

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

|                                    |                       |                             |   |  |  |  |  |  |  |  |  |
|------------------------------------|-----------------------|-----------------------------|---|--|--|--|--|--|--|--|--|
| <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              | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Restitution collected    | Amount of restitution collected by APD as a special condition of probation. Restitution is ordered by a judge at sentencing and requires the probationer to make regular payments that are transferred to the victim. Restitution payments are prioritized over all other payment types.   | \$1,784,881 | \$2,000,000 | \$1,794,498 | \$1,800,000 | \$290,671      | \$379,778      | \$346,664      | \$339,064      | \$1,356,177    | \$1,800,000 |
| 2   | Probation fees collected | Amount of probation fees collected by APD as a standard condition of probation. Probation fees are generally assessed at \$50/month, but can be modified or waived by a judge. The amount of the fee may be reduced or waived based on the defendant's financial condition. Probation fees go towards subsidizing treatment for indigent probationers in the Sex Offender, Drug Court, and Domestic Violence programs. | \$2,574,713 | \$2,800,000 | \$2,286,319 | \$2,500,000 | \$469,300      | \$559,275      | \$500,489      | \$475,272      | \$2,004,336    | \$2,500,000 |

| <b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b> |  |   |             |             |             |             |                |                |                |                |                |             |
|--|--|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name  | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Restitution collected per probationer with a restitution special condition | Average restitution collected per probationer in the fiscal period with a restitution special condition | \$2,075     | \$2,222     | \$2,084     | \$2,080     | \$252          | \$329          | \$300          | \$294          | \$1,174        | \$2,080     |
| 2  | Probation fees collected per probationer with fees as a special condition  | Average fees collected per probationer in the fiscal period with a probation fee special condition      | \$217       | \$235       | \$192       | \$205       | \$35           | \$42           | \$37           | \$35           | \$149          | \$205       |

| <b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b> |  |   |                |             |                |             |                |                |                |                |                |                |
|---|--|---|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|----------------|
| #   | Metric Name  | Definition  | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target    |
| 1   | Percent of ordered restitution collected per fiscal period | Percent of total ordered restitution actually collected in the fiscal period    | 45%            | 50%         | Not available* | 50%         | Not available* |
| 2   | Percent of ordered fees collected per year                 | Percent of total ordered probation fees actually collected in the fiscal period | Not available* | 50%         | Not available* | 50%         | 35%            | 42%            | 38%            | 38%            | 38%            | 50%            |

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|----------------------|-----------------------|-----------------------------|--|--|--|--|--|--|--|--|--|
|                      | 280 - Adult Probation | <b>Program Description:</b> |  |  |  |  |  |  |  |  |  |
| <b>Program Name:</b> | Pre-trial Services    |                             |  |  |  |  |  |  |  |  |  |
| <b>FTE:</b>          | 128.5                 |                             |  |  |  |  |  |  |  |  |  |

| <b>OUTPUT METRICS (count of work units processed or produced, persons served, etc.)</b> |   |  |             |             |             |             |                |                |                |                |                |             |
|---|---|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name   | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Number of Public Safety Assessments (PSA) completed | Total number of Public Safety Assessments (PSA) completed by PTS staff. PSA's involve a pretrial officer gathering information on a defendant to identify that person's risk for failure to appear or to commit a new offense if released while pending trial.   | 24,260      | 25,000      | 25,930      | 25,000      | 6,464          | 7,530          | 8,098          | 7,032          | 29,124         | 25,000      |
| 2   | Number of pretrial interviews completed             | Total number of pretrial interviews conducted by PTS staff. Interviews involve a defendant answering questions on social ties, employment, residence, drug use, mental health, and other topics included in Illinois' bond statute. Pretrial officers administer the interview and compile the results for presentation to the bond court judge. | 23,366      | 24,000      | 24,109      | 24,000      | 6,121          | 7,321          | 7,451          | 6,526          | 27,419         | 24,000      |
| 3   | Average daily active cases on supervision           | Average daily population of pretrial defendants supervised by Pretrial Services. Based on court order, PTS is responsible for monitoring conditions of bond and notifying the court of compliance.   | 3,607       | 4,500       | 4,694       | 5,000       | 5,979          | 6,115          | 6,442          | 6,326          | 6,216          | 6,500       |

