

## OFFICE OF THE SECRETARY OF STATE

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As provided in the Illinois Constitution, the Office of the Secretary of State's main functions are to maintain official state records and the state seal. However, many additional responsibilities have been added over the years, making the office one of the largest and most diverse of any of its counterparts nationwide.

As the second-largest state constitutional office, the Secretary of State's office is visited by more Illinois residents than any other in state government. The office generates approximately \$2 billion in annual revenue with more than \$480 million a year designated for state highway construction funds. The office manages one of the largest computer databases in Illinois, keeping track of approximately 9 million drivers, 11 million registered vehicles, 467,000 corporations and 173,000 securities salespersons. The office also is an important resource for educating the public about traffic and school bus safety, drunk driving, securities fraud, literacy and organ/tissue donation.

Secretary of State Jesse White has worked diligently to enhance customer service, promote safety on Illinois roads and strengthen the integrity of the office. His efforts to restore public trust in the office include establishing a code of conduct for employees, setting strict fundraising policies that prohibit employee contributions, giving his Inspector General subpoena powers, and increasing penalties for offering or accepting bribes.

Secretary White has initiated several laws to improve traffic safety. In 2009, he chaired the Distracted Driving Task Force, which led to passage of two laws effective Jan. 1, 2010, that ban texting while driving and using a cell phone while driving in school and construction zones. In January 2009, his latest effort to combat drunk driving became law. All first-time DUI offenders who wish to obtain driving relief while their licenses are suspended must install a breath alcohol ignition interlock device (BAIID) on their vehicles. White also has supported mandatory minimum penalties for high-BAC and repeat DUI offenders, as well as for persons who drive on suspended and revoked licenses.

The Secretary of State's Graduated Driver Licensing (GDL) Program for young drivers has been lauded by state and national traffic safety organizations and is a model for other states. Secretary White initiated enhanced GDL provisions, which included increas-



Secretary of State Jesse White fields questions from high school students in his State Capitol office. The Secretary of State's office is the largest of its kind in the nation, and is visited by more Illinois residents than any other office in state government.



**Secretary White announces creation of the Emergency Contact Database, which can be accessed by law enforcement in the event a person becomes incapacitated. With White is House sponsor of the bill, state Representative John D'Amico (D-Chicago).**

ing the instruction permit phase to nine months and establishing additional passenger and nighttime driving restrictions. Since the law took effect in January 2008, teen-driving deaths have dropped by more than 50 percent.

In August 2009, Secretary White announced creation of his office's voluntary, confidential Emergency Contact Database, which allows individuals to enter their emergency contact information at the Secretary of State's Web site at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com). In an emergency, law enforcement personnel can access the database through LEADS (Law Enforcement Agencies Data System). In less than three months, the database surpassed 100,000 participants. Illinois is just the third state to establish such a database.

The Secretary of State's Organ/Tissue Donor program continues to be a model for other states. Secretary White's First-Person Consent legislation, effective in January 2006, created a new Organ/Tissue Donor Registry and made a person's decision to be a donor legally binding. Family consent is no longer required.

In 2005, Secretary White's office completed the state's largest replating project, ultimately issuing new-design license plates for more than 10 million registered vehicles. A new Temporary Registration Permit (TRP) also was designed, making illegal duplication and alterations more difficult.

Secretary White's office also overhauled the state's Commercial Driver's License (CDL) program, which now requires commercial driver's license holders who move to Illinois to pass a written and road exam in order to be licensed in this state. The program has been credited as one of the best in the nation by the U.S. Department of Transportation.

Secretary White's efforts to reduce the misuse and abuse of disability license plates and parking placards has won praise from the disability community and law enforcement agencies. Illinois is the first state to use hologram imaging to prevent the fraudulent duplication of parking placards. White also won passage of a law that increased fines and penalties for illegally parking in spaces reserved for persons with disabilities.

Among his other duties, Secretary White serves as State Librarian, overseeing the Illinois State Library and the state's literacy program, and as State Archivist, with oversight of the Illinois State Archives and its seven regional depositories located at universities statewide.

## Accounting Revenue



**Carl Forn**  
Director

The Accounting Revenue Department receives and deposits all revenue collected by the Office of the Secretary of State into funds designated by statute. At \$2 billion annually, the department collects the third-largest source of income for the State of Illinois. The department also oversees all aspects of money management associated with revenue collections, including processing refunds, collecting on insufficient fund checks, and analyzing revenue and sales data for comprehensive program planning.

