



**Clerk of the Circuit Court of Cook County  
Asian American and MENA Data Collection and  
Language Access Hearing**

---

**Wednesday, May 24<sup>th</sup>, 2023**



# Data Collection Overview

---

- **Internal Data Collection Forms**
  - **Do you ask employees if they have additional language skills?**
    - **Yes – employees with additional language skills can receive compensation to assist customers on a volunteer basis**
  - **Please include examples any internal data collection of demographic data including HR paperwork, internal surveys, client intake, grant applications, or reports, etc?**
    - **Employees are asked to fill out a “EEO Voluntary Self Identification Form” during the application process**
    - **Do these include Asian American and/or MENA categories?**
      - **Yes, based on EEO federal guidelines – See example on next slide**
- **External Data Collection**
  - **Please include information and examples of external data collection of demographic data**
    - **Do these include Asian American and/or MENA categories?**
    - **CCC does not collect any demographic information from individuals who use our services other than data collected by our language service partners.**
  - **Do you collect data on “preferred language”**
    - **Not currently**
  - **Please detail any vital forms/documents that are used in your office that does not include demographic and reasoning behind not collecting**
    - **CCC maintains court records in accordance with the manual on record keeping from the AOIC (Administration of Illinois Courts). Our office does not collect any data about the litigants or users of our services other than case information such as the number of cases filed.**

# Data Collection Exhibits



OFFICE OF THE CLERK OF THE CIRCUIT COURT OF COOK COUNTY  
HUMAN RESOURCES BUREAU, PERSONNEL SERVICES DEPARTMENT

## EEO-1 VOLUNTARY SELF IDENTIFICATION FORM

(Please Print or Type)

The Clerk of the Circuit Court of Cook County is an Affirmative Action, Equal Opportunity Employer. Our employment decisions are made without regard to race, color, religion, gender, national origin, age, disability, marital status, veteran or military status, or any other legally protected status. The Equal Employment Opportunity Commission (EEOC) requires all private employers with 100 or more employees as well as federal contractors and first-tier subcontractors with 50 or more employees AND contracts of at least \$50,000 complete an EEO-1 report each year. Covered employers must invite employees to self-identify gender and race for this report.

Completion of this form is voluntary and will not affect your opportunity for employment, or the terms or conditions of your employment. This form will be used for EEO-1 reporting purposes only and will be kept separate from all other personnel records only accessed by the Human Resources Department.

If you choose not to self-identify your race/ethnicity at this time, the federal government requires the Clerk of the Circuit Court of Cook County to determine this information by visual survey and/or other available information.

NAME: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_

DATE COMPLETED: \_\_\_\_\_

**GENDER** (Please check one of the options below):

Male  Female

**RACE/ETHNICITY** (Please check one of the descriptions below corresponding to the ethnic group with which you identify.):

Hispanic or Latino: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

White (Not Hispanic or Latino): A person having origins in any of the original peoples of Europe, the Middle East or North Africa.

Black or African American (Not Hispanic or Latino): A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Pacific Islander (Not Hispanic or Latino): A person having origins in any of the peoples of Hawaii, Guam, Samoa or other Pacific Islands.

Asian (Not Hispanic or Latino): A person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.

Native American or Alaska Native (Not Hispanic or Latino): A person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment.

Two or more races (Not Hispanic or Latino): All persons who identify with more than one of the above five races.

I do not wish to disclose.

