Equal Employment Opportunity (EEO)

EEO and Employment Relations
Cook County Health (CCH) Demographics

EEO - CCH Employee Population 6,009 – Race & Ethnicity¹

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black or African American</td>
<td>2,832</td>
<td>47%</td>
</tr>
<tr>
<td>White</td>
<td>1,186</td>
<td>20%</td>
</tr>
<tr>
<td>Asian</td>
<td>1,148</td>
<td>19%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>745</td>
<td>12%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>62</td>
<td>1%</td>
</tr>
<tr>
<td>American Indian or Alaskan Native</td>
<td>19</td>
<td>0.32%</td>
</tr>
<tr>
<td>Unknown</td>
<td>17</td>
<td>0.28%</td>
</tr>
</tbody>
</table>

The largest Cook County Health racial/ethnic group is Black (47%), followed by White (20%) and Asian (19%).

GENDER

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1,652</td>
<td>27%</td>
</tr>
<tr>
<td>Female</td>
<td>4,357</td>
<td>73%</td>
</tr>
</tbody>
</table>

Data as of 04/30/21
¹Reflects reporting terminology and category as established by the federal government.
²Self identification of Race/Ethnicity is voluntary in accordance with the provisions of applicable federal laws, executive orders, and regulations. 1% of staff do not self identify.
CCH Demographics

Bilingual Workforce

HR Team collaborate with Hiring Managers to ensure well qualified candidates are hired to ensure patients receive Culturally and Linguistically Appropriate Services (CLAS):

<table>
<thead>
<tr>
<th>Job Title</th>
<th># of Bilingual Employees [165]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerk V</td>
<td>47</td>
</tr>
<tr>
<td>COVID-19 Contact Tracer</td>
<td>34</td>
</tr>
<tr>
<td>Caseworker Mang Unit</td>
<td>13</td>
</tr>
<tr>
<td>Medical Assistant</td>
<td>13</td>
</tr>
<tr>
<td>Call Center Cust Service Rep</td>
<td>10</td>
</tr>
<tr>
<td>Clerk IV</td>
<td>10</td>
</tr>
<tr>
<td>Patient Care Navigator</td>
<td>6</td>
</tr>
<tr>
<td>Community Health Worker</td>
<td>5</td>
</tr>
<tr>
<td>Interpreter</td>
<td>4</td>
</tr>
<tr>
<td>Clinical Nurse I</td>
<td>2</td>
</tr>
<tr>
<td>Customer Serv and Self Pay Rep</td>
<td>2</td>
</tr>
<tr>
<td>Dental Assistant</td>
<td>2</td>
</tr>
<tr>
<td>Nutritionist I</td>
<td>2</td>
</tr>
</tbody>
</table>

By Classification

<table>
<thead>
<tr>
<th>Job Title</th>
<th># of Bilingual Employees [165]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Service Coordinator</td>
<td>2</td>
</tr>
<tr>
<td>Pre-Registration Specialist</td>
<td>2</td>
</tr>
<tr>
<td>Admin Assistant II</td>
<td>1</td>
</tr>
<tr>
<td>Building Service Worker- Provident</td>
<td>1</td>
</tr>
<tr>
<td>Epidemiologist I</td>
<td>1</td>
</tr>
<tr>
<td>Epidemiologist II</td>
<td>1</td>
</tr>
<tr>
<td>Lung Health Educator</td>
<td>1</td>
</tr>
<tr>
<td>Medical Social Worker III</td>
<td>1</td>
</tr>
<tr>
<td>Pat Access Supervisor Financial Counselor</td>
<td>1</td>
</tr>
<tr>
<td>Patient Care Navigator I</td>
<td>1</td>
</tr>
<tr>
<td>Pharmacy Tech</td>
<td>1</td>
</tr>
<tr>
<td>Sanitarian I</td>
<td>1</td>
</tr>
<tr>
<td>Ward Clerk</td>
<td>1</td>
</tr>
</tbody>
</table>