| <b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b> |   |  |             |             |             |             |                |                |                |                |                |             |
|--|---|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name   | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Average number of Public Safety Assessments completed per day | Average number of Public Safety Assessments completed per day. | 66          | 68          | 69          | 68          | 72             | 82             | 88             | 77             | 80             | 68          |
| 2  | Average number of pretrial interviews completed per day       | Average number of pretrial interviews completed per day.       | 64          | 66          | 65          | 66          | 68             | 80             | 81             | 72             | 75             | 66          |

| <b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b> |                                       |  |             |             |             |             |                |                |                |                |                |             |
|---|---------------------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name                           | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of risk assessments completed | Percent of eligible defendants with a completed Public Safety Assessment. Eligible defendants are those who are charged with a new criminal offense, excluding probation violation warrants, out-of-state arrest warrants, and offenses committed while in the custody of the jail.  | 96%         | 100%        | 97%         | 100%        | 97%            | 99%            | 99%            | 99%            | 98%            | 100%        |
| 2   | Percent of interviews completed       | Percent of eligible defendants with a completed pretrial interview. Defendant eligibility for the interview is based on being charged with a new criminal offense, in line with the PSA eligibility criteria. Defendants may refuse to participate, may not be responsive, or may be under the influence of alcohol or drugs. For these reasons, PTS does not expect to complete all interviews. | 93%         | 85%         | 90%         | 85%         | 92%            | 96%            | 85%            | 92%            | 90%            | 85%         |

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|                                    |                             |                             |   |  |  |  |  |  |  |  |  |
|------------------------------------|-----------------------------|-----------------------------|---|--|--|--|--|--|--|--|--|
| <b>Department Number and Name:</b> | 280 - Adult Probation       | <b>Program Description:</b> |   |  |  |  |  |  |  |  |  |
| <b>Program Name:</b>               | Pre-sentence Investigations |                             | Writes pre-sentence investigations (PSIs) to assist the court in determining appropriate sentences in felony cases. |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 0                           |                             |   |  |  |  |  |  |  |  |  |

**OUTPUT METRICS (count of work units processed or produced, persons served, etc.)**

| # | Metric name              | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
|---|--------------------------|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| 1 | Number of PSIs completed | 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. | 2,001       | 1,400       | 1,879       | 1,900       | 397            | 351            | 391            | 388            | 1,527          | N/A         |

**EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)**

| # | Metric name                | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
|---|----------------------------|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| 1 | PSIs completed per officer | Average number of Pre-sentence Investigations completed per officer, in the fiscal period.  | 102         | 100         | 179         | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |
| 2 | Cost per PSI completed     | 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. | \$851       | \$696       | \$535       | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |

**OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)**

| # | Metric Name   | Definition  | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
|---|---|---|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| 1 | Percent of PSIs completed with recommendations to the court     | 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.   | Not available* | 100%        | Not available* | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |
| 2 | Percent of PSIs completed within policy time frame requirements | 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. | Not available* | 90%         | Not available* | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |

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|                                    |                                   |                             |   |
|------------------------------------|-----------------------------------|-----------------------------|---|
| <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 in which the offender resided with the victim(s) at the time of the offense. |
| <b>Program Name:</b>               | Adult Sex Offender Program (ASOP) |                             |   |
| <b>FTE:</b>                        | 6                                 |                             |   |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |                          |  |             |             |             |             |                |                |                |                |                |             |
|---|--------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name              | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Average daily population | Average number of probationers actively supervised on a given day in the fiscal period. This is a representation of the typical number of probationers in this program at a given point in time. | 132         | 135         | 138         | N/A         | 128            | 129            | 124            | 125            | 127            | N/A         |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |  |   |             |             |             |             |                |                |                |                |                |             |
|--|--|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name  | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Number of probationers per non-supervisory officer | 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. | 22          | 23          | 23          | N/A         | 21             | 22             | 21             | 21             | 21             | N/A         |
| 2  | Annual cost per probationer                        | 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.            | \$5,250     | \$5,134     | \$5,022     | N/A         | \$5,024        | \$4,985        | 5,186          | 5,145          | 5,063          | N/A         |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |  |  |                |             |                |             |                |                |                |                |                |             |
|---|--|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name  | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of ASOP probationers re-arrested within 3 years of probation closing | 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. | Not available* | 45%         | Not available* | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |

