

# Circuit Court of Cook County Performance Metrics

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Department 305  
Public Guardian

4/6/2017

**Circuit Court of Cook County**  
**Performance Metrics**  
**Department 305 - Public Guardian**

|                                    |                     |                             |  |
|------------------------------------|---------------------|-----------------------------|--|
| <b>Department Number and Name:</b> | 305-Public Guardian | <b>Program Description:</b> | Directs administrative and personnel matters including all tasks related HR management, payroll and time keeping as well as purchasing and vendor management and other related administrative tasks. |
| <b>Program Name:</b>               | Administration      |                             |  |
| <b>FTE:</b>                        | 6                   |                             |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |  |             |             |             |             |
|---|--|-------------|-------------|-------------|-------------|
| #   | Metric name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Total Public Guardian cases in the department's care during the period, including Juvenile Estates, Adult Guardianship and Domestic Relations; active and terminated cases | 8,950       | 9,050       | 9,032       | 9,100       |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |   |             |             |             |             |
|--|---|-------------|-------------|-------------|-------------|
| #  | Metric name   | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Average number of cases per administrative staff member | 1,492       | 1,508       | 1,505       | 1,516       |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |             |             |             |             |             |
|---|-------------|-------------|-------------|-------------|-------------|
| #   | Metric Name | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   |             |             |             |             |             |

**Circuit Court of Cook County**  
**Performance Metrics**  
**Department 305 - Public Guardian**

|                                    |                        |                             |  |
|------------------------------------|------------------------|-----------------------------|--|
| <b>Department Number and Name:</b> | 305-Public Guardian    | <b>Program Description:</b> | Provides day to day immediate, hands-on technical assistance and performs all MIS related tasks and support for all staff. |
| <b>Program Name:</b>               | Information Technology |                             |  |
| <b>FTE:</b>                        | 2                      |                             |  |

| <b>OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> )</b> |  |             |             |             |             |
|--|--|-------------|-------------|-------------|-------------|
| #  | Metric name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Number of Public Guardian IT equipment pieces maintained and supported | 270         | 274         | 274         | 274         |

| <b>EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )</b> |  |             |             |             |             |
|---|--|-------------|-------------|-------------|-------------|
| #   | Metric name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Average number of IT equipment maintained per information technology staff | 108         | 110         | 110         | 110         |

| <b>OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )</b> |             |             |             |             |             |
|--|-------------|-------------|-------------|-------------|-------------|
| #  | Metric Name | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  |             |             |             |             |             |

**Circuit Court of Cook County**  
**Performance Metrics**  
**Department 305 - Public Guardian**

|                                    |                     |                             |  |
|------------------------------------|---------------------|-----------------------------|--|
| <b>Department Number and Name:</b> | 305-Public Guardian | <b>Program Description:</b> | Serves abused and neglected children at every phase of Child Protection Division Juvenile Court proceedings as attorney and guardian ad litem including but not limited to hearings at temporary custody, trial, disposition, permanency, motions (compel services, return home to parent, remove from parent or foster parent home, sanctions against agency or worker, case closure), termination of parental rights, benchmark hearings, etc);<br>Identifies and addresses health safety, well-being, and service issues impacting child-clients placed in residential facilities, hospitals, group homes, shelters, transitional living programs, etc. |
| <b>Program Name:</b>               | Juvenile Estate     |                             |  |
| <b>FTE:</b>                        | 99                  |                             |  |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |                                       |             |             |             |             |
|---|---------------------------------------|-------------|-------------|-------------|-------------|
| #   | Metric name                           | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Cases served by legal Juvenile office | 7,400       | 7,400       | 7,400       | 7,400       |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |   |             |             |             |             |
|--|---|-------------|-------------|-------------|-------------|
| #  | Metric name                                       | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Average caseloads per legal staff member          | 90          | 90          | 90          | 100         |
| 2  | Average caseloads per Child Advocate staff member | 352         | 350         | 352         | 350         |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |             |             |             |             |             |
|---|-------------|-------------|-------------|-------------|-------------|
| #   | Metric Name | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   |             |             |             |             |             |

