

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Department Number and Name:	280 - Adult Probation	Program Description:	Adult Probation collects restitution on behalf of the courts that is distributed to victims. Adult Probation also collects probation fees that go to support subsidized treatment for indigent probationers in the Domestic Violence program, Sex Offender program, and Drug Court.								
Program Name:	Fee collection										
FTE:	N/A										

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual*	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Restitution collected	Amount of restitution collected by APD as a special condition of probation. Restitution is ordered by a judge at sentencing and requires the probationer to make regular payments that are transferred to the victim. Restitution payments are prioritized over all other payment types.	\$1,794,498	\$1,800,000	\$1,356,177	\$1,800,000						Monthly account of restitution collected from Finance Office
2	Probation fees collected	Amount of probation fees collected by APD as a standard condition of probation. Probation fees are generally assessed at \$50/month, but can be modified or waived by a judge. The amount of the fee may be reduced or waived based on the defendant's financial condition. Probation fees go towards subsidizing treatment for indigent probationers in the Sex Offender, Drug Court, and Domestic Violence programs.	\$2,286,319	\$2,500,000	\$2,004,336	\$2,500,000						Monthly account of probation fees collected from Finance Office

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual*	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Fee modification rate	Ratio of cases with fee modifications to those without modifications within the fiscal period. Probation fees can be modified or waived based on a probationer's financial condition. Probation officers are encouraged to modify fees in cases when the probationer is consistently unable to pay, as a tool to increase the Department's collection rate.	N/A		31.96%		32.05%					Report of active AP cases with money owed, generated monthly from data entered in PROMIS, including modification records.

*2019 actual is limited to numbers collected in Q4 as data was not collected on this metric prior to September.

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual*	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Collection rate	Ratio of amount of probation fees owed to the amount collected within the fiscal period.	N/A		41.12%		35.59%					Report of active non-warrant AP cases with money owed, generated monthly from data entered in PROMIS, and reports of active AP cases with fees collected, generated monthly from data entered in PROMIS.

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Department Number and Name:	280 - Adult Probation	Program Description:									
Program Name:	Standard Probation Supervision (SPS)		Assists offenders in complying with their sentences through guidance, surveillance, and referrals to service providers for treatment, education, and employment services.								
FTE:	244.6										

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Risk assessments completed	Total number of risk assessments completed within the fiscal period. The Department utilizes the validated Ohio Risk Assessment System (ORAS) to conduct pre-screens and full risk assessments, which include a file review and structured interview to gather information about a probationer's criminal history, education, employment, financial situation, social support, etc. A probationer's assessed risk level determines recommended level of supervision on probation. Per Department policy, each probationer is subject to the ORAS pre-screen, and it is recommended that those who score moderate to high risk have a full risk assessment conducted.										Monthly account of assessments completed generated from data entered in PROMIS.
2	Administrative sanctions imposed	Total number of administrative sanctions imposed within the fiscal period. The Department utilizes administrative sanctions to address less serious issues of noncompliance with conditions of probation. The goal of utilizing administrative sanctions is facilitating behavior change, rather than relying on a formal violation of probation to punish the probationer for infractions.										Monthly account of administrative sanctions filed, generated from data entered in PROMIS.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Average number of administrative sanctions imposed per month	Average number of administrative sanctions imposed monthly.										Monthly account of administrative sanctions filed, generated from data entered in PROMIS.
2	Resource referrals per month	Average number of resource referrals per month. Resource referrals occur either by judicial mandate (special conditions) or officer discretion, to connect the probationer with a needed service or treatment placement.										Monthly account of resource referrals, generated from data entered in PROMIS.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Ratio of administrative sanctions to VOPs	Measure of administrative sanctions and VOPs imposed within the fiscal period										Monthly account of VOPs and administrative sanctions filed, generated from data entered in PROMIS.
2	Percent of cases terminated successfully	Measure of cases closed with a non-revocation outcome compared to all terminated cases. Revocation may occur when a probationer is found guilty of violation of probation. For our purposes, successful termination includes all other termination types.										Monthly account of case closings and termination types, generated from data entered in PROMIS.

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

	280 - Adult Probation	Program Description:									
Program Name:	Pre-trial Services										
FTE:	168		Conducts risk assessments (PSA, Public Safety Assessment) and interviews to assist the courts in making decisions about bond and conditions of release. Monitors defendants in the community who are awaiting trial to ensure compliance with the conditions of release. Supervises cases assigned to the newly formed service, the Deferred Prosecution Program which diverts selected defendants into an intensive twelve (12) month pre-indictment program.								

