vendors because of cash flow problems. During fiscal year 2000, all routine warrants were released within two days of process completion. However, in fiscal year 2001 only 77.3% of routine warrants could be released within that time frame. Due to cash shortages, payments had to be held on 56 out of 247 working days. The IOC will be vigilant about monitoring this growing problem during the coming fiscal year.

The *GFR* program provides reliable, accessible and comprehensive financial information to the general public and others with a financial interest in the State of Illinois. This is accomplished through personal contacts, comprehensive reports, electronic information-sharing and regularly issued newsletters. Personal contacts are funneled through several areas of the office including the Records Center, the Expenditure Analysis and Research Section (EARS) and the Local Government Help Desk. The Records Center received nearly 90,000 inquiries in fiscal year 2001, representing an increase of 31% over fiscal year 2000. EARS received 22% more inquiries in fiscal year 2001 than in fiscal year 2000, while the Local Government Help Desk handled 4,000 inquiries regarding local government financial issues and

reporting requirements. This was an increase of 543% over fiscal year 2000, which was the first year the Help Desk was open.

To better serve the taxpayers of Illinois and other users of financial information, the IOC maintains a web site that received on average 53,000 "hits" per day during fiscal year 2001, an increase of nearly 37% over fiscal year 2000. Through the Comptroller's web site, interested parties can access the Fiscal Focus, view transactions on-line, learn about the activities of the Local Government or *CCBT* departments, review the Comprehensive Annual Financial Report, Popular Annual Financial Report, the Public Accountability Report or secure information on dozens of other topics related to the activities of the office.

The statewide Public Accountability Report included submittals from 39 agencies and performance information covering 133 different programs. The final report, published as part of the Comprehensive Annual Financial Report, covered programs representing 69.2% of the total state budget. This represents a 36% increase since fiscal year 1999.

CCBT: The IOC regulates the funeral and cemetery care industries in order to protect the public from financial fraud and to ensure delivery of contracted services. Legislation, sought by the IOC and passed during the 2001 spring legislative session, added substantial protections for consumers of pre-need and funeral and cemetery care services and merchandise. Seventy-seven licenses were issued in fiscal year 2001, bringing the total of licensees under this program and the IOC's regulatory control to 2,072. Ninety-five percent of these licensees met annual reporting requirements in fiscal year 2001. Additionally, eight field auditors located in Springfield, Chicago and field offices around the state conducted 656 audits.

The Consumer Hotline handled over 2,000 complaints in fiscal year 2001, many of them dealing with abandoned or neglected cemeteries in Illinois. For the second year, the Comptroller declared the month of May as Cemetery Clean-Up Month, enlisting hundreds of volunteers to help clean up cemeteries throughout the state.

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 95% of all problem free commercial transactions in 4 business days or less.
   b. To increase the number of certified vendors to 88% of the total vendor file by June 30, 2001.
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 increase to 94% the number of commercial vouchers submitted in a paperless format.
   c. To increase the number of agencies that participate in the Statewide Accounting Management System's (SAMS) on-line processing program to 20 by June 30, 2001.
   d. To increase the number of Electronic Fund Transfers (EFT) by June 30, 2001 by 2.5%.
3. To oversee and manage fund levels and ensure availability of funds for priority expenditures.
   a. To process 100% of all payments for properly executed transactions with scheduled payment dates, on or before the required date.
   b. To make 100% of all payments for properly executed transactions for priority expenditures on the scheduled date.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of routine warrants available for release within two business days	100 %	100 %	100 %	100 %	100 %
* Percentage of routine warrants released within two days of process completion (a)	N/A	100 %	100 %	77.3 %	100 %
* Percentage of commercial vouchers processed in four business days or less (a)	96.9 %	97.8 %	98 %	92 %	98 %
* Percentage of certified vendors on vendor file (b)	84.57 %	86 %	87 %	87.7 %	88 %
* Dollar amount of all intercepted payments (in thousands) (c)	$14,579.8	$22,198.7	N/A	$41,124.4	N/A
* Percentage change in dollar amount of intercepted payments (c)	54.7 %	52.3 %	N/A	85.3 %	N/A
* Percentage change in number of intercepted payments (c)	45.6 %	22.2 %	N/A	29.5 %	N/A
* Percentage of paperless commercial vouchers processed	89.21 %	93.53 %	93.5 %	93.7 %	94 %
* Percentage of payroll-related EFT transactions	62.1 %	65.8 %	66 %	68.1 %	72.1 %
* Percentage of non-payroll-related EFT transactions	13 %	14 %	15 %	16.7 %	17 %
Output Indicators					
* Total payments processed	13,809,108	14,884,506	16,300,000	15,988,446	14,500,000
* Total commercial vouchers processed	4,990,923	5,431,034	5,000,000	5,109,556	5,200,000
* Public Aid medical cards processed	9,168,888	10,057,863	10,000,000	10,440,972	11,000,000
* Total vendors on vendor file (b)	762,270	836,911	800,000	829,203	830,000
* Vendors on vendor file that are certified (b)	644,622	722,326	696,000	727,382	728,000
* Total number of intercepted payments (c)	118,666	145,042	N/A	187,833	N/A
* Paperless vouchers processed	4,452,436	5,079,525	5,600,000	4,725,555	5,000,000
* Number of payroll-related EFT transactions	2,111,858	2,256,380	2,260,000	2,361,409	2,500,000
* Number of non-payroll-related EFT transactions	1,351,208	1,604,774	1,650,000	2,245,621	2,300,000
* Number of agencies that participate in the SAMS on-line processing program	17.0	17.0	20.0	20.0	25.0
Input Indicators					
* Budget expenditures (in thousands) (d)	$27,700.0	$17,603.7	$18,400.0	$17,458.3	$18,200.0
* Number of personnel	237.0	227.0	227.0	231.0	231.0
Efficiency/Cost-Effectiveness Indicators					
* Cost per payment transaction (d)	$2.00	$1.18	$1.13	$1.09	$1.26
* Number of payment transactions processed per staff	58,266	65,426	71,648	69,212	62,500