CCH Demographics

Bilingual Workforce

HR Team collaborate with Hiring Managers to ensure well qualified candidates are hired to ensure patients receive Culturally and Linguistically Appropriate Services (CLAS):
CCH Equal Employment Opportunity (EEO)

Overview of Department

The EEO Division is an impartial department assisting all staff with:

- Promoting Diversity
- Fostering an Environment of Inclusion
- Upholding Title VII of the Civil Rights Act of 1964
- Ensuring Equality
- Investigating Discrimination and Unlawful Harassment Allegations
- Investigating Workplace Violence Allegations
- Providing Diversity, Discrimination and Unlawful Harassment Training

Equal Employment Opportunity Director
Nicholas Krausucki

EEO Specialist
Shanee Madison

EEO Specialist
Alia Choudhury

Mgr of Org Development & Performance
Vacant
The Employee Reporting Process

Employee promptly notify Department Manager.

If for any reason it is uncomfortable for the employee to notify the immediate Manager, the employee must notify the Equal Employment Opportunity Division in writing.

The Manager Reporting Process

Managers must promptly report the matter to CCH EEO Division.

All allegations must be submitted in writing.

CCH EEO Investigations

EEO investigate whether reasonable cause to believe discrimination occurred.

May include a variety of fact-finding methods such as interviews, a conference, or requests for information.

Managing Equal Employment Opportunity

CCH EEOC Investigation Process

The EEO Team investigates allegations of harassment, discrimination, and workplace violence.
Managing Equal Employment Opportunity

CCH EEO Investigate Allegations

Represent CCH in cases filed with external agencies (EEOC, IDHR)

<table>
<thead>
<tr>
<th>Type</th>
<th>2019</th>
<th>2020</th>
<th>2021 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEOC*</td>
<td>22</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>IDHR**</td>
<td>22</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td>Internal</td>
<td>72</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td><strong>Total Cases:</strong></td>
<td><strong>116</strong></td>
<td><strong>25</strong></td>
<td><strong>29</strong></td>
</tr>
</tbody>
</table>

- 2020 had limited EEO cases: employees teleworking, increased social distancing, and a focus on the pandemic appear to have reduced interpersonal conflicts between employees
- 2021 has already exceeded 2020 and is on track to align with 2019 statistics
- There is a significant drop in actual EEO based complaints, in contrast a significant rise in generalized “harassment” and “bullying” complaints in 2021

*Equal Employment Opportunity Commission
**Illinois Department of Human Rights
Managing Equal Employment Opportunity

**Internal Cases**

A “case” is a concern affecting or relating to a particular situation which requires a response, follow up and/or investigation.

- Employees commonly file charges claiming multiple types of discrimination
- Percentages represent the number of cases where the individual category was cited

<table>
<thead>
<tr>
<th>Race</th>
<th>Sex</th>
<th>Workplace Violence</th>
<th>Retaliation</th>
<th>Disability</th>
<th>Religion</th>
<th>Age</th>
<th>National Origin</th>
</tr>
</thead>
<tbody>
<tr>
<td>34%</td>
<td>45%</td>
<td>21%</td>
<td>52%</td>
<td>28%</td>
<td>10%</td>
<td>14%</td>
<td>10%</td>
</tr>
</tbody>
</table>

**Creating Employee Relations: Preventing Violations and Managing Risk**

- EEO will be tracking complaints that are part of broader “Employee Relations” concerns, in addition to workplace violence or legally protected EEO categories
- Employees will be informed:
  - Who will investigate and/or address complaint
  - To return to the EEO division if the complaint is not addressed within the timeline outlined
Managing Equal Employment Opportunity

EEO COVID-19 Response

**FY 2020**

COVID-19 presented new challenges for accommodating employees with disabilities that may have put them at higher risk for fatal COVID-19 complications.