Field staff conducts audits on Illinois-based interstate trucking companies registered under the International Registration Plan

(IRP), more than 600 remitters who issue Temporary Registration Permits, and all banks and currency exchanges participating in the Secretary of State's Over-the-Counter Sticker Sales Program.

## Administrative Hearings



**Allen Mitzenmacher**  
Director

The Administrative Hearings Department conducts hearings for individuals seeking driving relief after a driver's license suspension or revocation. Formal hearings primarily involve multiple DUI offenders, and detailed inquiries are conducted to determine whether a DUI offender will endanger the public's safety and welfare if driving privileges are restored. Informal hearings involve general driver's license matters and legal challenges to license revocations and suspensions. Informal hearing officers also provide consultations for DUI offenders requiring a formal hearing.

Safety Responsibility hearings determine probable fault for motorists involved in crashes. Non-driver hearings involve the denial, cancellation, suspension or revocation of vehicle titles and registrations, automobile dealerships, remittance agents, commercial driving school licenses and IRP audits, as well as Motor Vehicle Review Board and Department of Business Services cases.

## Illinois State Archives



**David Joens**  
Director

The State Archives maintains state records of permanent, legal, administrative or historical value dating back to 1734, with more than 76,000 cubic feet of records. Important documents that have deteriorated are restored and repaired in the restoration laboratory, which treats more than 60,000 documents annually.

Information available through the Archives includes materials relating to the Illinois Territory; public land sales; federal and state censuses; Civil War units; banking and state finance; public works projects; the Illinois and Michigan Canal; transportation, education, mental health and social service agencies; labor issues; law enforcement and corrections; and military documents. Between its in-house staff and 50 online databases, the Archives handles more than 16.5 million reference requests annually, including more than 25,000 requests for information from other state agencies.

The Records Management Section acts as a service agency for state and local agencies. It offers advice and provides for the economical and efficient management of records, ensures maintenance and security of those documents to be preserved, and separates records of temporary value for disposal.

The Archives also works to preserve historical local government records through the Illinois Regional Archives Depository System (IRAD). Working with the Local Records Commission and local officials, the State Archives transfers valuable records to seven state universities designated as official regional depositories.

## **Budget & Fiscal Management**

The Budget and Fiscal Management Department prepares the Secretary of State's budget for presentation to the General Assembly and provides for continuing fiscal responsibility in its execution, including processing payments made by the office.

The department also prepares the office payroll and all agency financial statements, and is responsible for the procurement of all goods and services through its Purchasing Division. It also serves as a fiscal research and reference center for the office.

## **Business Services**



**Raymond S. Cachares**  
**Director**

The Department of Business Services is the official administrative agency and document repository for all business entities formed or registered at the state level, including business and not-for-profit corporations, limited liability companies (LLCs), limited partnerships (LPs) and limited liability partnerships (LLPs), as well as all filings processed under Revised Article 9 of the Uniform Commercial Code (UCC). The department maintains electronic records of all corporations registered with the Secretary of State since 1998, as well as all records of LLCs, LPs and LLPs.

The Corporations Division maintains records of corporations dating back to the mid-1800s. More than 385,000 business corporations and 87,000 not-for-profit corporations are currently registered to transact business in Illinois. In 2008, the division incorporated 42,000 new business corporations and 7,200 not-for-profit corporations, collecting more than \$230 million in revenue.

The Liability Limitation Division administers statutes pertaining to LLCs, LPs and LLPs. Since 1994, the division has formed or registered more than 220,000 LLCs. The division also has formed or registered more than 36,000 LPs and more than 1,700 LLPs. In 2008, the division collected more than \$54.4 million in revenue.

The UCC Division administers the provisions of Revised Article 9 of the Uniform Commercial Code and processes filings made under the Federal Tax Lien Act. With more than 800,000 secured interest filings on record, the division collected more than \$3 million in revenue in 2008.

The department offers many online services for businesses in Illinois on the Secretary of State's Web site at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com).

## Communications



**Bob Yadgir**  
Director

The Communications Department coordinates the writing, design and production of all printed, audiovisual and online materials distributed by the office. Major publications include the biennial *Illinois Blue Book* and the *Handbook of Illinois Government*, *Illinois Rules of the Road* booklets, and Illinois highway maps.

The department creates various materials about the office's myriad programs and services, including brochures, booklets, newsletters, posters, videos and displays. The department is required by statute to print the weekly *Illinois Register*, containing the proposed and adopted rules of state government. Through the Secretary of State's press office, Communications disseminates information on office programs, services, policies and procedures to news media outlets statewide. The department also coordinates e-mail correspondence received from the public through the Secretary of State's Web site.