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Number of Public Safety Assessments (PSA) completed	Total number of Public Safety Assessments (PSA) completed by PTS staff. PSA's involve a pretrial officer gathering information on a defendant to identify that person's risk for failure to appear or to commit a new offense if released while pending trial.	25,930	25,000	29,124	25,000						Combination of PROMIS data, manual log sheets, and electronic PSA data.
2	Number of pretrial interviews completed	Total number of pretrial interviews conducted by PTS staff. Interviews involve a defendant answering questions on social ties, employment, residence, drug use, mental health, and other topics included in Illinois' bond statute. Pretrial officers administer the interview and compile the results for presentation to the bond court judge.	24,109	24,000	27,419	24,000						Combination of PROMIS data, manual log sheets, and electronic PSA data.
3	Average daily active cases on supervision	Average daily population of pretrial defendants supervised by Pretrial Services. Based on court order, PTS is responsible for monitoring conditions of bond and notifying the court of compliance.	4,694	5,000	6,216	6,500						Combination of PROMIS data, manual log sheets, and electronic PSA data.

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Average number of Public Safety Assessments completed per day	Average number of Public Safety Assessments completed per day.	69	68	80	68						Combination of PROMIS data, manual log sheets, and electronic PSA data.
2	Average number of pretrial interviews completed per day	Average number of pretrial interviews completed per day.	65	66	75	66						Combination of PROMIS data, manual log sheets, and electronic PSA data.

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Percent of risk assessments completed	Percent of eligible defendants with a completed Public Safety Assessment. Eligible defendants are those who are charged with a new criminal offense, excluding probation violation warrants, out-of-state arrest warrants, and offenses committed while in the custody of the jail.	97%	100%	98%	100%						Combination of PROMIS data, manual log sheets, and electronic PSA data
2	Percent of interviews completed	Percent of eligible defendants with a completed pretrial interview. Defendant eligibility for the interview is based on being charged with a new criminal offense, in line with the PSA eligibility criteria. Defendants may refuse to participate, may not be responsive, or may be under the influence of alcohol or drugs. For these reasons, PTS does not expect to complete all interviews.	90%	85%	90%	85%						Combination of PROMIS data, manual log sheets, and electronic PSA data

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Department Number and Name:	280 - Adult Probation	Program Name:	Administrative Staff	Program Description:	Performs a variety of duties that support operations including program development and evaluation, human resources, finance management, research, policy development, training, and information systems management.							
FTE:	29											

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Number of training hours completed	Total number of training hours completed by FTEs within the fiscal period. The training hour requirement for new support staff is 40 hours. For all other support staff, the annual requirement is a minimum of 16 hours, designed to develop new or existing skills.										Training log kept by Executive Assistant/Director of Training

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Average number of training hours completed per staff person per fiscal period	Average number of training hours completed per staff person within the fiscal period										Training log kept by Executive Assistant/Director of Training; roster of FTEs from human resources and budget

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Percent staff meeting training benchmark	Dichotomous measure of how many staff met the training hour benchmark for their position type.										Training log kept by Executive Assistant/Director of Training; roster of FTEs from human resources and budget

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Department Number and Name:	280 - Adult Probation	Program Description:	Collects probation files, and enters, processes and prepares the work compiled by the probation officers.									
Program Name:	Support Staff/Clerical											
FTE:	50											

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Number of court date outcomes entered	Total number of court date outcomes entered in the fiscal period by clerical staff. APD uses clerical staff input court date outcomes, motions, warrants, etc. into the electronic system.	9,931	N/A	8,883	N/A						cFive reports of all court date outcomes entered

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Number of court date outcomes entered per staff person per fiscal period	Average number of court date outcomes entered by clerical staff in the FY.	190	N/A	740	N/A						cFive reports of all court date outcomes entered; budgeted FTEs in clerical unit

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Percent of court date outcomes entered in a timely manner	Percentage of all court date outcomes entered in a timely manner by clerical staff within the fiscal period. While policy does not include a timeframe for entry, APD seeks to have court date outcomes entered within 5 business days.	Not available*	N/A	Not available*	N/A						cFive reports of all court date outcomes entered, including date of court hearing and date outcome was entered into the electronic system

