

Circuit Court of Cook County

Performance Metrics

Department 280
Adult Probation

5/23/2017

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 (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Restitution collected	\$2,165,423	\$2,458,525	\$2,173,590	\$2,500,000	\$466,125	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.
2	Probation fees collected	\$3,326,598	\$3,163,538	\$3,002,781	\$3,200,000	\$651,008	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.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Restitution collected per probationer with a restitution special condition	\$2,518	\$2,859	\$2,527	\$2,907	\$542	Average restitution collected per probationer in the FY with a restitution special condition
2	Probation fees collected per probationer with fees as a special condition	\$272	\$275	\$261	\$270	\$55	Average fees collected per probationer in the FY with a probation fee special condition

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Qtr 1 Actual	2017 Qtr 2 Actual	2017 Qtr 3 Actual	2017 Qtr 4 Actual	2017 YE Actual	2018 Target	Definition
1	Percentage of ordered restitution collected per year	Not available	50%	Not available	50%	Not available*	Percentage of total ordered restitution that was actually collected in a given FY
2	Percentage of ordered fees collected per year	Not available	50%	Not available	50%	Not available*	Percentage of total ordered probation fees that was actually collected in a given FY

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017

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

Department Number and Name:	280 - Adult Probation	Program Description:	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.							
Program Name:	Pre-trial Services									
FTE:	80									

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Number of Public Safety Assessments (PSA) completed	33,357	31,296	26,211	29,328	5,776	Total number of Public Safety Assessments (PSA) completed by PTS staff. PSAs involve a pretrial officer gathering information on a defendant to identify that person's risk for failure to appear and to commit a new offense if released while pending trial.
2	Number of pretrial interviews completed	32,041	31,284	25,636	28,836	5,720	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.
3	Average daily active cases on supervision	3,858	3,493	3,678	3,564	3,093	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.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Average number of Public Safety Assessments completed per day	91	86	72	80	64	Average number of Public Safety Assessments completed per day.
2	Average number of pretrial interviews completed per day	88	86	70	79	64	Average number of Pretrial Interviews completed per day.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Percentage of risk assessments completed	89%	100%	97%	100%	95%	Percentage of eligible defendants with a completed Public Safety Assessment. Eligible defendants are those that are charged with a new criminal offense, excluding probation violation warrants, out-of-state arrest warrants, and offenses committed in the custody of the jail.
2	Percentage of interviews completed	85%	85%	95%	85%	94%	Percentage 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.

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

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Number of PSIs completed	3,065	3,160	2,735	3,075	529	Total number of Pre-Sentence Investigations completed. A pre-sentence investigation is a process of gathering criminal history and social tie information on a defendant awaiting sentencing. It involves interviews and verification, as well as a risk assessment. This information is compiled based on a judicial order and presented to the judge to inform his/her sentencing decision.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	PSIs completed per officer	Not Available	144	118	144	27	Average number of Pre-Sentence Investigations completed per officer, per year.
2	Cost per PSI completed	Not Available	\$590	\$682	\$616	\$895	Cost to complete one Pre-Sentence Investigations. This cost is based on gross salary and benefits and does not account for state subsidization of salaries, capital costs, or indirect costs.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Percentage of PSIs completed with recommendations to the court	Not available	100%	Not available	100%	Not available*	Beginning in FY17, Pre-Sentence Investigations are required to include a recommendation of sentencing options to the court. This outcome is currently aspirational, with potential for being measured for FY18.
2	Percentage of PSIs completed within policy time frame requirements	Not available	90%	Not available	90%	Not available*	Beginning in FY17, we will be able to measure and report on the percentage of Pre-Sentence Investigations that are completed within required time frames. We do not currently have the data needed to calculate this, but we have taken steps to automate a report.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017.

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>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Average daily population	143	180	137	180	132	Average number of probationers actively supervised on a given day in the FY. This is a representation of the typical number of probationers in this program at a given point in time.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Number of probationers per non-supervisory officer	Not Available	30	23	30	22	Average number of supervised probationers per non-supervisory FTE. This is also known as a caseload ratio, and it does not include supervisors or other managers who do not directly manage probationers.
2	Annual cost per probationer	Not Available	\$3,793	\$4,983	\$3,850	\$5,262	Cost to supervise a probationer for 12 months. This is calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Percentage re-arrested within 3 years of probation closing	37%	45%	Not available	45%	Not available*	Recidivism rate defined as re-arrest within three years of case closing. This is a standard outcome measure for supervision and correctional programs. There is no national standard or benchmark for recidivism, since it is measured differently by different jurisdictions.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017.

