

# 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                   |                             |   |

| 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   | 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 |

| 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 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       |

| 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 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 ( <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-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 ( <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 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 ( <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 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                        |                             |  |

| 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   | Number of Pre-Sentence Investigations completed during the year | 3,065       | 3,160       | 2,735       | 3,075       |

| 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  | 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       |

| 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 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**

|                                    |                            |                             |   |
|------------------------------------|----------------------------|-----------------------------|---|
| <b>Department Number and Name:</b> | 280 - Adult Probation      | <b>Program Description:</b> | 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. |
| <b>Program Name:</b>               | Adult Sex Offender Program |                             |   |
| <b>FTE:</b>                        | 6.5                        |                             |   |

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

| <b>EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )</b> |   |               |             |             |             |
|---|---|---------------|-------------|-------------|-------------|
| #   | 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     |

| <b>OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )</b> |   |             |             |               |             |
|--|---|-------------|-------------|---------------|-------------|
| #  | 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%         |

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**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                            |                             |   |

| <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 totals for the year.<br>Targets are based on AOIC standards of 75 clients/1 officer | 19,244      | 11,250      | 18,442      | 11,250      |

| <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 | 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             |

| <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 | 47%         | 45%         | Not available | 45%         |

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

| 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 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      |

| 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  | Number of cases initialized per staff person per year   | Not available | 526         | 469         | 499         |
| 2  | Average cost to initiate 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       |

| 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 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%         |

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**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 (count of work units processed or produced, persons served, etc.) |   |             |             |             |             |
|--|---|-------------|-------------|-------------|-------------|
| #  | 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 (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   | Policies reviewed per month | 1           | 15          | 11          | 16          |

| 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 all policies reviewed | 7%          | 85%         | 71%         | 85%         |



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|                                    |                       |                             |  |
|------------------------------------|-----------------------|-----------------------------|--|
| <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                     |                             |  |

| 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 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     |

| 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  | Hours completed per probationer | 76          | 41          | 53          | 50          |

| 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 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                                  |                             |   |

| 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 domestic violence intervention unit clients. Targets are based on AOIC standards of 50 clients/officer | 1,047       | 500         | 986         | 500         |

| 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 | 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     |

| 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 | 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                    |                             |   |

| 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 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       |

| 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  | 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     |

| 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   | Radio frequency monitoring alert response rate | Not available | Not available | Not available | 100%        |

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|                                    |                                 |                             |  |
|------------------------------------|---------------------------------|-----------------------------|--|
| <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                                     |                             |   |

| 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 mental health unit clients supervised. Targets are based on evidenced-based practice caseloads of 30 clients/officer | 720         | 420         | 742         | 420         |

| 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 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     |

| 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 | 59%         | 45%         | Not available | 45%         |