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Department Number and Name:	280 - Adult Probation	Program Description:									
Program Name:	Home Confinement		Monitors curfews of individuals on probation and pretrial supervision through radio frequency electronic monitoring. Monitors certain domestic violence offenders using both Global Positioning System (GPS) technology and electronic monitoring technology.								
FTE:	92										

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Number of GPS installations	Total number of GPS installations in the fiscal period. GPS monitoring can be ordered by a judge for certain offenses as a condition of bond, or after conviction as a condition of probation. These individuals have a GPS ankle monitor installed by APD staff. GPS is used in cases where an individual's movements may be restricted from certain geographic areas, including within a certain area of a victim. Victims may also opt to carry a mobile device that sets a mobile exclusion zone. If an offender breaches this zone, an alert is triggered and Home Confinement responds.	1,602	1,700	2,253*	2,200	1284					Monthly GPS activation totals kept by deputy chief in charge of Home Confinement Unit - based on vendor reports and billing information.
2	Number of radio frequency installations	Total number of radio frequency installations in the fiscal period. Radio frequency (RF) monitoring is used to monitor curfew or home confinement. It cannot track movement, but can track when an individual is within range of a receiving station that is either hooked up to a landline phone or a cellular connection. If an individual is outside of the range of the receiver, an alert is triggered.	1,735	1,970	1,688	1,700	400					Daily activation reports from RF vendor. The vendor provides this information as part of their contract.

*This does not include Q2 activation counts that were lost during the vendor transition

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Total EM installations per installation team	Ratio of total electronic monitoring installations to teams available to install devices in the fiscal period. EM installations include both GPS and radio frequency technology installations. Officers in the field generally work in teams of 2. In some cases, 1 officer may conduct an installation if an individual is in the custody of the jail. Supervisory staff may fill in on teams as needed.	139	193	329	275	72					Monthly GPS activation totals kept by deputy chief in charge of Home Confinement Unit - based on vendor reports and billing information; Daily activation reports from RF vendor; FTEs from human resources and budget

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Public safety rate	Percentage of pretrial RF defendants whose cases closed without being rearrested for new criminal activity during supervision. Pretrial defendants account for almost two-thirds of the curfew population.	80.35%		75.04%		76.20%					Quarterly reports generated in PROMIS of all new arrests for pretrial RF cases closed in the fiscal period.

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Department Number and Name:	280 - Adult Probation	Program Description:									
Program Name:	Domestic Violence Intervention Unit										
FTE:	19		Provides services targeted towards probationers convicted of domestic violence and related charges; provides subsidized Partner Abuse Intervention Programming through contracted treatment providers.								

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Risk assessments completed	Total number of risk assessments completed within the fiscal period. The Department utilizes the validated Ohio Risk Assessment System (ORAS) to conduct pre-screens and full risk assessments, which include a file review and structured interview to gather information about a probationer's criminal history, education, employment, financial situation, social support, etc. A probationer's assessed risk level determines recommended level of supervision on probation. Per Department policy, each probationer is subject to the ORAS pre-screen, and it is recommended that those who score moderate to high risk have a full risk assessment conducted.										Monthly account of assessments completed generated from data entered in PROMIS. *Outstanding
2	Administrative sanctions imposed	Total number of sanctions imposed within the fiscal period. The Department utilizes administrative sanctions to address less serious issues of noncompliance with conditions of probation. The goal of utilizing sanctions is facilitating behavior change, rather than relying on a formal violation of probation to punish the probationer for infractions.										Monthly account of administrative sanctions filed, generated from data entered in PROMIS.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Average number of administrative sanctions imposed per month	Average number of sanctions imposed monthly.										Monthly account of administrative sanctions filed, generated from data entered in PROMIS.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Ratio of administrative sanctions to VOPs	Measure of administrative sanctions and VOPs imposed within the fiscal period.										Monthly account of VOPs and administrative sanctions filed, generated from data entered in PROMIS.
2	Percent of cases terminated successfully	Measure of cases closed with a non-revocation outcome compared to all terminated cases. Revocation may occur when a probationer is found guilty of violation of probation. For our purposes, successful termination includes all other termination types.										Monthly account of case closings and termination types, generated from data entered in PROMIS.

