

March 15, 2019

The Honorable JB Pritzker Governor State of Illinois 207 State Capitol Springfield, IL 62702

Dear Governor Pritzker:

The State Services Assurance Act, Public Act 95-707, passed in November 2008, requires each state agency to annually report on the staffing level of bilingual employees to the General Assembly.

Enclosed, please find the 2019 annual report from the Illinois Lottery.

Should you have any questions or need any additional information, please contact Peter Romano, Lottery Labor Relations and Personnel Manager at 217/524-5252.

Sincerely,

Harold Mays Acting Director



Position Title	Full Name	Position #	Position Option
OFFICE ASSOCIATE	Filling Vacancy	30015	SPANISH SPEAKING
OFFICE ASSOCIATE	Garcia, Hilda	30015	SPANISH SPEAKING
OFFICE ADMINISTRATOR 4	Rodriguez, Luis	29994	SPANISH SPEAKING
OFFICE COORDINATOR	INIGUEZ, NORA	30025	SPANISH SPEAKING

JB Pritzker Governor

Harold Mays Acting Director

Illinois Lottery 122 S. Michigan Avenue 19th Floor Chicago, IL 60603

(312).793.3030 - Main (312)-793-5514 - Fax

101 W. Jefferson Street Springfield, IL 62702 217.524.5240 direct

www.illinoislottery.com



CIMS Illinois Department of CENTRAL MANAGEMENT SERVICES

1. POSITION TIT	LE	WORKING TITLE (IF ANY) Birrigul Postan Trite 2 Code Option Code Option Code				2. POSITION NUMBER					
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Naw/Revised Position					1.	_					
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3. AGENCY			4 BUREAU/ DIVISION				S EXMT CODE	6 WORK COUNTY	7 A/L AUDH	S AUDIT	9 OFFICE USE
Existing Position											
New/Revised Position									<u></u>	-	
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						Exertes		24 POSITI 26 CLARII		BER CHAI	NGE
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Naw/Revised Position						.,	☐ MC1	49 DOWN	WARD R		
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			variety of complex cleric							esses a	and
			ims; reviews, verifies and								
ļ	compiles and prepare	es bala	incing sheets, logs, statis	itical re	cords	and cha	arts for	Lottery p	olayers	' check	writing
	system; explains and	interp	rets rules, regulations an	d proce	dures	to Lotte	ery play	ers and	the ge	neral pu	ıblic;
Ĭ			eral and State tax withho								
	weekly and monthly r	eports	orts. Performs complex clerical duties, including keyboarding from rough draft or oral								
			emos and informational reports; answers incoming telephone calls; maintains records								
			activities; prepares and logs registered and certified mail; maintains confidential								
	subject, general and	follow-	up files. Writes and speaks Spanish.								
30%	1 Assurabalusanda		volu proporac varifiae apo	t adita i	acton	t and an	line of	nima m	akina a	nu nooc	
30%			npletely prepares, verifies and edits instant and on-line claims, making any necessary puter system. Prepares appropriate notification to claimant; prepares logs, control								
			eports of claims process								uoi
			ors. Independently maint								ecords
			check writing system. Ba								
			iminate possibility of loss								
			s prizes up to \$25,000 in				. (000)	p	0,0,,,,,	, , , , , , , , , , , , , , , , , , , ,	
25%			rules, regulations and pr								public,
			sh as needed. Manually prepares and adjusts totals on 5754 tax form for multi								
			essing claims after validation for payment vouchers. Interprets and explains Federal								
	and State tax wit	hholdii	ng rules.								
	l					. ,					
15%			ohone calls from the publ								
			thers regarding Lottery tickets, validations and check writing activities, or directs them								
1	to other professional staff if of a complex nature.										
10% 4. Performs a variety of complex clerical duties including composing							ا ممالم	::	- د کارداست		naius
			s and memos for the general public, government officials, Lottery sales agents and ertaining to prize winners. Composes and/or edits correspondence answering routine								
			rtaining to prize winners. Composes and/or edits correspondence answering routine rledging letters received, writing in Spanish as needed. Prepares and files reports as								
requested from super											
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DIRECTOR OF CM	S SIGNATURE	IMMED	IATE SUPERVISOR SIGNATURE			Y HEAD S				~, / ¹	DATE,
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16. (CONTINU % OF TIME		COMPLETE CURRENT	IT AND ACCURATE STATEMENT OF D	OSITION ESSENTIAL FUNCTIONS cont							
10%	5.										
1070	5. Maintains logs and records of daily activities, validated winners, check-writing reports, etc. Assists in compiling, writing and editing activity, productivity, informational and statistical reports; prepares final reports for Supervisor's review and approval prior to forwarding to Finance staff. Prepares and logs all registered and certified mail, assigns control numbers; prepares return receipt cards and maintains logs of postage stamp usage.										
05%	6.	 Establishes and securely maintains confidential, general, subject, alphabetical and follow-up files; classifies and maintains reference and narrative files pertaining to prize winners. 									
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.										
!											
17. POSITION performance	FITLE e eval	AND NUMBER OF IMMEDI	JIATE SUPERVISOR (Responsible for assign lending and imposing disciplinary action and a	Ing and reviewing work, prepating, conducting and signing adjusting grievances for the incumbent of this position.)							
Office Admin	istral	tor IV 29994-45-10-21(0-30-01	WORKING TITLE (IF ANY)							
18. CHECK THE	APP	ROPRIATE BOX IF THIS PO	POSITION IS A:	JRTC Claims Supervisor							
☐ SUPER\											
NOTE: Su	pervi	sory or lead worker respor	nsibilitles <u>must</u> be described in a detailed	duty statement(s) with a time percentage(s) allotted.							
If a box was	s chec	ked above, list position title,	e, position number, and number of subordinate	e incumbents or authorized funded headcount:							
	Pos	sition Title	Position Number	No. of Incumbent or Funded Vacancies							
:											
CERTIFICATION	N IDE	HIS POSITION, NOTE: SIN NTIFIED ON STANDARDS,	NCE THERE ARE NOW SEVERAL OPTIONS , THE PHRASE "SAME AS SPECIFICATION	NECESSARY FOR THE SUCCESSFUL PERFORMANCE S OF SKILLS AND ABILITIES AND LICENSURE OR " CAN NO LONGER BE USED.							
experience. I composition, knowledge of to operate co	Requ gram f age mmo	uires extensive knowled nmar, spelling and pund ency programs, rules an only used manual and a	edge of office practices, procedures a nctuation. Requires working knowled nd regulations. Requires ability to foll	of high school and two years of office nd programs. Requires extensive knowledge of ge of basic mathematics. Requires elementary low oral or written instructions. Requires ability form routine maintenance. Requires the ability in hish at a colloquial level.							