**Combinations of telework, telemedicine, and essential on-site work enabled us to get through the first and second waves of the pandemic with minimized staffing disruptions.**

**FY 2021**

With the widespread availability of vaccinations, we have been able to virtually eliminate the need to consider work from home accommodations for high-risk individuals.
Personnel Rules Addendum

Personnel Policy
Cook County Health Personnel Rules

Updates

- **In 2010,** CCH adopted the CCH Personnel Rules (Rules)
- **In 2018,** amended the Rules
  - Revised Rule 6.03(c) – paid leave for Grade 24/K12 clarified
  - Updated Appendices A & B to clarify list of positions exempt from Rules
- **In 2021,** additional amendments to the Rules
  - Add Juneteenth as a holiday
  - Eliminate Shakman substantial compliance terms
  - Incorporate Employment Plan Supplemental Policies requirements
  - Eliminate listed positions in Appendix A (*replace with definition*)
  - Eliminate Appendix B
  - Move toward gender-neutral pronouns
  - Eliminate references to System Labor Director

Additional edits... to be continued...
COVID-19 Vaccination

CCH Staff Program
COVID-19 CCH Vaccination Reporting

CCH Staff Vaccination Summary

- 5,909 CCH Staff vaccinated (~68%)

CCH Employees vaccinated (~63%)

As of 04/30/2021
COVID-19 CCH Vaccination Reporting

CCH Employees Vaccinated by Race/Ethnicity

As of 04/30/2021

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Vaccinated</th>
<th>Not Vaccinated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black or African-American</td>
<td>1,417</td>
<td>2,870</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>35</td>
<td>64</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>504</td>
<td>746</td>
</tr>
<tr>
<td>White</td>
<td>918</td>
<td>1,206</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>15</td>
<td>19</td>
</tr>
<tr>
<td>Asian</td>
<td>952</td>
<td>1,165</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>35</td>
<td>64</td>
</tr>
<tr>
<td>Black or African-American</td>
<td>1,417</td>
<td>2,870</td>
</tr>
</tbody>
</table>

Vaccinated (63%) - Not Vaccinated (37%)

As of 04/30/2021
COVID-19 CCH Vaccination Reporting

CCH Employees Vaccinated By Age

As of 04/30/2021
COVID-19 CCH Vaccination Reporting

CCH Employees Vaccinated By Job Category

As of 04/30/2021

Vaccinated (63%)

- Administrative/Clerical Support 328|328
- Clinical Support 200 |452
  - Doctors 833|981
- Healthcare Professionals 332 | 461
- Hospital Police/Security 23 | 36
- Management/Administrative Support/Clerical 303|867
- Non-Clinical Leadership 75|75
- Nursing 860 |1373
- Pharmacists 65 |94
- Pharmacy 74|74
- Public Health 115|115
- Public Health Professionals 16|35
- Service and Maintenance 164|365
- Technicians and Technologists 289|515
- Trades 66|101
- Unknown 108|210

Not Vaccinated (37%)

- Administrative/Clerical Support 328|328
- Clinical Support 200 |452
  - Doctors 833|981
- Healthcare Professionals 332 | 461
- Hospital Police/Security 23 | 36
- Management/Administrative Support/Clerical 303|867
- Non-Clinical Leadership 75|75
- Nursing 860 |1373
- Pharmacists 65 |94
- Pharmacy 74|74
- Public Health 115|115
- Public Health Professionals 16|35
- Service and Maintenance 164|365
- Technicians and Technologists 289|515
- Trades 66|101
- Unknown 108|210

0% 20% 40% 60% 80% 100%

As of 04/30/2021
COVID-19 CCH Vaccination Reporting

CCH Employees Vaccinated By Union & Non-Union

As of 04/30/2021

- Union: 3,177 vaccinated, 5,199 not vaccinated (61% vaccinated, 37% not vaccinated)
- Non Union: 674 vaccinated, 883 not vaccinated (76% vaccinated, 24% not vaccinated)