## Court of Claims



**Delores J. Martin**  
Director

The Court of Claims processes claims of monetary damages or personal injury against the state. The Secretary of State serves as ex-officio Clerk of the Court of Claims and provides support services to the judges and commissioners of the court. The court also awards compensation to victims of violent crimes under the Crime Victims Compensation Act, as well as benefits to police officers, firefighters and military personnel killed in the line of duty.

The Court of Claims provides a listing of case dispositions at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com). Opinions of significant legal importance are printed in their entirety in the *Court of Claims Reports*. During fiscal year 2009, the Clerk's office processed more than 20,000 cases, awarded more than \$73 million, and docketed thousands of motions.

## Driver Services



**Michael J. Mayer**  
Downstate Director

The Driver Services Department issues driver's licenses and state ID cards at 137 Driver Services facilities statewide. Facilities also provide driving record abstracts, vehicle registration sticker sales, motor voter applications and organ/tissue donor registration. Nineteen of the facilities serve as regional sites for full-service commercial driver's license exams. Five mobile units provide services at 17 part-time locations and at special events throughout the state. Currently, there are nearly 9 million licensed drivers and more than 3 million state ID cardholders in Illinois.

The Safe Driver Renewal Program allows qualified drivers to renew their licenses online, by phone or by mail. Nearly 4 million drivers have taken advantage of the program since its inception.

The department oversees one of the office's largest highway safety initiatives — a statewide database of court supervisions. This information yields a more complete history of a person's driving record and is made available only to courts and law enforcement authorities in an effort to identify habitual traffic offenders.

Driver Services manages more than \$894,000 in federal highway safety grant funds for



**Gary Lazzerini**  
Metro Director

educational programs and other projects to improve traffic safety in Illinois. The Safe Ride Program mandates fingerprinting and criminal background checks of all new school bus driver applicants. The Keep Me in a Safe Seat program manages six child safety-seat fitting stations across the state.

The office's Organ/Tissue Donor Program provides funding to educate the public about the critical need for organs and tissue. Employees at Driver Services facilities statewide are an important link to registering potential donors.

Driver Services also administers the Super Seniors Program, which combines Rules of the Road instruction, a vision screening and a driver safety component, providing seniors with the knowledge needed to obtain or renew a driver's license.

## Index

The Index Department derives its duties from the Illinois Constitution, and maintains the official records of the acts of the General Assembly and the executive branch of government.

The Administrative Code Division maintains official copies of the administrative rules of all state agencies as required by the Illinois Administrative Procedure Act. The division also publishes the weekly *Illinois Register*, containing all proposed and adopted rules of state government.

The Public Records Division files Statements of Economic Interests as required by the Illinois Governmental Ethics Act; assigns Public Act numbers to legislation; conducts the legislative redistricting lottery; and maintains the official records of various activities vital to the operations of the state.

The Notary Public Division issues and renews notary public commissions and grants apostille certifications, certificates of authority for notaries, and certificates of incumbency for county and circuit clerks. The Lobbyist Division registers lobbyists and maintains expenditure disclosure reports for each entity and client.

## Information Technology

The Department of Information Technology maintains the technology and communications infrastructure of the office, and develops better ways of serving the public through technology.

The department is involved in all technology initiatives within the office, from the telephone system to the Web site, to the maintenance of computers and wireless devices. It also handles development and maintenance for all computer-based systems, including computer-generated reports and computer-based entry screens.

The Secretary of State's computer network includes more than 3,300 users in 24 office buildings and 137 Driver Services facilities.

Another 1,600 people from other agencies have access to Secretary of State databases. Law enforcement officers nationwide can access the Secretary of State's database for Illinois driver's license and vehicle information through the law enforcement LEADS system.



**Jeffrey Carter**  
Director

## Inspector General



**James B. Burns**  
Director

The Office of the Inspector General investigates allegations of wrongdoing involving Secretary of State personnel to enforce the high ethical performance standards imposed by Secretary White. Employee misconduct is brought to the attention of management for consideration of disciplinary action. When criminal conduct is involved, the Inspector General makes a referral to and works with the appropriate prosecutor's office.

The office also conducts regular program audits and special reports of Secretary of State operations designed to identify and eliminate waste, fraud and abuse, as well as identify vulnerabilities in the system and suggest remedial action.