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|                                    |                                      |                             |   |  |  |  |  |  |  |  |  |
|------------------------------------|--------------------------------------|-----------------------------|---|--|--|--|--|--|--|--|--|
| <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 (SPS) |                             |   |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 240.5                                |                             |   |  |  |  |  |  |  |  |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |                          |  |             |             |             |             |                |                |                |                |                |             |
|---|--------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name              | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Average daily population | Average number of probationers actively supervised on a given day in the fiscal period. This is a representation of the typical number of probationers in this program at a given point in time. | 16,686      | 17,000      | 14,876      | 15,000      | 13,644         | 14,047         | 13,714         | 13,489         | 13,724         | 13,000      |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |  |   |             |             |             |             |                |                |                |                |                |             |
|--|--|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name  | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Number of probationers per non-supervisory officer | 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. | 111         | 113         | 99          | 100         | 89             | 91             | 89             | 88             | 89             | 85          |
| 2  | Annual cost per probationer                        | 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.            | \$1,370     | \$1,344     | \$1,535     | \$1,500     | \$1,684        | 1,636          | 1,675          | 1,702          | 1,674          | 1,700       |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |   |  |                |             |                |             |                |                |                |                |                |             |
|---|---|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name   | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of SPS probationers re-arrested within 3 years of probation closing | 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. | Not available* | 45%         | Not available* | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            |             |

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|                                    |                        |                             |   |  |  |  |  |  |  |  |  |
|------------------------------------|------------------------|-----------------------------|---|--|--|--|--|--|--|--|--|
| <b>Department Number and Name:</b> | 280 - Adult Probation  | <b>Program Description:</b> |   |  |  |  |  |  |  |  |  |
| <b>Program Name:</b>               | Support Staff/Clerical |                             | Collects probation files, and enters, processes and prepares the work compiled by the probation officers. |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 49                     |                             |   |  |  |  |  |  |  |  |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |                             |   |             |             |             |             |                |                |                |                |                |             |
|---|-----------------------------|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name                 | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Number of cases initialized | Total number of cases ordered to probation in the fiscal period 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. | 11,392      | 11,500      | 9,931       | N/A         | 2,370          | 2,328          | 2,056          | 2,129          | 8,883          | N/A         |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |  |   |             |             |             |             |                |                |                |                |                |             |
|--|--|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name  | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Number of cases initialized per staff person per fiscal period | Average number of cases ordered to probation that were initialized and entered by clerical staff in the FY.                                       | 438         | 442         | 190         | N/A         | 198            | 194            | 171            | 177            | 740            | N/A         |
| 2  | Cost per case initialized                                      | The average cost to initialize a case. This includes only gross salary and fringe benefits, and does not include capital costs or indirect costs. | \$317       | \$314       | \$363       | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |   |  |                |             |                |             |                |                |                |                |                |             |
|---|---|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name                                     | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of cases initialized in a timely manner | Percentage of all cases ordered to probation in the fiscal period 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. | Not available* | 90%         | Not available* | N/A         | Not available* | Not available* | Not available* | 45%            | Not available* | N/A         |

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|                                    |                       |                             |   |  |  |  |  |  |  |  |  |
|------------------------------------|-----------------------|-----------------------------|---|--|--|--|--|--|--|--|--|
| <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, training, and information systems management. |  |  |  |  |  |  |  |  |
| <b>Program Name:</b>               | Administrative Staff  |                             |   |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 29                    |                             |   |  |  |  |  |  |  |  |  |

| <b>OUTPUT METRICS (count of work units processed or produced, persons served, etc.)</b> |                             |  |             |             |             |             |                |                |                |                |                |             |
|---|-----------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name                 | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Number of policies reviewed | Total number of APD program policies that were reviewed by the standing Policy and Procedure Committee during the course of the fiscal period. 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. | 99          | 188         | 36          | 76          | 8              | 6              | 5              | 6              | 25             | 76          |