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

Department Number and Name:	280 - Adult Probation	Program Description: Assists offenders in complying with their sentences through guidance, surveillance, and referrals to service providers for treatment, education, and employment services.
Program Name:	Standard Probation Supervision	
FTE:	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	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Average daily population	19,244	11,250	18,442	11,250	17,290

Definition
Average number of probationers actively supervised on a given day in the FY. This is a representation of the typical number of probationers in this program at a given point in time.

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	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Number of probationers per non-supervisory officer	Not Available	75	123	75	115
2	Annual cost per probationer	Not Available	\$2,001	\$1,221	\$2,032	\$1,322

Definition
Average number of supervised probationers per non-supervisory FTE. This is also known as a caseload ratio, and it does not include supervisors or other managers who do not directly manage probationers.
Cost to supervise a probationer for 12 months. This is calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.

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	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Percentage re-arrested within 3 years of probation closing	47%	45%	Not available	45%	Not available*

Definition
Recidivism rate defined as re-arrest within three years of case closing. This is a standard outcome measure for supervision and correctional programs. There is no national standard or benchmark for recidivism, since it is measured differently by different jurisdictions.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017.

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

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Number of cases initialized	13,668	13,668	12,193	12,968	2,980	Total number of cases ordered to probation in the FY that were initialized and entered by clerical staff. APD uses clerical staff to enter cases ordered to probation into the electronic system. This must be done so that the probation officer has a record to update for that probationer.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Number of cases initialized per staff person per year	Not available	526	469	499	115	Average number of cases ordered to probation that were initialized and entered by clerical staff in the FY.
2	Cost per case initialized	Not available	\$260	\$292	\$278	\$303	The average cost to initialize a case. This includes only gross salary and fringe benefits, and does not include state subsidization of salary, capital costs, or indirect costs.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Percentage of cases initialized in a timely manner	Not available	90%	Not available	90%	Not available*	Percentage of all cases ordered to probation in the FY that were initialized and entered in a timely manner by clerical staff. While policy does not include a timeframe for entry, APD seeks to have cases initialized within 10 business days of sentence to probation.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017.

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

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Number of policies reviewed	13	185	132	188	13	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.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Policies reviewed per month	1	15	11	16	4	Average number of policies reviewed by P&P Committee in a given month. Because staff at many different levels are involved in policy review, it is not accurate to frame efficiency as a function of personnel.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Percentage of all policies reviewed	7%	85%	71%	85%	28%	Percentage of all active APD policies that are reviewed by P&P Committee in a given FY. Review includes a more in-depth examination of policy. This process is guided by administrative staff.

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

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Number of probationers with community service ordered	3,675	3,675	3,153	3,414	661	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.
2	Community service hours completed	280,982	301,191	168,266	342,698	36,542	Total number of community service hours completed by probationers during a given FY. Probationers are responsible for providing official verification of community service hours from their provider.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Hours completed per probationer	76	41	53	50	55	Average number of hours completed per probationer with a community service special condition.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Percentage of community service hours completed	73%	50%	56%	50%	52%	Percentage of ordered community service hours completed by probationers in a given FY.

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

Department Number and Name:	280 - Adult Probation	Program Description: 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.
Program Name:	Domestic Violence Intervention Unit	
FTE:	13	

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)											
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Average daily population	1,047	23,398	986	23,754	981

Definition
Average number of probationers actively supervised on a given day in the FY. This is a representation of the typical number of probationers in this program at a given point in time.

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	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Number of probationers per non-supervisory officer	Not Available	50	99	50	98
2	Annual cost per probationer	Not Available	\$2,340	\$1,186	\$2,375	\$1,211

Definition
Average number of supervised probationers per non-supervisory FTE. This is also known as a caseload ratio, and it does not include supervisors or other managers who do not directly manage probationers.
Cost to supervise a probationer for 12 months. This is calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.

