



March 10, 2026

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, requires each state agency to report annually on the staffing level of bilingual employees to the General Assembly.

Enclosed, please find the 2026 annual report from the Illinois Lottery.

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

Sincerely,

A handwritten signature in blue ink, which appears to read "Harold Mays". To the right of the main signature, there are initials "PR" also written in blue ink.

Harold Mays
Director

Enclosure

CC: Scott Gillard, Lottery Chief of Staff



<u>Position Title</u>	<u>Full Name</u>	<u>Position #</u>	<u>Position Option</u>
OFFICE ASSOCIATE / Des Plaines Prize Center	Cazares, Elizabeth M.	30015	SPANISCH SPEAKING
OFFICE ASSOCIATE / Chicago Prize Center	Garcia, Jose	30015	SPANISH SPEAKING
OFFICE COORDINATOR / Chicago Office	INIGUEZ, NORA	30025	SPANISH SPEAKING

JB Pritzker
Governor

Harold Mays
Director

Illinois Lottery
115 South LaSalle
Suite 2201
Chicago, IL 60603

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

404 North 5th Street
Springfield, IL 62702
217.524.5240 direct

www.illinoislottery.com



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		Bilingual Code	Position Title Option Code	2. POSITION NUMBER				
New/Revised Position Office Associate				29	SS2	30015-45-10-210-21-02				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH.	8. AUDIT	9. OFFICE USE
New/Revised Position Lottery			Finance/Budget & Accounts Payable			0	016	Y	R	
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE			
New/Revised Position Check Writing & Claims		Des Plaines/Claims 2					09/01/16			
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Cook		RC-014			N					
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	Under direction, performs a variety of complex clerical duties for the Claims Section; edits, processes and pays on-line and instant claims; reviews, verifies and balances weekly prize and check writing reports; compiles and prepares balancing sheets, logs, statistical records and charts for Lottery players' check writing system; explains and interprets rules, regulations, and procedures to Lottery players and the general public; interprets and explains Federal and State tax withholding rules; assists in compiling data and preparing weekly and monthly reports. Performs complex clerical duties, including keyboarding from rough draft or oral instructions, letters, memos and informational reports; answers incoming telephone calls; maintains records and logs of collection activities; prepares and logs registered and certified mail; maintains confidential subject, general and follow-up files. Writes and speaks Spanish.									
30%	1. Accurately and completely prepares, verifies and edits instant and on-line claims, making any necessary corrections on computer system. Prepares appropriate notification to claimant; prepares logs, control records and statistical reports of claims processed; resolves errors for reprocessing of claims and reviews unresolved errors. Independently maintains ledgers, statistical reports and other control records for the Lottery players' check writing system. Balances daily production reports to ensure accuracy, completeness and to eliminate possibility of loss of system records. Receives prize claims, validates winning tickets and pays prizes up to \$25,000 in the claims center.									
25%	2. Explains and interprets rules, regulations and procedures to winners, non-winners and the general public, speaking in Spanish as needed. Manually prepares and adjusts totals on 5754 tax form for multi winners, preprocessing claims after validation for payment vouchers. Interprets and explains Federal and State tax withholding rules.									
15%	3. Answers incoming telephone calls from the public, banks, Lottery winners and players, officials, Lottery sales agents and others regarding Lottery tickets, validations and check writing activities, or directs 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 and others on matters pertaining to prize winners. Composes and/or edits correspondence answering routine inquiries and acknowledges letters received, writing in Spanish as needed. Prepares and files reports as requested from supervisor.									

DIRECTOR OF CMS SIGNATURE: *[Signature]* 27 PERSONNEL/ LABOR RELATIONS
 IMMEDIATE SUPERVISOR SIGNATURE: *[Signature]* By: *[Signature]*
 AGENCY HEAD SIGNATURE: *[Signature]*
 DATE: 9/7/16
 RECEIVED DEPT OF LOTTERY
 OCT 20 2016
 SEP 13 2016

16. (CONTINUED)

% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS cont....
10%	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 TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Office Administrator IV 29994-45-10-210-20-01	WORKING TITLE (IF ANY) Des Plaines Claims Supervisor
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory 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, list position title, 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 ability to follow oral or written instructions; Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance. Requires the ability in keyboarding accurately at 45 WPM. Requires ability to write and speak Spanish at a colloquial level.