| <b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b> |                             |   |             |             |             |             |                |                |                |                |                |             |
|--|-----------------------------|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name                 | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Policies reviewed per month | 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. | 8           | 16          | 3           | 6           | 3              | 2              | 2              | 2              | 2              | 6           |

| <b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b> |   |  |             |             |             |             |                |                |                |                |                |             |
|---|---|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name   | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of policies subject to review in the fiscal period that were actually reviewed in the fiscal period | Percent of active APD policies subject to review in the fiscal period (25% of 50% of all active policies per fiscal quarter) that are reviewed by the Policy and Procedure Committee in the fiscal period. Review includes an in-depth examination guided by administrative staff. | 53%         | 85%         | 19%         | 50%         | 21%            | 16%            | 13%            | 13%            | 16%            | 50%         |

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|                                    |                       |                             |  |  |  |  |  |  |  |  |  |
|------------------------------------|-----------------------|-----------------------------|--|--|--|--|--|--|--|--|--|
| <b>Department Number and Name:</b> | 280 - Adult Probation | <b>Program Description:</b> |  |  |  |  |  |  |  |  |  |
| <b>Program Name:</b>               | Community Service     |                             | Requires probationers to perform services without compensation for the benefit of the community. |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 0                     |                             |  |  |  |  |  |  |  |  |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |   |   |             |             |             |             |                |                |                |                |                |             |
|---|---|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name   | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Number of probationers with community service ordered | Total number of probationers with community service hours ordered as a special condition of probation in the fiscal period. Judges may order community service as a condition of probation, and APD is responsible for linking the probationer with a community service agency. | 2,482       | 2,500       | 2,797       | N/A         | 678            | 772            | 554            | 635            | 2,639          | N/A         |
| 2   | Community service hours completed                     | Total number of community service hours completed by probationers during a given fiscal period. Probationers are responsible for providing official verification of community service hours from their provider.  | 143,926     | N/A*        | 63,649      | N/A         | 4,985          | 9,113          | 9,637          | 9,623          | 33,358         | N/A         |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |                                 |  |             |             |             |             |                |                |                |                |                |             |
|--|---------------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name                     | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Hours completed per probationer | Average number of hours completed in the fiscal period per probationer with a community service special condition. | 58          | 60          | 23          | N/A         | 7              | 12             | 13             | 15             | 13             | N/A         |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |  |   |             |             |             |             |                |                |                |                |                |             |
|---|--|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name                                  | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of community service hours completed | Percentage of ordered community service hours completed by probationers in the fiscal period. | 59%         | 50%         | 27%         | N/A         | 10%            | 23%            | 21%            | 17%            | 17%            | N/A         |

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

|                                    |                                     |                             |  |  |  |  |  |  |  |  |  |
|------------------------------------|-------------------------------------|-----------------------------|--|--|--|--|--|--|--|--|--|
| <b>Department Number and Name:</b> | 280 - Adult Probation               | <b>Program Description:</b> |  |  |  |  |  |  |  |  |  |
| <b>Program Name:</b>               | Domestic Violence Intervention Unit |                             |  |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 8                                   |                             | Provides services targeted towards probationers convicted of domestic violence and related charges; provides subsidized Partner Abuse Intervention Programming through contracted treatment providers. |  |  |  |  |  |  |  |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |                          |  |             |             |             |             |                |                |                |                |                |             |
|---|--------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name              | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Average daily population | Average number of probationers actively supervised on a given day in the fiscal period. This is a representation of the typical number of probationers in this program at a given point in time. | 976         | 500         | 976         | 500         | 952            | 876            | 875            | 865            | 892            | 600         |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |  |   |             |             |             |             |                |                |                |                |                |             |
|--|--|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name  | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Number of probationers per non-supervisory officer | 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. | 98          | 50          | 98          | 50          | 79             | 73             | 73             | 72             | 74             | 50          |
| 2  | Annual cost per probationer                        | 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.            | \$1,217     | \$2,375     | \$1,217     | \$2,375     | \$1,473        | \$1,600        | \$1,600        | \$1,618        | \$1,570        | \$2,334     |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |   |  |                |             |                |             |                |                |                |                |                |             |
|---|---|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name   | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of Domestic Violence Intervention Unit probationers re-arrested within 3 years of probation closing | 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. | Not available* | 45%         | Not available* | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |

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

|                                    |   |                             |   |  |  |  |  |  |  |  |  |
|------------------------------------|---|-----------------------------|---|--|--|--|--|--|--|--|--|
| <b>Department Number and Name:</b> | 280 - Adult Probation                       | <b>Program Description:</b> |   |  |  |  |  |  |  |  |  |
| <b>Program Name:</b>               | Drug Treatment Courts and Gang Intervention |                             |   |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 25  |                             | 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. |  |  |  |  |  |  |  |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |                          |  |             |             |             |             |                |                |                |                |                |             |
|---|--------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name              | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Average daily population | Average number of probationers actively supervised on a given day in the fiscal period. This is a representation of the typical number of probationers in this program at a given point in time. | 709         | 750         | 639         | N/A         | 558            | 569            | 608            | 569            | 576            | N/A         |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |  |   |             |             |             |             |                |                |                |                |                |             |
|--|--|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name  | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Number of probationers per non-supervisory officer | 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. | 29          | 30          | 26          | N/A         | 28             | 28             | 30             | 28             | 29             | N/A         |
| 2  | Annual cost per probationer                        | 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.            | \$3,113     | \$2,943     | \$3,454     | N/A         | \$3,653        | \$3,582        | \$3,352        | \$3,582        | \$3,538        | N/A         |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |   |  |                |             |                |             |                |                |                |                |                |             |
|---|---|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name   | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of Drug Treatment Courts and Gang Intervention probationers re-arrested within 3 years of probation closing | 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. | Not available* | 45%         | Not available* | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |

**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>                        | 40                    |                             |   |  |  |  |  |  |  |  |  |

| OUTPUT METRICS (count of work units processed or produced, persons served, etc.) |   |   |             |             |             |             |                |                |                |                |                |             |
|--|---|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name                             | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Number of GPS installations             | Total number of GPS installations in the fiscal period. GPS monitoring can be ordered by a judge for certain offenses as a condition of bond, or after conviction as a condition of probation. These individuals have a GPS ankle monitor installed by APD staff. GPS is used in cases where an individual's movements may be restricted from certain geographic areas, including within a certain area of a victim. Victims may also opt to carry a mobile device that sets a mobile exclusion zone. If an offender breaches this zone, an alert is triggered and Home Confinement responds. | 1,085       | 920         | 1,602       | 1,700       | 373            | 217*           | 880            | 1,000          | 2,253**        | 2,200       |
| 2  | Number of radio frequency installations | Total number of radio frequency installations in the fiscal period. Radio frequency (RF) monitoring is used to monitor curfew or home confinement. It cannot track movement, but can track when an individual is within range of a receiving station that is either hooked up to a landline phone or a cellular connection. If an individual is outside of the range of the receiver, an alert is triggered.  | 1,336       | 1,360       | 1,735       | 1,970       | 290            | 400            | 337            | 661            | 1,688          | 1,700       |

\*APD changed GPS vendors during Q2 and the reporting structure changed. Data from April 10 through May 31 are currently unavailable.

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

| EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.) |   |   |             |             |             |             |                |                |                |                |                |             |
|---|---|---|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name   | Definition  | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | GPS installations per installation team             | Ratio of installations to teams available to install devices in the fiscal period. 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. | 83          | 70          | 64          | 89          | 31             | 18*            | 73             | 83             | 188            | 185         |
| 2   | Radio frequency installations per installation team | Ratio of installations to staff available to install devices in the fiscal period. 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. | 103         | 105         | 75          | 104         | 24             | 33             | 28             | 55             | 141            | 90          |
| 3   | Cost per radio frequency installation               | Average cost to install a radio frequency electronic monitoring device in the fiscal period. This is calculated from gross salary and fringe benefits, and does not include state subsidization of salaries, capital costs, or indirect costs.  | \$2,747     | \$2,700     | \$2,116     | \$2,700     | \$3,154        | \$2,287        | \$2,714        | \$1,384        | \$3,151        | \$3,100     |

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

\*APD changed GPS vendors during Q2 and the reporting structure changed. Data from April 10 through May 31 are currently unavailable.

| OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</i> |  |  |                |             |                |             |                |                |                |                |                |             |
|---|--|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name                                    | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Radio frequency monitoring alert response rate | Percentage of alert incidents where HCU staff responded as required and documented the response in the fiscal period. Policy indicates that HCU staff shall enter their response to a potential violation of conditions within the vendor's electronic records system. | Not available* | 100%        | Not available* | 100%        | 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 (IPS) |                             |  |
| <b>FTE:</b>                        | 21                                    |                             |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |                          |  |             |             |             |             |                |                |                |                |                |             |
|---|--------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name              | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Average daily population | Average number of probationers actively supervised on a given day in the fiscal period. This is a representation of the typical number of probationers in this program at a given point in time. | 411         | 1,000       | 338         | N/A         | 313            | 315            | 294            | 235            | 289            | N/A         |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |                                    |  |             |             |             |             |                |                |                |                |                |             |
|--|------------------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name                        | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Number of probationers per officer | Average number of supervised probationers per non-supervisory FTE in the fiscal period. This is also known as a caseload ratio, and it does not include supervisors or other managers who do not directly manage probationers. | 21          | 50          | 17          | N/A         | 17             | 18             | 16             | 13             | 16             | N/A         |
| 2  | Annual cost per probationer        | 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.                                 | \$5,955     | \$2,447     | \$7,240     | N/A         | \$7,597        | \$7,549        | \$8,088        | \$10,118       | \$8,227        | N/A         |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |   |  |                |             |                |             |                |                |                |                |                |             |
|---|---|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric Name   | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Percent of IPS probationers re-arrested within 3 years of probation closing | 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. | Not available* | 45%         | Not available* | N/A         | N/A            | N/A            | N/A            | N/A            | N/A            | N/A         |

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

|                                    |  |                             |   |  |  |  |  |  |  |  |  |
|------------------------------------|--|-----------------------------|---|--|--|--|--|--|--|--|--|
| <b>Department Number and Name:</b> | 280 - Adult Probation                  | <b>Program Description:</b> |   |  |  |  |  |  |  |  |  |
| <b>Program Name:</b>               | Mental Health Unit/Mental Health Court |                             | Provides supervision for offenders with serious chronic mental illnesses. |  |  |  |  |  |  |  |  |
| <b>FTE:</b>                        | 15                                     |                             |   |  |  |  |  |  |  |  |  |

| OUTPUT METRICS ( <u>count</u> of work units processed or produced, persons served, etc.) |                          |  |             |             |             |             |                |                |                |                |                |             |
|--|--------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric name              | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Average daily population | Average number of probationers actively supervised on a given day in the fiscal period. This is a representation of the typical number of probationers in this program at a given point in time. | 713         | 420         | 560         | 420         | 468            | 471            | 476            | 460            | 469            | 420         |

| EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.) |                                    |  |             |             |             |             |                |                |                |                |                |             |
|---|------------------------------------|--|-------------|-------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #   | Metric name                        | Definition   | 2017 Actual | 2018 Target | 2018 Actual | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1   | Number of probationers per officer | Average number of supervised probationers in the fiscal period 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. | 51          | 30          | 40          | 30          | 36             | 36             | 36             | 35             | 36             | 30          |
| 2   | Annual cost per probationer        | 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.                                 | \$1,898     | \$3,222     | \$2,417     | \$3,222     | \$2,414        | \$2,399        | \$2,374        | \$2,942        | \$2,885        | \$3,222     |

| OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.) |  |  |                |             |                |             |                |                |                |                |                |             |
|--|--|--|----------------|-------------|----------------|-------------|----------------|----------------|----------------|----------------|----------------|-------------|
| #  | Metric Name  | Definition   | 2017 Actual    | 2018 Target | 2018 Actual    | 2019 Target | 2019 Q1 Actual | 2019 Q2 Actual | 2019 Q3 Actual | 2019 Q4 Actual | 2019 YE Actual | 2020 Target |
| 1  | Percent Mental Health Unit/Mental Health Court clients re-arrested within 3 years of probation closing | 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. | Not available* | 45%         | Not available* | 45%         | Not available* | N/A         |