## Intergovernmental Affairs



**Jill Zwick**  
Director

Intergovernmental Affairs serves as a central, reliable informational resource for federal, state and local officials, their staffs and related associations, as well as for other Secretary of State departments. The department also oversees outreach efforts on Secretary of State programs and services at many public, governmental and educational venues across the state.

## Internal Audit



**Nancy Bowyer**  
Director

The Office of Internal Audit is responsible for reviewing and testing accounting and financial activities to provide a continuing appraisal of the adequacy and effectiveness of management controls. Secretary White has charged the office with providing informed and constructive analysis of existing and proposed procedural, operational and other non-accounting functions and duties within the scope of internal auditing.

## Legislative Affairs



**Dale Swinford**  
Director

The Legislative Affairs Department develops, coordinates and directs the Secretary of State's legislative agenda and serves as Secretary White's official liaison to the General Assembly. The department analyzes legislation affecting the office, represents Secretary White before Illinois House and Senate committees and provides an array of constituent services for legislators.

## Operational & Technological Security



**Michael Grim**  
Director

The Department of Operational and Technological Security is responsible for statewide major disaster contingency planning, preparedness and recovery from natural disasters, man-made emergencies and terrorist incidents affecting the office. This includes the protection of employees, buildings and equipment, thereby reducing and mitigating disruptions to Secretary of State operations. The department shares oversight of security issues with the Department of Information Technology, including protection against the improper or illegal use of the computer network and effective response to incidents of cyber-terrorism.

## Personnel



**Steve Roth**  
Director

The Personnel Department administers personnel services as established by the Secretary of State's Merit Employment Code and the Rules of the Department of Personnel. The department is responsible for establishing positions, testing, hiring and disciplining approximately 4,000 employees.

Programs administered by the department include health, dental and life insurance, worker's compensation, deferred compensation, unemployment compensation, training, affirmative action and equal employment opportunity, employee assistance and labor contract negotiations.

## Physical Services



**Donna Fitts**  
Director

The Physical Services Department is responsible for property management of the 20 buildings that comprise the Capitol Complex and surrounding area in Springfield and four buildings in Chicago. General maintenance and rehabilitation is provided for more than 3 million square feet of office space, 27 surface parking lots and 750,000 square feet of grounds. As custodians of the State Capitol Complex and Secretary of State offices in Chicago, Physical Services employees maintain the offices of 60 departments and commissions and more than 100 miles of sidewalks and parking lots.

Physical Services supports many special events at the Capitol Complex and at civic events statewide. Tours of the State Capitol are given daily from 8 a.m. to 4 p.m., except on major holidays. The Visitors' Center across from the Capitol provides tourist information and a video presentation. The department also provides warehousing for office supplies, custodial and trades materials, and processes more than 8 million pieces of mail annually.

## Police



**Brad DeMuzio**  
Director

The Secretary of State Police regulates the automotive industry and its major components in Illinois. The department also enforces the laws and administrative regulations pertaining to the Secretary of State's office. The Uniform Division deploys staff throughout the state to combat fraudulent driver's license and ID card rings, inspect automobile and automotive parts dealers, and conduct anti-drunk driving patrols and other traffic enforcement programs.

State Capitol Police provide armed security for the nine buildings in the Capitol Complex in Springfield to ensure public safety, identify and mitigate threats, detect criminal activity and prevent the loss of property within the complex. The Hazardous Device Unit employs highly trained bomb technicians who provide logistical support to the Capitol Police as well as to federal, state and local agencies.

## Programs & Policies



**Terri Coombes**  
Director

Programs and Policies staff researches and develops initiatives to fulfill the long-range objectives and goals set forth by Secretary White. Staff members work with other Secretary of State departments to develop innovative programs to improve public service and to ensure the timely implementation of new initiatives required by the General Assembly. The department also works in partnership with the public and private sectors in providing improved services and reduced costs for Illinois residents.

## Securities



**Tanya Solov**  
Director

The Illinois Securities Department regulates the offer and sale of securities in Illinois. Securities offerings must be registered with the department, unless exempt by law, and entities that engage in broker-dealer activities or investment advisory services must be licensed with the department.

Enforcement Division investigators and attorneys investigate complaints from investors and issue subpoenas and administrative orders in cases where the law is violated. Enforcement staff also refers cases to criminal authorities and assists in the investigation and prosecution of investment fraud. Special agents with police powers are authorized to seek seizure and forfeiture of assets through the Attorney General's office. Where assets are forfeited, civil actions are filed to return funds to defrauded investors.

Audit staff conducts audits of broker-dealers and investment advisers. Audits that uncover fraud are referred to the Enforcement staff, and notices requiring corrective actions are issued.