% CCH Staff

Vaccinated (63%) Not Vaccinated (37%)

As of 04/30/2021
FY 2021 CCH HR Activity Report

Thru 04/30/2021

FILLED POSITIONS
- 2020 Filled (104) | Externals (76)
- 2021 Filled (340) | Externals (266)

SEPARATIONS
- 2020 Separations (238)
- 2021 Separations (275)

NET
- FY21 External Hire - 266 | 49%
- FY21 Separations -275 | 51%

Does not include Consultants, Registry and House Staff
CCH HR Activity Report – Vacancy : 1,261

- Cook County Health started FY 2021 with 1,117 vacancies

As of 05/2/2021

### FY 2021 End of Quarter Vacancy

<table>
<thead>
<tr>
<th>QTR 1</th>
<th>QTR 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg Vacancy</td>
<td>Positions in HR</td>
</tr>
<tr>
<td>1,195</td>
<td>1,261</td>
</tr>
<tr>
<td>602</td>
<td></td>
</tr>
</tbody>
</table>

### BUDGET
- 1%
- Awaiting Funding
- Increase Funding
- Pending approval by Department of Budget Management Services (DBMS)

### HUMAN RESOURCES
- 48%
- Position Control Analyst
- Classification & Compensation
- Recruitment – In Process
- In Credentialing
- Direct Appointments

### HIRING DEPARTMENT
- 50%
- No Request to Hire submitted for posting
- Actively Recruited Position
- Interview in Process
- Incomplete Request to Hire
- Position on Hold

### LABOR
- 1%
- On Hold
FY 2021 Cook County Health HR Activity Report – Hiring Snapshot

Thru 04/30/2021

810 Positions in Recruitment

Clinical Positions 481| 59%
Non-Clinical Positions 329| 41%

346 (43%) of the positions in process, are in the post-validation phase

266 / 78% Externals

340 Vacancies Filled
Vaccination – Hiring & Volunteer Snapshot

CCH Unpaid Workforce - 889

CCH & Hektoen Positions Hired - 310

- Cook County Health Hired – 249 | 79%
- Hektoen Hired – 61 | 21%

COVID-19 HOTLINE VOLUNTEERS
44

FEMA
16

MOBILE VACCINATORS
41

COOK COUNTY SCHOOL DISTRICT
19

NATIONAL GUARD
769
FY 2021 Cook County Health HR Activity Report Nursing Hiring: CNI, CNII

Thru 04/30/2021

140 Positions in Process

72 (51%) of the positions in process are in the post-validation phase

Count of positions

- Pre-Recruiting: 0
- To be posted: 20
- Currently posted: 3
- In validation: 33
- Awaiting referral/rapport: 21
- Interviews in Process: 11
- Offer being extended: 34
- Candidate in process: 1
- Hire date set: 10
- Vacancies Filled: 27
- Total: 46

Classification & Compensation: 13
HR Position Control: 7

Does not include Consultants, Registry and House Staff
Average Time to Fill
(Without Credentialed\(^1\))

<table>
<thead>
<tr>
<th>Year</th>
<th>Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>139</td>
<td>203</td>
</tr>
<tr>
<td>FY15</td>
<td>140</td>
<td></td>
</tr>
<tr>
<td>FY16</td>
<td>110</td>
<td>108</td>
</tr>
<tr>
<td>FY17</td>
<td>95</td>
<td>95.9</td>
</tr>
<tr>
<td>FY18</td>
<td>90</td>
<td>96.4</td>
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<td>FY19</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>FY20</td>
<td>90</td>
<td>91</td>
</tr>
<tr>
<td>FY21</td>
<td>90</td>
<td>110</td>
</tr>
</tbody>
</table>

\(^1\)Credentialed Positions: Physicians, Psychologist, Physician Assistant I and Advanced Practice Nurses.
Thank you.