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**Department 305 - Public Guardian**

|                                    |                     |                             |   |
|------------------------------------|---------------------|-----------------------------|---|
| <b>Department Number and Name:</b> | 305-Public Guardian | <b>Program Description:</b> | Performs tasks such as typing, filing, sorting mail, issuing and delivering documents, maintaining office files, scanning, obtaining subpoenaed documents, and vital statistics records, and answering office telephone calls. Also investigates and gathers information requested by legal in the Juvenile, Adult Guardianship and Domestic Relations Divisions for attorneys to use at trial, in motions, and in other legal proceedings. |
| <b>Program Name:</b>               | Supportive Services |                             |   |
| <b>FTE:</b>                        | 24                  |                             |   |

| OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> ) |   |             |             |             |             |
|---|---|-------------|-------------|-------------|-------------|
| #   | Metric name   | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Total Public Guardian cases in the department's care during the period, including Juvenile Estates, Adult Guardianship and Domestic Relations; active and terminated cases, administered by support staff | 8,900       | 9,050       | 9,032       | 9,100       |

| EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |  |             |             |             |             |
|--|--|-------------|-------------|-------------|-------------|
| #  | Metric name                                      | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Average number of cases per support staff member | 330         | 331         | 335         | 379         |

| OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |             |             |             |             |             |
|---|-------------|-------------|-------------|-------------|-------------|
| #   | Metric Name | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   |             |             |             |             |             |

**Circuit Court of Cook County**  
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|                                    |   |                             |   |
|------------------------------------|---|-----------------------------|---|
| <b>Department Number and Name:</b> | 305-Public Guardian   | <b>Program Description:</b> | Oversees and directs the course of action of staff in all Adult Guardianship departments to ensure that the mission and goals are accomplished successfully and that the needs of all people under guardianship are consistently and timely met. Collaborates with the Deputies and Assistant Deputy of the Juvenile Division and Administration to effectuate quality representation and aid for all of the child clients and adults with disabilities served by the Office. |
| <b>Program Name:</b>               | Management- Juvenile Division & Adult Guardianship Division |                             |   |
| <b>FTE:</b>                        | 6   |                             |   |

| <b>OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> )</b> |   |             |             |             |             |
|--|---|-------------|-------------|-------------|-------------|
| #  | Metric name                                   | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Total Cases Managed by Upper Management Staff | 8,900       | 8,950       | 9,032       | 9,100       |

| <b>EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )</b> |  |             |             |             |             |
|---|--|-------------|-------------|-------------|-------------|
| #   | Metric name                            | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Cases per Upper Management Team member | 1,483       | 1,492       | 1,505       | 1,517       |

| <b>OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )</b> |             |             |             |             |             |
|--|-------------|-------------|-------------|-------------|-------------|
| #  | Metric Name | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  |             |             |             |             |             |

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**Department 305 - Public Guardian**

|                                    |                     |                             |   |
|------------------------------------|---------------------|-----------------------------|---|
| <b>Department Number and Name:</b> | 305-Public Guardian | <b>Program Description:</b> | Represents child-clients (Juvenile and Domestic Relations Divisions, and litigation unit) and adults with disabilities served by the office (Adult Guardianship Division) in all appellate matters in the Illinois Appellate, Illinois Supreme, Federal, and United States Supreme Courts and performs all related tasks. |
| <b>Program Name:</b>               | Appeals Unit        |                             |   |
| <b>FTE:</b>                        | 6.5                 |                             |   |

| <b>OUTPUT METRICS</b> ( <i>count of work units processed or produced, persons served, etc.</i> ) |  |             |             |             |             |
|--|--|-------------|-------------|-------------|-------------|
| #  | Metric name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Total cases in the care of the Appeals Unit during the period: Appellate Cases for Adult Division, Juvenile Division & Domestic Relations Division | 117         | 94          | 94          | 116         |

| <b>EFFICIENCY METRICS</b> ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> ) |  |             |             |             |             |
|---|--|-------------|-------------|-------------|-------------|
| #   | Metric name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Caseload: average number of appeal cases per Appeals Unit staff member | 18          | 15          | 15          | 18          |

| <b>OUTCOME METRICS</b> ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> ) |             |             |             |             |             |
|--|-------------|-------------|-------------|-------------|-------------|
| #  | Metric Name | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  |             |             |             |             |             |