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	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Percentage re-arrested within 3 years of probation closing	57%	45%	Not available	45%	Not available*

Definition
Recidivism rate defined as re-arrest within three years of case closing. This is a standard outcome measure for supervision and correctional programs. There is no national standard or benchmark for recidivism, since it is measured differently by different jurisdictions.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017

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

Department Number and Name:	280 - Adult Probation	Program Description: 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.
Program Name:	Drug Treatment Courts and Gang Intervention	
FTE:	24.5	

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)											
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Average daily population	836	750	747	750	767

Definition
Average number of probationers actively supervised on a given day in the FY. This is a representation of the typical number of probationers in this program at a given point in time.

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	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Number of probationers per non-supervisory officer	Not Available	30	30	30	31
2	Annual cost per probationer	Not Available	\$3,200	\$3,213	\$3,249	\$3,178

Definition
Average number of supervised probationers per non-supervisory FTE. This is also known as a caseload ratio, and it does not include supervisors or other managers who do not directly manage probationers.
Cost to supervise a probationer for 12 months. This is calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.

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	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Percentage re-arrested within 3 years of probation closing	61%	45%	Not available	45%	Not available*

Definition
Recidivism rate defined as re-arrest within three years of case closing. This is a standard outcome measure for supervision and correctional programs. There is no national standard or benchmark for recidivism, since it is measured differently by different jurisdictions.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017

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

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Number of GPS installations	829	908	839	834	229	Total number of GPS installations in a given FY. 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.
2	Number of radio frequency installations	1,449	1,388	1,343	1,396	294	Total number of radio frequency installations in a given FY. Radio frequency 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.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	GPS installations per installation team	Not available	70	65	64	49	Ratio of installations to teams available to install devices. 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
2	Radio frequency installations per installation team	Not available	107	103	107	23	Ratio of installations to staff available to install devices. 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
3	Cost per radio frequency installation	Not available	\$2,724	\$2,815	\$2,750	\$3,264	Average cost to install a radio frequency electronic monitoring device. This is calculated from gross salary and fringe benefits, and does not include state subsidization of salaries, capital costs, or indirect costs.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Radio frequency monitoring alert response rate	Not available	100%	Not available	100%	Not available*	Percentage of alert incidents where HCU staff responded as required and documented the response. Policy indicates that HCU staff shall enter their response to a potential violation of conditions within the vendor's electronic records system.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017

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

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Average daily population	508	1,000	488	1,000	459	Average number of probationers actively supervised on a given day in the FY. This is a representation of the typical number of probationers in this program at a given point in time.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Number of probationers per officer	Not Available	50	24	50	23	Average number of supervised probationers per non-supervisory FTE. This is also known as a caseload ratio, and it does not include supervisors or other managers who do not directly manage probationers.
2	Annual cost per probationer	Not Available	\$2,411	\$4,940	\$2,447	\$5,329	Cost to supervise a probationer for 12 months. This is calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Percentage re-arrested within 3 years of probation closing	58%	45%	Not available	45%	Not available*	Recidivism rate defined as re-arrest within three years of case closing. This is a standard outcome measure for supervision and correctional programs. There is no national standard or benchmark for recidivism, since it is measured differently by different jurisdictions.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017.

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

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Average daily population	720	420	742	420	726	Average number of probationers actively supervised on a given day in the FY. This is a representation of the typical number of probationers in this program at a given point in time.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Number of probationers per officer	Not Available	30	53	30	52	Average number of supervised probationers per non-supervisory FTE. This is also known as a caseload ratio, and it does not include supervisors or other managers who do not directly manage probationers.
2	Annual cost per probationer	Not Available	\$3,174	\$1,797	\$3,222	\$1,865	Cost to supervise a probationer for 12 months. This is calculated using gross salaries and fringe benefits, and does not include state subsidies for salary, capital costs, or indirect costs.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Percentage re-arrested within 3 years of probation closing	59%	45%	Not available	45%	Not available*	Recidivism rate defined as re-arrest within three years of case closing. This is a standard outcome measure for supervision and correctional programs. There is no national standard or benchmark for recidivism, since it is measured differently by different jurisdictions.

*APD is still in the process of implementing reporting procedures to calculate outcome measures. We expect to have these available at the end of FY2017