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Existing Position									**************************************			
				and the second								
New/Revised Position												
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3. AGENCY			4. BUREAU/ DIVISION	s. dr. et renneme renne renneme, ren	A. 0.5	5 EXMT CODE	6 WORK COUNTY	/ A/I	TICUA 8	O DEFICE USE		
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New Revised Position												
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			ncing sheets, logs, statist									
			rets rules, regulations, an									
			eral and State tax withhole									
			Performs complex cleric									
			and informational reports									
			es; prepares and logs re			d mail;	maintair	is confi	dential			
	subject, general and	TOIIOW-	up files. Writes and spea	iks Span	iisn.							
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			r system. Prepares appro							IIFOI		
			eports of claims processe									
						ical reports and other control records tion reports to ensure accuracy,						
			minate possibility of loss			Receive	es prize	ciaims,	valida	les		
	winning tickets ai	no pay	s prizes up to \$25,000 in	the claim	is center.							
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25%	2. Explains and inte	rprets	rules, regulations and pro	cedures	to winners	non-wi	nners ar	na ine g	general	public,		
			needed. Manually prepa									
			claims after validation for	paymer	nt vouchers	. interp	rets and	explair	ns Fedi	eral		
	and State tax wit	hholdir	ig rules.									
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15%			hone calls from the public									
	sales agents and others regarding Lottery tickets, validations and cl							illes, o	r direct	s them		
	to other professional staff if of a complex nature.											
10%	4. Performs a variety of complex clerical duties including composing and/or editing a variety of responsive											
	or procedural letters and memos for the general public, government officials, Lottery sales agents ar											
	others on matters pertaining to prize winners. Composes and/or edits correspondence answering re											
inquiries and admonstration betters received, writing in Spanish as needed. Prepares and file							nies rei	ports as				
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MULOTT	1ayro 43/16											