The Securities Department is active in investor education and financial literacy programs, conducting seminars for investors and providing financial literacy teaching guides to Illinois schools. More information is available at [www.AvoidtheScam.net](http://www.AvoidtheScam.net).

## Illinois State Library



**Anne Craig**  
Director

The Illinois State Library is the principal information resource for state government. The library has a collection of more than 5 million items and subscribes to numerous electronic databases and services that allow patrons access to thousands of resources.

The State Library serves as regional federal documents depository, maintains an authoritative collection of historic and contemporary Illinois documents, and houses more than 185,000 maps.

The State Library supports the Illinois Library and Information Network (ILLINET), consisting of more than 5,000 public, academic, school and special libraries statewide. The State Library also funds a network of 10 regional library systems that work with member libraries to coordinate library services and resource sharing. One of the library's most important tasks is its support of a statewide delivery service for library materials.

The State Library administers grants to support and expand library services, enhance technology, and build and renovate libraries. Training grants are awarded annually to Illinois students studying library and information science. Secretary White's innovative mentoring and technology program for junior-high age students, Project Next Generation, is administered through more than 20 public libraries statewide.

The State Library promotes reading with programs such as the annual statewide Family Reading Night and the Read for a Lifetime Program for high school students. The library's Talking Book & Braille Service provides more than 27,000 print-disabled Illinoisans with talking books, Braille books and other services.

The Secretary of State's Literacy Office addresses the educational needs of adult learners and families through four types of literacy projects: adult volunteer tutoring, family, summer enrichment and workplace. Dedicated volunteer tutors, teachers and mentors assist learners at nearly 200 literacy projects statewide.

## Vehicle Services



**Ernie Dannenberger**  
Director

The Vehicle Services Department processes vehicle titles and registrations, issues license plates and renewal stickers, and maintains vehicle records. The department issues nearly 3.5 million title documents and registers 11 million vehicles annually, generating more than \$1 billion in revenue for the state. The department also licenses and regulates vehicle dealerships to protect buyers from illicit or temporary operators and prevent the sale of stolen vehicles.

The department administers the Electronic Registration and Title (ERT) program, which allows for faster processing of title documents and immediate receipt of permanent license plates and registration documents. More than 750 Illinois dealerships participate in the program as well as more than 1,200 financial institutions.

Illinois license plates are manufactured by Macon Resources, Inc., in Decatur, a rehabilitation training facility for persons with disabilities. Producing plates in Illinois has saved the state millions of dollars while encouraging skills development of persons with disabilities.

The department offers license plates renewal, and vanity and personalized license plates through the Secretary of State's Web site at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com).

To monitor compliance with the state's mandatory insurance law, the department

mails questionnaires to random vehicle owners to verify insurance coverage. The department suspends the registrations of uninsured motorists and processes registration reinstatements.

### Merit Commission

The Secretary of State’s Merit Commission approves Personnel rules and actions under the Merit Employment Code. The commission also conducts hearings on the appeals of employees regarding their position classifications and on certain disciplinary actions taken against employees. The commission then enforces compliance with its decisions. No more than three of the five commission members may be affiliated with the same political party.

**Merit Commission Members:** Ferdinand Serpe, *chair*; Michael Masterson, Judith Myers, Duane Noland and James Taylor.

### Secretary of State’s Staff Members



**Thomas Ned Benigno**  
*Deputy Secretary of State  
and Chief of Staff*



**Terri Coombes**  
*Deputy Chief of Staff*



**James B. Burns**  
*Inspector General*



**Irene Lyons**  
*General Counsel*

- Linda Piccioli .....*Executive Assistant to the Secretary*
- Georgia Archibald .....*Executive Assistant to the Secretary*
- Leo Louchios .....*Senior Policy Advisor*
- Bob Yadgir .....*Senior Policy Advisor/Director, Communications*
- Anthony Burnett .....*Executive Staff*
- Annette Czarobski .....*Executive Staff*
- Chester C. Czesak .....*Executive Staff*
- Jacqueline Dicianni .....*Executive Staff*
- Glenna Jones .....*Executive Staff*
- Dave Druker .....*Press Secretary*
- Henry Haupt .....*Deputy Press Secretary*
- Elizabeth Kaufman .....*Deputy Press Secretary*
- Vivian Fountales .....*Director, Scheduling*
- Daniela Disilvestro .....*Assistant Scheduler*
- Joyce Smith .....*Director of Advance, Downstate*