



DISABILITY RIGHTS BUREAU
INVESTIGATION AND TECHNICAL ASSISTANCE ACTIVITY
FISCAL YEAR 2019-2020

Public Act 101-537 took effect on August 23, 2019. It requires that by July 31 each year, the Attorney General’s office must provide data about the office’s efforts to enforce the Environmental Barriers Act. The following is the first report by the Attorney General’s office, which covers fiscal year 2019-2020.

INVESTIGATION ACTIVITY	
Total Number of Open Investigations	358
Total Number of New Complaints Received	211
Physical Accessibility Complaints Received	102
Disability Discrimination Complaints Received	109
Most Frequent Physical Accessibility Complaints Received Under Investigation	<ul style="list-style-type: none"> Accessible Route Bathrooms, Bathing Facilities Curb Ramps Doors Entrances Parking Ramps Sidewalks Signage Toilet Rooms
Most Frequent Disability Discrimination Complaints Received Under Investigation	<ul style="list-style-type: none"> Businesses - Policies and Practice Court Accommodations Effective Communication Housing Accommodations Public Entities - Policies and Practice Service Animals

CONSTITUENT REQUESTS FOR TECHNICAL ASSISTANCE	
Technical Assistance Telephone Lines Springfield and Chicago	790 calls
Constituents' General Email Inquiries Directed to the Bureau	54 constituent emails

PRESENTATIONS AND TRAININGS		
Date	Presentation/Training	Location
September 11, 2019	2018 Illinois Accessibility Code (IAC) Roll-Out Training	Springfield
September 25, 2019	2018 Illinois Accessibility Code (IAC) Roll-Out Training	Carbondale
October 10, 2019	Illinois Victims Assistance Academy Disability Rights	Bloomington
October 30, 2019	Elderly Service Officer Police Training	Springfield
February 6, 2020	Judicial Education Conference Disability Rights in the Courtroom	Lombard
February 7, 2020	Judicial Education Conference - Disability Rights in the Courtroom	Lombard
March 6, 2020	Elderly Service Officer Police Training	Orland Park

COMMITTEE PARTICIPATION	
Name of Committee	Statutory Basis
Community Residential Services Authority Committee	105 ILCS 5/14-15.01
Due Process Screening Committee	105 ILCS 5/14-8.02c
Interagency Committee on Employees with Disabilities	775 ILCS 5/2-106
Illinois ADA Project Steering Committee	non-statutory
Special Education Advisory Committee to the Attorney General	non-statutory

Published July 31, 2020

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