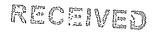
10% 5 Mainteins logs and records of daily activities, validated winners, creats, writing reports, etc. Assets in compling, writing and editing activity, froothantonel and statistical reports, prepares find reports for Supervisor's review and approval prior to forwarding to Finance staff. Prepares and logs all registered and certified mail, assigns control numbers, prepares return receipt cards and maintains logs of postage stamp usage. 05% 6 Establishes and securely maintains confidential, general, subject, alphabetical and follow-up files; classifies and maintains reference and narrative files penaining to prize winners. 05% 7 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. 17 Position tritle AND NUMBER OF IMMEDIATE SUPERINSOR (Responsible for assigning and anoward) within the scope of the duties enumerated above. 18 CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: 19 SUPERINSOR OR DEAD WORKER NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted if a bay was checked above but position like, position number, and number of subordinate incuments or sutratized funded headcount. 19 SPECIALIZED KNOWLEDGES SKILLS ABILITIES LICENSURE OR CERTIFICATION NEGESSARY FOR THE SUCCESSFU, PERFORMANCE OF THE WORK OF THIS POSITION NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION SECRETARY FOR THE SUCCESSFU, PERFORMANCE OF THE WORK OF THIS POSITION NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION or Skills and mental development equivalent to completion of high school and two years of office experience. Requires extensive knowledge of office practices, a shell properties. Performence of composition, grammar, spelling and punctuation. Requires which provided and approve or or write maintenance. Requires the ability in operate commonly used manual and automated office equipment and sp	16. (CONTINU	ED)											
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18 CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: SUPERVISOR OR Supervisor or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above hist position number, and number of subordinate incumbents or authorized funded headcount. Position Title Position Number No. of Incumbent or Funded Vacancies. 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION, NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. Requires knowledge, skill and mental development equivalent to completion of high school and two years of office experience. Requires extensive knowledge of office practices, procedures and programs, Requires extensive knowledge of composition, grammar, spelling and punctuation. Requires working knowledge of basic mathematics. Requires elementary knowledge of agency programs, rules and regulations. Requires and programs which we have the programs and perform roution or instructions; Requires ability to operate commonly used manual and automated office equipment and perform roution which the programs is the programs and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office equipment and perform roution which we manual and automated office and perform and perform roution which we manual and	Office Admini	strate	r IV 29994-45-10-210-20-01 WORKING TITLE (IF ANY)										
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AUS 11 236 CIVIS Illinois Department of CENTRAL MANAGEMENT SERVICES CLASSER

