

# Circuit Court of Cook County

## Performance Metrics

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Department 280  
Adult Probation

4/6/2017

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>  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.
<b>Program Name:</b>	Fee collection	
<b>FTE:</b>	N/A	

<b>OUTPUT METRICS (count of work units processed or produced, persons served, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Restitution collected during the year	\$2,165,423	\$2,460,000	\$2,173,590	\$2,500,000
2	Probation fees collected during the year	\$3,326,598	\$3,160,000	\$3,002,781	\$3,200,000

<b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average restitution collected per probationer with a restitution special condition	\$2,518	\$2,860	\$2,527	\$2,907
2	Average probation fees collected per probationer with fees as a special condition	\$272	\$275	\$261	\$270

<b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b>					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of ordered restitution collected per year	Not available	Not available	Not available	50%
2	Percentage of ordered fees collected per year	Not available	Not available	Not available	50%

# Circuit Court of Cook County

## Performance Metrics

### Department 280 - Adult Probation

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>  Conducts risk assessments (PSA) 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.
<b>Program Name:</b>	Pre-trial Services	
<b>FTE:</b>	80	

OUTPUT METRICS ( <u>count</u> of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of Pre-Trial risk assessments completed during the year	33,357	31,296	26,211	29,328
2	Number of Pre-Trial interviews completed during the year	32,041	31,284	25,636	28,836
3	Average daily active cases on Pre-Trial supervision	3,858	3,493	3,678	3,564

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average daily number of Pre-Trial assessments completed	91	86	72	80
2	Average daily number of Pre-Trial interviews completed	88	86	70	79

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of eligible defendants with a completed assessment; those charged with a new criminal offense, excluding probation violation warrants, out-of-state arrest warrants, and offenses committed in the custody of the jail.	89%	100%	97%	100%
2	Percentage of eligible pretrial defendants with a completed 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.	85%	85%	95%	85%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>	Writes pre-sentence investigations to assist the court in determining appropriate sentences in felony cases.
<b>Program Name:</b>	Pre-sentence Investigations		
<b>FTE:</b>	19.5		

<b>OUTPUT METRICS</b> ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of Pre-Sentence Investigations completed during the year	3,065	3,160	2,735	3,075

<b>EFFICIENCY METRICS</b> ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Pre-Sentence Investigations completed per officer	Not Available	144	118	144
2	Average cost to complete a PSI. This cost is based on gross salary and benefits and does not account for state subsidization of salaries, capital costs, or indirect costs.	Not Available	\$590	\$682	\$616

<b>OUTCOME METRICS</b> ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of Pre-Sentence Investigations completed with recommendations to the court	Not available	100%	Not available	100%
2	Aspirational - Percentage of Pre-Sentence Investigations completed within policy time frame requirements	Not available	Not available	Not available	90%

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

Department Number and Name:	280 - Adult Probation	Program Description:	Provides services to individuals who have committed felony sexual offenses against adolescents or children who were residing with youth at the time of the offense.
Program Name:	Adult Sex Offender Program		
FTE:	6.5		

OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average daily caseload - clients supervised during the year	143	180	137	180

EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of probationers supervised per direct-line, non-supervisory officers	Not Available	30	23	30
2	Average cost of supervision for the year, calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.	Not Available	\$3,793	\$3,793	\$3,850

OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of clients re-arrested within 3 years of probation closing	37%	45%	Not available	45%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>	Assists offenders in complying with their sentences through guidance, surveillance, and referrals to service providers for treatment, education, and employment services.
<b>Program Name:</b>	Standard Probation Supervision		
<b>FTE:</b>	256		

OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average daily caseload totals for the year. Targets are based on AOIC standards of 75 clients/1 officer	19,244	11,250	18,442	11,250

EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of probationers per direct-line, non-supervisory officer	Not Available	75 (AOIC standards)	123	75 (AOIC standards)
2	Average cost of supervision for the year, calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.	Not Available	\$2,001	\$1,221	\$2,032

OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of clients re-arrested within 3 years of probation closing	47%	45%	Not available	45%

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

Department Number and Name:	280 - Adult Probation	<b>Program Description:</b>	Collects probation files, and enters, processes and prepares the work compiled by the probation officers.	
Program Name:	Support Staff/Clerical			
FTE:	63			

<b>OUTPUT METRICS</b> ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Total number of cases ordered to probation in the year that were initialized and entered by clerical staff. APD uses clerical staff to enter cases ordered to probation into the electronic system.	13,668	13,668	12,193	12,968

<b>EFFICIENCY METRICS</b> ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of cases initialized per staff person per year	Not available	526	469	499
2	Average cost to initaite a case for the year, calculated using gross salaries and fringe benefits, and does not include capital costs, or indirect costs.	Not available	\$260	\$292	\$278

<b>OUTCOME METRICS</b> ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of all cases ordered to probation in the year that were initialized and entered in a timely manner by clerical staff. APD seeks to have cases initialized within 10 business days of sentence to probation.	Not available	90%	Not available	90%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>  Performs a variety of duties that support operations including program development and evaluation, human resources, finance management, research, policy development, and information systems management.
<b>Program Name:</b>	Administrative Staff	
<b>FTE:</b>	31.1	

OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Total number of APD program policies that were reviewed by the standing Policy and Procedure Committee during the course of the FY. The P&P Committee is a standing group of staff that meets regularly to review and revise policy. Policies are then updated by administrative staff and guided through an in-depth feedback process before they are implemented.	13	185	132	188

EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Policies reviewed per month	1	15	11	16

OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of all policies reviewed	7%	85%	71%	85%

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**Department 280 - Adult Probation**

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>	Requires probationers to perform services without compensation for the benefit of the community.
<b>Program Name:</b>	Community Service		
<b>FTE:</b>	8		

<b>OUTPUT METRICS</b> ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Total number of probationers with community service hours ordered as a special condition of probation. Judges may order community service as a condition of probation, and APD is responsible for linking the probationer with a community service agency.	3,675	3,675	3,153	3,414
2	Community service hours completed	280,982	301,191	168,266	342,698

<b>EFFICIENCY METRICS</b> ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Hours completed per probationer	76	41	53	50

<b>OUTCOME METRICS</b> ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of community service hours completed	73%	50%	56%	50%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>  Addresses risks and issues associated with domestic violence offenders through supervision and treatment strategies guided by principles outlined in the Illinois Protocol for Partner Abuse Intervention Programs.
<b>Program Name:</b>	Domestic Violence Intervention Unit	
<b>FTE:</b>	13	

<b>OUTPUT METRICS (count of work units processed or produced, persons served, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average daily caseload of domestic violence intervention unit clients. Targets are based on AOIC standards of 50 clients/officer	1,047	500	986	500

<b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of probationers per direct-line, non-supervisory officer	Not Available	50	99	50
2	Average cost of supervision for the year, calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.	Not Available	\$2,340	\$1,186	\$2,375

<b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b>					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage clients re-arrested within 3 years of probation closing	57%	45%	Not available	45%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>  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, Adult Redeploy Illinois HOPE, and the Intensive Drug Program. Employs a team approach to case management among court personnel and treatment providers. Also provides a service targeting gang membership with officers performing extensive fieldwork and employing supervision strategies involving working with family members and strengthening the probationers' ties to pro-social relationships and activities.
<b>Program Name:</b>	Drug Treatment Courts and Gang Intervention	
<b>FTE:</b>	24.5	

OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average daily caseload of drug treatment court clients. Targets are based on evidenced-based practice standards of 30 clients/officer	836	750	747	750

EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of probationers per direct-line, non-supervisory officer	Not Available	30	30	30
2	Average cost of supervision for the year, calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.	Not Available	\$3,200	\$3,213	\$3,249

OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage clients re-arrested within 3 years of probation closing	61%	45%	Not available	45%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>  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.
<b>Program Name:</b>	Home Confinement	
<b>FTE:</b>	45	

<b>OUTPUT METRICS (count of work units processed or produced, persons served, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Total number of GPS installations during the year. 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.	829	908	839	834
2	Total number of radio frequency installations during the year. 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.	1,449	1,388	1,343	1,396

<b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	GPS installations per installation team	Not available	70	65	64
2	Radio frequency installations per installation team	Not available	107	103	107
3	Average cost to install a radio frequency electronic monitoring device, calculated from gross salary and fringe benefits, and does not include state subsidization of salaries, capital costs, or indirect costs.	Not available	\$2,724	\$2,815	\$2,750

<b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b>					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Radio frequency monitoring alert response rate	Not available	Not available	Not available	100%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>  Provides strict surveillance with intervention strategies aimed at the unique risks and needs of high-risk offenders convicted of serious felony offenses.
<b>Program Name:</b>	Intensive Probation Supervision	
<b>FTE:</b>	23	

<b>OUTPUT METRICS (count of work units processed or produced, persons served, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average daily caseload of IPS clients supervised. Targets are based on AOIC standards of 50 clients/officer	508	1,000	488	1,000

<b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of probationers supervised per officer	Not Available	50 (AOIC standards)	24	50 (AOIC standards)
2	Average cost of supervision for the year, calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.	Not Available	\$2,411	\$4,940	\$2,447

<b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b>					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of clients re-arrested within 3 years of probation closing	58%	45%	Not available	45%

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

<b>Department Number and Name:</b>	280 - Adult Probation	<b>Program Description:</b>	Provides supervision for offenders with serious chronic mental illnesses.
<b>Program Name:</b>	Mental Health Unit/Mental Health Court		
<b>FTE:</b>	17		

<b>OUTPUT METRICS</b> ( <i>count of work units processed or produced, persons served, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average daily caseload of mental health unit clients supervised. Targets are based on evidenced-based practice caseloads of 30 clients/officer	720	420	742	420

<b>EFFICIENCY METRICS</b> ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of probationers supervised per officer	Not Available	30	53	30
2	Average cost of supervision for the year, calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.	Not Available	\$3,174	\$1,797	\$3,222

<b>OUTCOME METRICS</b> ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage clients re-arrested within 3 years of probation closing	59%	45%	Not available	45%