Footnotes

(a) For fiscal year 2001, the state's cash flow shortfall necessitated holding approved vouchers until sufficient funds were available in the General Revenue Fund to write the warrants. Delays in making payments from the General Revenue Fund are also expected for fiscal year 2002.
(b) The number of vendors on the vendor file is determined by the number of vendors doing business with the state. This number is most likely to decrease as purging of inactive files is complete. However, the percentage of certified vendors on the vendor file will increase as a result of the purging.
(c) Intercepted payments are moneys redirected due to court orders, garnishments, collection processing, etc. and includes moneys that are refunded. Intercepted payments are not predictable, but are based on the number of claims submitted. Therefore, targets cannot be set. This number increased during 2001 due to state tax rebates.
(d) Fiscal year 1999 budget expenditures included $8.8m payoff of SAMS.

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, 2000 in accordance with Generally Accepted Accounting Procedures.
   b. By June 30, 2001 provide statewide training and evaluation regarding Governmental Accounting Standards Board's new financial reporting standards (GASB 34) to 45 material agencies.
   c. To complete all mandated reports in accordance with law and all other reports in a timely manner.
   d. To make information available to users through direct mail, the Web, the Warehouse and through telephone and personal contact.
   e. To administer the Public Accountability Project for 39 state agencies and report on the performance of these agencies' programs by December 31, 2000.
2. To ensure that local governments comply with reporting requirements in order to keep users informed.
   a. To increase the compliance rate of local governments filing Annual Financial Reports (AFR) to 97%.

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

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Prior Year Illinois CAFR received Governmental Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	Yes	Yes
* Prior Year Illinois Popular Annual Financial Report (PAFR) received GFOA Certification of Achievement for Outstanding Acievement in PAFR Reporting	Yes	Yes	Yes	Yes	Yes
* Percentage of total state budget reflected in Public Accountability Project (PAP) report	37.2 %	65 %	75 %	69.2 %	76.4 %
* Average response time for inquiries to Records Center (in days)	1.6	1.3	1.5	1.3	1.4
* Percentage of local governments complying with AFR requirements	94 %	94 %	95 %	96 %	97 %
* Percentage of all Comptroller reports completed on or before required date	N/A	100 %	100 %	100 %	100 %
External Benchmarks					
* Other states receiving GFOA award for PAFR	3.0	3.0	3.0	N/A	3.0
* Other states receiving GFOA award for CAFR	39.0	39.0	39.0	N/A	39.0
Output Indicators					
* Inquiries received by Expenditure Analysis and Review Section (EARS) (a)	18,830	26,262	28,000	31,924	32,000
* Inquiries received by Records Center	88,108	66,956	80,000	87,615	88,000
* Daily average hits on web site (b)	30,749	38,851	40,000	53,088	60,000
* Inquiries to local government help desk	N/A	622.0	1,000	4,000	5,000
* Number of major published reports	12.0	12.0	12.0	12.0	12.0
* Total number of reports printed	14,737	13,714	14,000	12,574	13,000
* Agencies participating in the PAP program	15.0	19.0	39.0	39.0	59.0
* Number of programs included in PAP report	29.0	65.0	100.0	133.0	300.0
* Number of agencies participating in GASB 34 training	N/A	45.0	118.0	122.0	120.0
Input Indicators					
* Budget expenditures (in thousands)	$3,600.0	$4,601.4	$6,600.0	$5,678.5	$6,600.0
* Number of personnel	49.0	63.5	63.5	68.0	68.0
Efficiency/Cost-Effectiveness Indicators					
* Personal Service Cost per Records Center inquiry	$6.0	$6.3	$6.00	$5.70	$6.00
* Personal Service cost per EARS inquiry	$6.0	$6.7	$7.00	$4.40	$5.00
* Inquiries per EARS staff	6,277	8,754	8,000	10,641	10,666
* Inquiries per Records Center staff	4,895	4,184	4,500	5,476	5,500

Footnotes

(a) Expenditure Analysis and Review Section (EARS). This section responds to media, General Assembly, state agency and other complex inquiries requiring sophisticated research.