1. POSITION TIT	LE	W	ORKING TITLE (IF ANY)	Blangual Code		n Tido 1 Codo							
Existing Position													
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New/Revised Position													
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3. AGENCY			4. BUREAU/ DIVISION				S EXMT	6. WORK COUNTY	7 A7 AUTH	# AUCIT	0 OFFICE USE		
Existing Position													
New/Revised Position		- 1	am	_		1]			
Lottery			Finance/Budget & Acco	unts Pay	yable		0	016	N] R			
10. SECTION Existing Position	<u> </u>		11, UNIT				12, TRAN	SACTIONCO	DE	13, EFFECT	IVE DATE		
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NewRevised Position										0///	0/10		
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14. WORK LOCA	HON		15. BARGAINING/TERM CO	DE	F	Rulan	☐ MC0	22 EXEMP 24 POSITI	T CODE	CHANGE	uor		
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% OF TIME	16. COMPLETE, CURF	RENT A	ND ACCURATE STATEME	NT OF PO	OSITIO		ENTIAL	FUNCT	IONS	LOCATIO			
	Under general direction	on, pla	ns, assigns and reviews	the activ	ilies fo	r the .	IRTC C	laims U	nit: ser	ves as			
	working supervisor; d	dolevel	s, recommends and imp	ements	new a	nd/or i	evised	nolicies	and or	ocedur	es		
	affecting processing	operatio	ons; serves as lead custo	omer ser	vice m	anade	er: serv	es as Cl	nicado	lead lia	ison		
	between retail inquirie	es and	delinquencies; translates	procedu	ures, q	uestio	ns, and	docum	ents in	to Spar	nish:		
	serves as specialized	liaisor	between the office, field	l staff an	d ager	nts reg	arding	complai	nts and	dicket	,		
	problems; provides of	n-the-jo	b training to enhance the	e use an	d appl	ication	of equ	ipment :	and pro	oduction	٦.		
,							,	·	,				
20%	 Serves as workin 	ig supe	rvisor; assigns and revie	ws work;	; provid	des gu	iidance	and trai	ning to	assign	ed		
			arding work performance										
	establishes annu	al goals	s and objectives; approve	es time c	off; pre	pares	and sig	gns perfo	ormand	e evalu	lations.		
15%	2. Develops, recom	mends	and implements new and/or revised policies and procedures affecting										
			conducts studies, compiles data and submits reports to supervisor. Attends s							s staff			
	meetings to keep	o appris	ed of new developments	within th	пе Оер	partme	ent.						
15%							staff. Opens and closes the check						
	writing centers da	aily ens	suring it is staffed continuously during working					g hours. Coordinates the winner					
	awareness in the	JRTC	Claims Center, obtaining information from large prize winners (pictures and							d			
	questionnaires) a	and forv	vards information to Lotte	ery's Priv	rate Ma	anage	Γ.						
450	4 0		linings between and its						- ,				
15%			liaison between retail in										
			es. Coordinates with JRTC building management and security, including ISP										
	when there is a large payout. Ensures Claims Center is in complian							an bunon	ig poli	cies, co	aes		
	and procedures.												
100/	5 Providen disastia		dvice to subordinates; re	aabian a			محمد اطعه		1_1				
10%									سداد.				
			ure the maintenance of established procedures, production and work schedules,										
	inventory flows, compliance with prescribed methods and standards and strict security regulations							liations	ano				
	controls.												
10%	6 Translates proces	durae c	uestions and documen	المالم الأوا	Ill an	for inc	dividual	e who e	annot a	noak o	r road		
Findish Assists other			questions and documents into Spanish for individuals who cannot					nich e	heak O	Notes 1640			
during conference calls			Departmentstaff by providing translation from English to Spanish, and by translating written derrespondence.					HO VICE	versa,				
	, dailing contracts	A Galla	and by translating written our espondance.										
DIRECTOR OF CMS	I S SIGNATURE	IMMEDIA	IL II L ATE SUPERVISORISIGNATURE	A	GENCÝ I	HEAD SI	GNATURI	=	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	r	ATE		
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16. (CONTINUI	= 171										
		AAMAN CTE ALIDACIA	1100 1001010000000000000000000000000000								
% OF TIME	10,	COMPLETE, CURRENT	AND ACCURATE STATEMENT OF P	OSITIO	N ESSENTIAL FUNCTIONS cont						
10%	7. Serves as specialized liaison between the office, field staff and agents regarding complaints and ticket problems; follows-up on specific agent requests; provides on-the-job training designed to enhance the use and application of equipment and production; training new staff in terminal word processing and/or clerical procedures, techniques and use of equipment.										
5%	8. Performs other duties as required or assigned which are reasonably within the scope of duties enumerated above.										
17. POSITION T	ITLE	AND NUMBER OF IMMEDIA	ATF SUPERVISOR (Responsible for assign	ing and r	evlewing work, preparing, conducting and signing						
performance	evalu	alions; effectively recommer	nding and imposing disciplinary action and a	adjusting	eviewing work, preparing, conducting and signing grievances for the incumbent of this position.)						
		52-45-10-210-00-01	**************************************	·	KING TITLE (IF ANY)						
				Check	Writing & Claims Manager						
図 SUPERV	ISOR erviso check	ed above, list position title, p	KER		tement(s) with a time percentage(s) alfotted. ents or authorized funded headcount:						
000 - 0 10	Posit	ion Tille	Position Number		No. of Incumbent or Funded Vacancies						
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Office Associa			30015-45-10-210-31-01		2						
Office Associa	ite		30015-45-10-210-31-02		1						
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Illinois Department of
CENTRAL MANAGEMENT SERVICES A & R SHARED