# Data Collection Exhibits

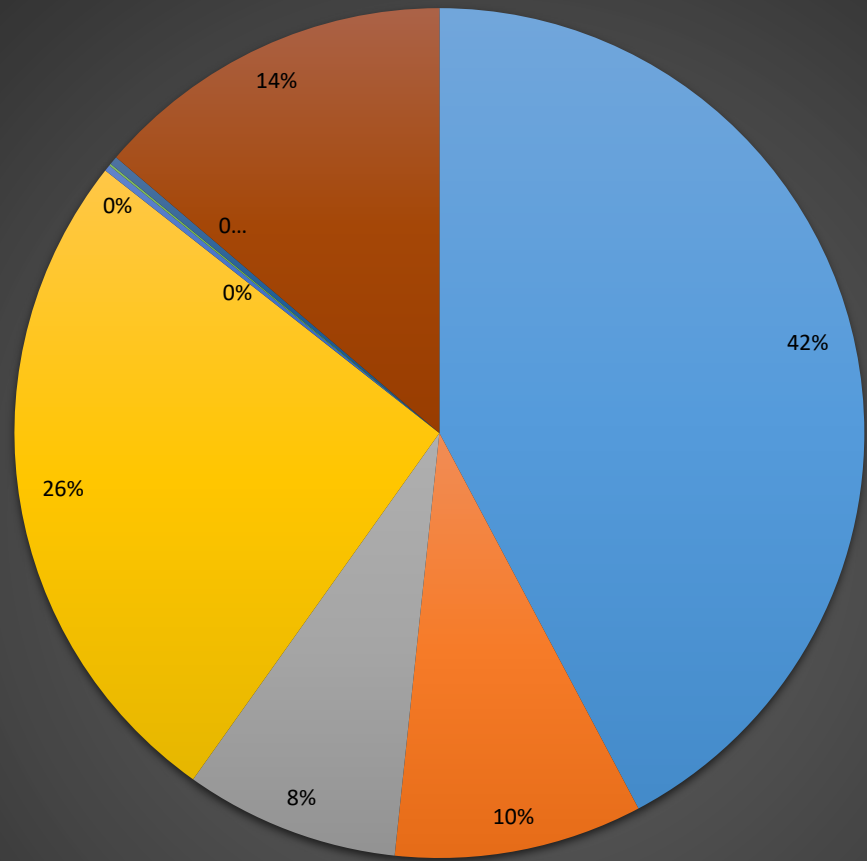
---



**RACE/ETHNICITY** (Please check one of the descriptions below corresponding to the ethnic group with which you identify.):

- Hispanic or Latino: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- White (Not Hispanic or Latino): A person having origins in any of the original peoples of Europe, the Middle East or North Africa.
- Black or African American (Not Hispanic or Latino): A person having origins in any of the black racial groups of Africa.
- Native Hawaiian or Pacific Islander (Not Hispanic or Latino): A person having origins in any of the peoples of Hawaii, Guam, Samoa or other Pacific Islands.
- Asian (Not Hispanic or Latino): A person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
- Native American or Alaska Native (Not Hispanic or Latino): A person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment.
- Two or more races (Not Hispanic or Latino): All persons who identify with more than one of the above five races.
- I do not wish to disclose.

# Data Collection Exhibits



CCC Employee demographic breakdown for all employees based on voluntary response\*.

\*4/5/23

- Black/African American
- Hispanic/Latino
- Asian
- White
- American Indian or Alaskan Native
- Native Hawaiian or other Pacific
- Two or more races
- No Answer



# Language Access



- **Internal**
  - **Bilingual Staff**
    - **Number of bilingual staff and what languages do those staff speak?**
      - **Unknown total number of employees who are multilingual. We only maintain data on employees who volunteer to provide language services.**
    - **Do these bilingual staff provide translation or interpretation at work? Is this part of their job description?**
      - **Yes, currently 29 staff members have volunteered and are available to provide translations in Spanish, Polish and Russian.**
    - **Is your bilingual staff compensated for their translation and interpretation work?**
      - **How are they compensated?**
        - **Employees who have been identified as interpreters are paid an additional \$75/month regardless of whether they are used in the capacity or not.**
      - **Is compensation negotiated as part of CBA?**
        - **Yes, the provision in the CBA explicitly states the rule applies to both union and nonunion employees**
  - **External**
    - **Please detail the name, scope, and amount for any external contract that your office has or uses for language translation and/or interpretation**
      - **The Clerk of the Circuit Court of Cook County currently utilizes *InLingo*, which provides translation services for over 200 languages. This service is fully funded by the AIOC and does not impact our Operating Budget.**
    - **Please detail the main public facing documents from your office and if those documents are translated (and what languages?)**
      - **Our Website has a dropdown option that translate our site into Spanish and Polish. Additionally, the website has a button to access our “Inlingo” support option that provides assistance in 50 languages.**
      - **Landing page for the call center (uses inlingo) is available in 10 languages (Polish, Spanish, Russian, Tagalog, German, Mandarin, Arabic)**
      - **Social Media posts in English, Spanish and Polish**

# Opportunities

---



- **Data Collection**
  - **Please identify opportunities to supplement data collection practices in your office moving forward**
    - **We reviewed our “Voluntary Self Identification Form” and will consider amending our form to capture MENA data in compliance with federal requirements**
    - **Explore option for expansion of languages for Google Translate on the website**
    - **Maintain demographics of multilingual employees through voluntary response forms**
    - **Utilize ERGs to assist in providing additional demographic information and assist in developing practices for capturing data**
- **Language Access**
  - **Please identify opportunities to supplement language access practices in your office moving forward**
    - **Expand current practices to include wider range of languages where applicable.**
    - **Adding language preference to intake form**



# Questions