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|                                    |                     |                             |   |
|------------------------------------|---------------------|-----------------------------|---|
| <b>Department Number and Name:</b> | 305-Public Guardian | <b>Program Description:</b> | Serves as Child Representatives in custody, visitation, and divorce proceedings and performs all related tasks. |
| <b>Program Name:</b>               | Domestic Relations  |                             |   |
| <b>FTE:</b>                        | 8                   |                             |   |

| <b>OUTPUT METRICS (count of work units processed or produced, persons served, etc.)</b> |  |             |             |             |             |
|---|--|-------------|-------------|-------------|-------------|
| #   | Metric name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Total number of cases served by domestic relations staff | 750         | 800         | 800         | 600         |

| <b>EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</b> |  |             |             |             |             |
|--|--|-------------|-------------|-------------|-------------|
| #  | Metric name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Average cost per case, including program salaries, allocated fringe benefits at 30% and an allocation of space costs | \$ 1,460    | \$ 1,553    | \$ 1,553    | \$ 1,437    |
| 2  | Ratio of the program's cost per case relative to the average cost of private counsel                                 | 49%         | 52%         | 52%         | 48%         |

| <b>OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</b> |             |             |             |             |             |
|---|-------------|-------------|-------------|-------------|-------------|
| #   | Metric Name | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   |             |             |             |             |             |



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|                                    |                           |                             |   |
|------------------------------------|---------------------------|-----------------------------|---|
| <b>Department Number and Name:</b> | 305-Public Guardian       | <b>Program Description:</b> | Serves as gatekeeper for all money belonging to the individuals with disabilities under OPG's guardianship. Responsible for the financial operations of the Public Guardian's Office including paying bills for people under guardianship, depositing estate income and liquidated assets, investment management, account reconciliations, and audit functions. |
| <b>Program Name:</b>               | Adult Guardianship Estate |                             |   |
| <b>FTE:</b>                        | 69.3                      |                             |   |

| <b>OUTPUT METRICS ( <i>count of work units processed or produced, persons served, etc.</i> )</b> |   |             |             |             |             |
|--|---|-------------|-------------|-------------|-------------|
| #  | Metric name   | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Total number of cases served by Adult Guardianship Estate staff during the period | 800         | 850         | 1,032       | 1,100       |

| <b>EFFICIENCY METRICS ( <i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i> )</b> |   |             |             |             |             |
|---|---|-------------|-------------|-------------|-------------|
| #   | Metric name   | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1   | Average OPG Estate cases per Financial Services Staff                       | 114         | 121         | 147         | 157         |
| 2   | Average OPG Estate cases per Benefit & Intake staff                         | 100         | 106         | 129         | 138         |
| 3   | Average OPG Estate cases per Legal Staff                                    | 44          | 47          | 57          | 61          |
| 4   | Average OPG Estate cases under Asset custody and Annual accounting services | 94          | 100         | 121         | 129         |
| 5   | Average OPG Estate cases under Financial Recovery services                  | 267         | 283         | 344         | 367         |
| 6   | Average OPG Estate cases under Case Management Services                     | 60          | 64          | 78          | 83          |
| 7   | Average OPG Estate cases under Home Care Services                           | 160         | 170         | 206         | 220         |
| 8   | Average OPG Estate cases under Property and Support Services                | 123         | 131         | 159         | 169         |

| <b>OUTCOME METRICS ( <i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i> )</b> |  |             |             |             |             |
|--|--|-------------|-------------|-------------|-------------|
| #  | Metric Name  | 2015 Actual | 2016 Target | 2016 Actual | 2017 Target |
| 1  | Percentage of Estate Division disabled clients who reside in their communities (goal is 33%) | 28%         | 29%         | 29%         | 32%         |