(b) Based on a three-month average.

Cemetery Care and Burial Trust

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

Program Goals: Objectives:

1. To provide thorough regulation of licensed cemeteries and funeral homes through the use of technology.
   a. By September 2001, extinguish backlog of pending license applications.
   b. By December 2001, develop a plan, for implementation in 2002, to enable licensees to access annual report information and download annual report documents from the Comptroller's Web site.
2. To ensure the consistent, regular and open exchange of information among and between field auditors and office staff.
   a. By January 2001, implement enhanced database functions to include and track submission of all audit reports from field auditors
   b. By June 2001, develop and communicate parameters for implementation of electronic filing of audit reports from field auditors.
   c. By December 2001, implement on-site automated audit reports and electronic filing.
3. To ensure that funeral homes and cemetery industries provide high quality consumer service.

Source of Funds: General Revenue Fund, Cemetery Consumer Protection Fund

Statutory Authority: 225 ILCS 45; 760 ILCS 100

	Fiscal Year 1999 Actual	Fiscal Year 2000 Actual	Fiscal Year 2001 Target	Fiscal Year 2001 Actual	Fiscal Year 2002 Target
Outcome Indicators					
* Percentage of funeral homes complying with annual reporting requirements	80 %	97.5 %	100 %	93.5 %	100.0 %
* Percentage of cemeteries complying with annual reporting requirements	90 %	95.5 %	100 %	97 %	100.0 %
* Percentage of pre-need licensees complying with annual reporting requirements	64 %	99 %	100 %	92 %	100.0 %
* Late filing fees received from licensees (in thousands)	$34.3	$163.1	$163.0	$70.3	$50.0
Output Indicators					
* Licenses issued: funeral homes	31.0	173.0	60.0	68.0	70.0
* Licenses issued:cemeteries	4.0	8.0	5.0	4.0	3.0
* Licenses issued: pre-need	21.0	10.0	10.0	5.0	25.0
* Audits conducted: funeral homes (a)	504.0	480.0	595.0	417.0	500.0
* Audits conducted: cemeteries (a)	211.0	195.0	310.0	186.0	250.0
* Audits conducted: pre-need (a)	43.0	35.0	25.0	53.0	75.0
* Number of licensed funeral homes	965.0	1,039	1,099	1,094	1,150
* Number of licensed cemeteries	871.0	874.0	879.0	863.0	850.0
* Number of pre-need licensees licensed	112.0	115.0	125.0	115.0	100.0
* Funeral homes meeting annual reporting requirements	774.0	1,013	1,099	1,023	1,093
* Cemeteries meeting annual reporting requirements	780.0	835.0	879.0	841.0	808.0
* Pre-need licensees meeting annual reporting requirements	72.0	114.0	125.0	106.0	95.0
Input Indicators					
* Budget expenditures (in thousands)	$1,900.0	$2,267.9	$2,500.0	$2,448.4	$2,500.0
* Number of personnel	28.0	32.0	32.0	29.0	29.0
Efficiency/Cost-Effectiveness Indicators					
* Consumer inquiries per staff (b)	545.0	577.0	350.0	695.0	500.0
* Audits per auditor (c)	84.0	78.8	90.0	82.0	85.0

Footnotes

(a) CCBTP conducted fewer audits than anticipated in fiscal year 2001 due to the offices' decision to concentrate resources on two large conglomerates, Loewen Group of Canada and (Service Corporation International) from Texas. These two corporations, which hold 156 licenses in Illinois began to do business in Illinois in the early 1990's, but had not been brought into compliance with Illinois cemetery regulations. By upgrading the audit staff with more highly skilled auditors and CPAs, the IOC was able to complete this task after a time consuming effort in which some records had to be reconstructed by IOC staff.

(b) For fiscal year 2001, these figures are based on 2,084 inquiries and three staff persons assigned to the complaint unit.

(c) Represents the average number of audits, based on 656 audits completed in fiscal year 2001 and eight field auditors. The scope of field audits was expanded during fiscal year 2001, requiring more time to complete each audit.