RECEIVED
MAY 10 2005
CLERK

AUG 11 2016



Illinois Department of
CENTRAL MANAGEMENT SERVICES

SHARED
CENTER

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		Bilingual Code	Position Title Option Code	2. POSITION NUMBER			
Existing Position									
New/Revised Position				29	SS2	30015-45-10-210-31-02			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH.	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Finance/Budget & Accounts Payable			0	016	Y	R	
Lottery									
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							07/16/16		
New/Revised Position		JRTC/Claims 3							
Check Writing & Claims									
14. WORK LOCATION		15. BARGAINING/TERM CODE			Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position									
New/Revised Position		RC-014			N				
Cook									
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction, performs a variety of complex clerical duties for the Claims Section; edits, processes and pays on-line and instant claims; reviews, verifies and balances weekly prize and check writing reports; compiles and prepares balancing sheets, logs, statistical records and charts for Lottery players' check writing system; explains and interprets rules, regulations and procedures to Lottery players and the general public; interprets and explains Federal and State tax withholding rules; assists in compiling data and preparing weekly and monthly reports. Performs complex clerical duties, including keyboarding from rough draft or oral instructions, letters, memos and informational reports; answers incoming telephone calls; maintains records and logs of collection activities; prepares and logs registered and certified mail; maintains confidential subject, general and follow-up files. Writes and speaks Spanish.</p>								
30%	<p>1. Accurately and completely prepares, verifies and edits instant and on-line claims, making any necessary corrections on computer system. Prepares appropriate notification to claimant; prepares logs, control records and statistical reports of claims processed; resolves errors for reprocessing of claims and reviews unresolved errors. Independently maintains ledgers, statistical reports and other control records for the Lottery players' check writing system. Balances daily production reports to ensure accuracy, completeness and to eliminate possibility of loss of system records. Receives prize claims, validates winning tickets and pays prizes up to \$25,000 in the claims center.</p>								
25%	<p>2. Explains and interprets rules, regulations and procedures to winners, non-winners and the general public, speaking in Spanish as needed. Manually prepares and adjusts totals on 5754 tax form for multi winners, preprocessing claims after validation for payment vouchers. Interprets and explains Federal and State tax withholding rules.</p>								
15%	<p>3. Answers incoming telephone calls from the public, banks, Lottery winners and players, officials, Lottery sales agents and others regarding Lottery tickets, validations and check writing activities, or directs them to other professional staff if of a complex nature.</p>								
10%	<p>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 and others on matters pertaining to prize winners. Composes and/or edits correspondence answering routine inquiries and acknowledging letters received, writing in Spanish as needed. Prepares and files reports as requested from supervisor.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	
								7/25/16	

16. (CONTINUED)

% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS cont....
10%	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 TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Office Administrator IV 29994-45-10-210-30-01

WORKING TITLE (IF ANY)

JRTC Claims Supervisor

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory 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, list position title, 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 ability to follow oral or written instructions. Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance. Requires the ability in keyboarding accurately at 45 WPM. Requires ability to write and speak Spanish at a colloquial level.

RECEIVED

NOV 23 2015

CMS

Illinois Department of
CENTRAL MANAGEMENT SERVICES

A & R SHARED
SERVICES CENTER

POSITION DESCRIPTION

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		Bilingual Code	Position Title Option Code	2. POSITION NUMBER				
New/Revised Position Office Coordinator				29	S2	30025-45-00-000-01-01				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AJ AUTH.	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position Lottery			Executive			0	016	N	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								11/01/15		
New/Revised Position										
14. WORK LOCATION			15. BARGAINING/TERM CODE			Rutan Exempt		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
Existing Position										
New/Revised Position Cook			RC-014			N				
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	Under direction, performs a variety of highly responsible secretarial and clerical duties; keyboards reports and routine correspondence; answers telephone inquiries of a routine nature; assists supervisor in compiling data for special reports; receives, opens and distributes incoming mail; maintains general and confidential files. Serves as Division Timekeeper and building contact. Arranges for vehicle service and prepares logs and reports. Serves as Hispanic Liaison for the Director's Office, writing, speaking and conferring in Spanish. Acts as a back-up to Private Secretary and Check Writing Center as required.									
25%	1. Serves as a communication channel with the public, staff, government personnel, and other stakeholders verbally in person and via telephone, and through written communication including letters, memos, and other material from rough drafts and verbal instructions. Requests information, supplies, equipment, and services to aid Lottery programs, operations and activities. Makes arrangements and preparations for meetings. Assists with drafting, improving, and preparing updated policies and procedures. Compiles information into reports and circulates confidential documents to department managers. Creates and maintains files of correspondence and information.									
20%	2. Assists Director and staff by conferring in Spanish and coordinating, explaining or providing general information, through personal and telephone contact to the public; communicates at a colloquial level, verbally and in writing, in Spanish to provide information concerning available services; clarifies processes and procedures to Spanish clientele, Lottery players, Lottery offices and others, relating to winner selection methods and processing of claims. Provides translation services for marketing materials.									
15%	3. Serves as division timekeeper; manages staff attendance requests and daily time records; assists other timekeeping managers and staff.									
10%	4. Receives, opens, sorts and distributes incoming mail; keeps supervisor apprised of sensitive or priority mail. Orders and maintains office supplies and equipment for Chicago office.									
10%	5. Works with the Lottery Facilities Manager, to maintain Chicago vehicle fleet and compose reports and logs.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
									11/13/15	

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NOV 16 2015

