



**OFFICE OF THE ATTORNEY GENERAL**  
**DISABILITY RIGHTS BUREAU**  
 INVESTIGATION AND TECHNICAL ASSISTANCE ACTIVITY  
 REPORT ON FISCAL YEAR 2021-2022

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 2021-2022.

INVESTIGATION ACTIVITY	
Total Number of Open Investigations	437
Total Number of New Complaints Received	242
Physical Accessibility Complaints Received	115
Disability Discrimination Complaints Received	127
Most Frequent Physical Accessibility Complaints Received Under Investigation	<ul style="list-style-type: none"> <li>Accessible Route</li> <li>Bathrooms, Bathing Facilities</li> <li>Built-in counters/seating</li> <li>Controls, operating mechanisms</li> <li>Entrances</li> <li>Parking</li> <li>Ramps</li> <li>Sidewalks</li> <li>Signage</li> <li>Toilet Rooms</li> </ul>
Most Frequent Disability Discrimination Complaints Received Under Investigation	<ul style="list-style-type: none"> <li>Assistive Technology</li> <li>Businesses - Policies &amp; Practice</li> <li>Court Accommodations</li> <li>Effective Communication</li> <li>Employment Accommodations</li> <li>Housing Accommodations</li> <li>Public Entities - Policies &amp; Practice</li> <li>Service Animals</li> </ul>

CONSTITUENT CONTACTS TECHNICAL ASSISTANCE AND REFERRALS PROVIDED	
Technical Assistance Telephone Lines Springfield and Chicago	705 calls
Constituents' General Email Inquiries Directed to the Bureau	12 constituent emails
Bureau's Written Correspondence to Constituents	92 letters sent

COMMITTEE PARTICIPATION	
Name of Committee	Statutory Basis
Access and Functional Needs Advisory Committee	20 ILCS 3305/23 new
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

PRESENTATIONS AND TRAININGS			
Date	Topic	Audience	Location
September 10, 2021	Court Disability Coordinator Training - Court Accessibility	Court Disability Coordinators	OAG Hosted Via Zoom
September 17, 2021	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Education Association	Par-A-Dice Hotel, Peoria
September 22, 2021	Court Disability Coordinator Training - Court Accessibility	Court Disability Coordinators	OAG Hosted Via Zoom
September 24, 2021	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Heating Cooling Contractors Association	Via Zoom
September 27, 2021	Court Disability Coordinator Training - Court Accessibility	Court Disability Coordinators	OAG Hosted Via Zoom
October 8, 2021	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Heating Cooling Contractors Association	Via Zoom

PRESENTATIONS AND TRAININGS			
Date	Topic	Audience	Location
October 18, 2022	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Heating Cooling Contractors Association	Via Zoom
January 7, 2022	Court Accessibility 101	Association of Women Attorneys, Lake County	Via Zoom
January 7, 2022	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Heating Cooling Contractors Association	Via Zoom
February 19, 2022	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Heating Cooling Contractors Association	Via Zoom
March 3, 2022	Elderly Service Officer Training	Police Officers	OAG Hosted Via Zoom
March 18, 2022	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Heating Cooling Contractors Association	Drury Lane Theatre, Oakbrook Terrace
March 23, 2022	The Role of Court Disability Coordinators	Administrative Office of the Illinois Courts, Court Administrator Leadership Academy	Will County Courthouse, Joliet
April 7, 2022	Disability Obligations in the Courthouse Setting	Administrative Office of the Illinois Courts, Judicial Education Conference	Westin Hotel, Lombard
April 8, 2022	Disability Obligations in the Courthouse Setting	Administrative Office of the Illinois Courts, Judicial Education Conference	Westin Hotel, Lombard
April 22, 2022	2018 Illinois Accessibility Code & 2010 ADA Standards for Accessible Design- Plumbing Elements	Illinois Plumbing Heating Cooling Contractors Association	Via Zoom
May 3, 2022	Disability in the Courthouse Setting 101 and the Role of Court Disability Coordinator	Administrative Office of the Illinois Courts, New Judge Orientation	Doubletree Hotel, Springfield
June 16, 2022	Disability Obligations in the Courthouse Setting	Administrative Office of the Illinois Courts, Judicial Education Conference	Westin Hotel, Lombard
June 17, 2022	Disability Obligations in the Courthouse Setting	Administrative Office of the Illinois Courts, Judicial Education Conference	Westin Hotel, Lombard