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1. POSITION TIT	1E	T W	ORKING TITLE (IF ANY)	8-trous	Po	ENTE		ITION NU	UDED					
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New/Revised Position														
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3. AGENCY Existing Position			4 BUREAU/ DIVISION				\$ EXXIT CODE	6 WORK COUNTY	I AT ALSTE	# AUDIN	9 OFFICE USE			
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New/Revised Position										-				
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10. SECTION			11. UNIT					SACTION CO	13. EFFECT	IVE DATE				
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New/Revised Position			+*************************************						L	- 170	*****			
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New/Revised Postson							☐ MC1	49 DOWN	WARD R	EALLOCA	TION			
Cook			RC-014			N	□ MC1	SS LIPSVAL	OD OEA:	LOCATION LOCATION				
% OF TIME	16. COMPLETE, CUR	RENT A	ND ACCURATE STATEME	NT OF F	POSIT	ION ES	SENTIAL	. FUNCT	IONS					
	Under direction, per	iorms a	variety of highly respons	ble sec	retari	al and c	lerical o	luties; k	teyboa	rds repo	orts			
	data for special repo	nge, tece	; answers telephone inqueives, opens and distribute	uries of	a rou	itine nal	iure; as:	sists sup	erviso	or in com	piling			
	files. Serves as Divi	ision Tim	nekeeper and building co	ies illico intact	uning Arran	nes for	idii ildii i: vehicle	s genica	and no	onarec	loge loge			
	and reports. Serves	as Hisp	panic Liaison for the Direct	ctor's O	ffice.	writina.	speakir	ng and c	onferr	ina in Si	ogs nanish			
	Acts as a back-up to	Private	Secretary and Check W	riting C	enter	as requ	ired.	•	- , -, -					
050/	4		Manager A. Markett											
25%	Serves as a con verbally in person	nmunica m and vi	tion channel with the pub	olic, stat	1, gov	/ernmer	nt perso	nnel, an	d othe	er stakeholders				
	other material fro	om roud	h drafts and verhal instri	ation including letters, memos, and nformation, supplies, equipment, and										
	services to aid L	ottery pr	rograms, operations and	activiti∈	s. M	akes ar	rrangements and preparations for							
	meetings. Assis	its with c	drafting, improving, and preparing updated po					olicies and procedures. Compiles						
	information into	reports a	and circulates confidential documents to dep				artment managers. Creates and							
	maintains files o	t correst	pondence and informatio	n.			ļ							
20%	2. Assists Director	and staf	f by conferring in Spanis	h and c	oordi	natina 4	avalaini	na or or	audino		ı			
	information, thro	uah per	sonal and telephone con	tact to t	he ni	naung, i iblic: co	mmunici	ates at :	a colic	yenera Youlal le	vel i			
	verbally and in w	riting, in	Spanish to provide infor	mation	conc	erning a	vailable	service	s; clar	ifies	101,			
	processes and p	rocedur	es to Spanish clientele, l	ottery p	olayer	s. Lotte	ry office	s and o	thers.	relatina	to			
		method	s and processing of clair	ns. Pro	vides	i transla	tion ser	vices fo	r mark	eting				
	materials.													
15%	3. Serves as division	n timek	eeper; manages staff att	endanc	e ren	iliaete al	nd daily	time rec	oorde:	neciete /	othor			
,,,,	timekeeping mar	nagers a	and staff.	CHOOM	C 104	ucsis a	na dany	unic rec	Juius,	a331313 t	Offici			
	and oping managoro and otali.													
10% 4. Receives, opens, sorts a			and distributes incoming	mail; ke	eps s	upervis	or appr	aised of	sensit	ive or pr	fority			
	mail. Orders and	ins office supplies and e	quipme	nt for	Chicag	o office								
10% 5. Works with the Lottery F			The Water Manager to the Colon of the Colon											
logs.		Facilities Manager, to maintain Chicago vehicle fleet and compose reports and								กด				
1099.														
DIRECTOR OF CMS	SIGNATURE	IMMEDIA	TE SUPERVISOR SIGNATURE	I A	GENCY	HEAD SI	SNATURE			T 04	TE.			
i	TEN 30					La				11/1	1/10			

16. (CONTINUED)											
% OF TIME		COMPLETE, CURRENT	AND ACCURATE STATEMENT OF P	SITION ESSENTIA	L FUNCTIONS cont						
05%	Serves as building contact and safety coordinator for Chicago office. Ensures all contact information is updated within the building and all maintenance is performed within the guidelines of the State.										
05%	As a back-up to Private Secretary, maintains Director's appointment calendar; schedules meetings; makes flight and hotel arrangements; signs letters and other documents as authorized; and completes tasks related to the Lottery Control Board.										
05%	8.	 Serves as a back-up to Check Writing Center. Travels to Check Writing office, provides information in respose to inquires about games and processes; assists players with filling out claim forms; follows Check Writing procedures to record information, writes, and distributes checks. 									
05%	9.	Performs other duties enumerated above.	as required or assigned which are	easonably within t	he scope of the duties						
17. POSITION To performance	TLE evalu	AND NUMBER OF IMMEDIA ations; effectively recomme	ATE SUPERVISOR (Responsible for assign nding and Imposing disciplinary action and a	ng and reviewing work, Ijusting grievances for	preparing, conducting and signing the incumbent of this position.)						
Director				WORKING TITLE	(IF ANY)						
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18. CHECK THE		ROPRIATE BOX IF THIS PO OR									
NOTE: Sup	ervis	ory or lead worker respon	sibilities <u>must</u> be described in a detailed	luty statement(s) with	ı a time percentage(s) allotted.						
If a box was	chec	ced above, list position title,	position number, and number of subordinate	incumbents or authoriz	zed funded headcount:						
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and punctuatio	n. F	i praulices, procedures Requires extensive kno	and programs. Requires extensive wledge of basic mathematics. Req	Knowledge or con	position, grammar, spelling						
menuchons. R	equ:	res the ability to opera	ie commoniv used manual and autr	nated office equip	ment including computers 1						
and wicrosoft	JIIIC	e sonware, and perforr	n routine maintenance. Requires s Spanish at a colloquial skill level. Re	ill to keyboard acc	urately at 30 M/RM						