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Department Number and Name:	280 - Adult Probation	Program Description:									
Program Name:	Mental Health Unit/Mental Health Court		Provides supervision for offenders with serious chronic mental illnesses.								
FTE:	17.2										

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Risk assessments completed	Total number of risk assessments completed within the fiscal period. The Department utilizes the validated Ohio Risk Assessment System (ORAS) to conduct pre-screens and full risk assessments, which include a file review and structured interview to gather information about a probationer's criminal history, education, employment, financial situation, social support, etc. A probationer's assessed risk level determines recommended level of supervision on probation. Per Department policy, each probationer is subject to the ORAS pre-screen, and it is recommended that those who score moderate to high risk have a full risk assessment conducted.										Monthly account of assessments completed generated from data entered in PROMIS.
2	Administrative sanctions imposed	Total number of administrative sanctions imposed within the fiscal period. The Department utilizes administrative sanctions to address less serious issues of noncompliance with conditions of probation. The goal of utilizing administrative sanctions is facilitating behavior change, rather than relying on a formal violation of probation to punish the probationer for infractions.										Monthly account of administrative sanctions filed, generated from data entered in PROMIS.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Rate of risk and supervision level match	Dichotomous measure of whether probationer risk level and supervision level match, as an indicator of resource allocation appropriateness										Monthly account of risk level and supervision level for active probationers, generated from data entered in PROMIS.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Percent of cases terminated successfully	Measure of cases closed with a non-revocation outcome compared to all terminated cases. Revocation may occur when a probationer is found guilty of violation of probation. For our purposes, successful termination includes all other termination types.										Monthly account of case closings and termination types, generated from data entered in PROMIS.

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Department Number and Name:	280 - Adult Probation	Program Description:										
Program Name:	Drug Treatment Courts											
FTE:	12.2		Provides treatment; intensive judicial supervision; an escalating system of rewards and sanctions; mandatory drug testing and several grant funded and other special services including Veteran's Court, Access to Community Treatment Court, and Adult Redeploy Illinois HOPE. Employs a team approach to case management among court personnel and treatment providers.									

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Risk assessments completed	Total number of risk assessments completed within the fiscal period. The Department utilizes the validated Ohio Risk Assessment System (ORAS) to conduct pre-screens and full risk assessments, which include a file review and structured interview to gather information about a probationer's criminal history, education, employment, financial situation, social support, etc. A probationer's assessed risk level determines recommended level of supervision on probation. Per Department policy, each probationer is subject to the ORAS pre-screen, and it is recommended that those who score moderate to high risk have a full risk assessment conducted.										Monthly account of assessments completed generated from data entered in PROMIS.
2	Sanctions imposed	Total number of sanctions imposed by the drug court team within the fiscal period. Drug treatment courts use sanctions to address less serious issues of noncompliance with conditions of probation. The goal of this process is to facilitate behavior change with a focus on recovery, rather than punishing the probationer for infractions.										Monthly account of sanctions filed, generated from data entered in PROMIS.

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Average number of sanctions imposed per month	Average number of sanctions imposed monthly.										Monthly account of administrative sanctions filed, generated from data entered in PROMIS.

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
2	Percent of cases terminated successfully	Measure of cases closed with a non-revocation outcome compared to all terminated cases. Revocation may occur when a probationer is found guilty of violation of probation. For our purposes, successful termination includes all other termination types.										Monthly account of case closings and termination types, generated from data entered in PROMIS.

Circuit Court of Cook County Performance Metrics
Department 280 - Adult Probation

Program Name:	280 - Adult Probation	Program Description:										
FTE:	Offender Services 9.5											

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Community service hours completed	Total number of community service hours completed by probationers during a given fiscal period. Probationers are responsible for providing official verification of community service hours from their provider.	63,649	N/A	33,358							PROMIS reports generated for American Correctional Association accreditation. Staff enter hours completed as a part of case supervision.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Hours completed per probationer	Average number of hours completed in the fiscal period per probationer with a community service special condition.	23	N/A	13							PROMIS reports generated for American Correctional Association accreditation. Staff enter hours completed as a part of case supervision.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2018 Actual	2019 Target	2019 YE Actual	2020 Target	2020 Q1 Actual	2020 Q2 Actual	2020 Q3 Actual	2020 Q4 Actual	2020 YE Actual	Source of Data
1	Percent of community service hours completed	Percentage of ordered community service hours completed by probationers in the fiscal period.	27%	N/A	17%							PROMIS reports generated for American Correctional Association accreditation