



OFFICE OF THE ATTORNEY GENERAL
DISABILITY RIGHTS BUREAU
 INVESTIGATION AND TECHNICAL ASSISTANCE ACTIVITY
 REPORT ON FISCAL YEAR 2020-2021

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, 410 ILCS 25/1 et seq. This report includes data regarding enforcement of the Environmental Barriers Act during fiscal year 2020-2021. As of the initial publication date of this report, certain categories of data were unavailable due to the compromise of the computer network for the Attorney General’s office discovered on April 10, 2021. The previously unavailable data has now been compiled and incorporated into this updated report.

| INVESTIGATION ACTIVITY | |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Total Number of Open Investigations | 410 |
| Total Number of New Complaints Received | 172 |
| Physical Accessibility Complaints Received | 60 |
| Disability Discrimination Complaints Received | 112 |
| Most Frequent Physical Accessibility Complaints Received Under Investigation | <ul style="list-style-type: none"> Accessible Route Bathrooms, Bathing Facilities Built-in counters/seating Elevators Entrances Parking Ramps Sidewalks Signage Toilet Rooms Vertical Accessibility |
| Most Frequent Disability Discrimination Complaints Received Under Investigation | <ul style="list-style-type: none"> Businesses - Policies & Practice Community Integration Court Accommodations Effective Communication Employment Accommodations Housing Accommodations Public Entities - Policies & Practice Service Animals |

| CONSTITUENT CONTACTS TECHNICAL ASSISTANCE AND REFERRALS PROVIDED | |
|---------------------------------------------------------------------|-----------------------|
| Technical Assistance Telephone Lines Springfield and Chicago | 652 calls |
| Constituents' General Email Inquiries Directed to the Bureau | 27 constituent emails |
| Bureau's Written Correspondence to Constituents | 103 letters sent |

| PRESENTATIONS AND TRAININGS | | |
|-----------------------------|-----------------------------------------------------------|----------|
| Date | Presentation/Training | Location |
| October 2, 2020 | ADA In the Courtroom - Judges of the Lake County Court | Virtual |

| 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 |

Updated January 21, 2022

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