

Circuit Court of Cook County Performance Metrics

Department 305
Public Guardian

5/23/2017

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

Department Number and Name:	305-Public Guardian	Program Description:	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.
Program Name:	Admin.		
FTE:	6		

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	Total Public Guardian Cases	8,950	9,050	9,032	9,100	8,982						Support staff to approximately 9132 cases (This number includes active and closed cases for Juvenile Estate (7400), Adult Guardianship Estate (1032), & Domestic Relations(700).

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	Cases per administrative staff	1,492	1,508	1,505	1,516	1,497						Cases per Administrative Staff
2	Cost per Average Case	NA	NA	NA	NA	102						Total cases / Administrative Salary

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	TBD	TBD	TBD	TBD	TBD	TBD	...	...	...	...	...	TBD

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

Department Number and Name:	305-Public Guardian	Program Description:	Provides day to day immediate, hands-on technical assistance and performs all MIS related tasks and support for all staff.
Program Name:	Information Technology		
FTE:	2.5		

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	Public Guardian IT Equipment maintained and supported	270	274	274	274	274						Public Guardian IT Equipment and software maintained and supported

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	IT Equipment maintained per information technology staff	108	110	110	110	110						IT Equipment maintained per information technology staff

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	TBD	TBD	TBD	TBD	TBD	TBD						TBD

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

Department Number and Name:	305-Public Guardian	Program Description:	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, bench-mark hearings, etc); 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.
Program Name:	Juvenile Estate		
FTE:	104		

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	Cases served by Legal Juvenile	7,400	7,400	7,400	7,400	7,400						Servicing of approximately 7400 abused and neglected children (This number includes active and closed cases)

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	Caseloads per Legal Staff	90	90	90	95	95						Caseloads per Legal Staff
2	Case loads per Child Advocate Staff	352	352	352	352	352						Case loads per Child Advocate Staff

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	TBD	TBD	TBD	TBD	TBD	TBD						TBD

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

Department Number and Name:	305-Public Guardian	Program Description:	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.
Program Name:	Supportive Services		
FTE:	27		

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	Support Staff Servicing Public Guardian Cases	8,900	8,950	9,032	9,100	8,989						Support staff to approximately 9132 cases (This number includes active and closed cases for Juvenile Estate (7400), Adult Guardianship Estate (1032), & Domestic Relations(700).

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	Cases Per Support Staff	330	331	335	379	333						Average Cases per Support Staff

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	TBD	TBD	TBD	TBD	TBD	TBD						TBD

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

Department Number and Name:	305-Public Guardian	Program	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.
Program Name:	Management- Juvenile Division & Adult Guardianship Division	Description:	
FTE:	6		

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	Total Cases Managed by Upper Management Staff	8,900	8,950	9,032	9,100	8,982						Managed Cases per Upper Management Staff

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	Cases per Upper Management Team member	1,483	1,492	1,505	1,517	1,497						Ratio of cases under supervision to Upper Management Team

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	TBD	TBD	TBD	TBD	TBD	TBD						TBD

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

Department Number and Name:	305-Public Guardian	Program Description:	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.
Program Name:	Appeals Unit		
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	Appellate Cases for Adult Division, Juvenile Division & Domestic Relations Division	117	94	94	116	114						OPG appeal Cases per Appeals Unit Staff

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 Appeal cases per Appeals unit Staff	18	15	15	18	18						Average OPG cases per Appeals unit Staff

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	TBD	TBD	TBD	TBD	TBD	TBD						TBD

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

Department Number and Name:	305-Public Guardian	Program Description:	Serves as Child Representatives in custody, visitation, and divorce proceedings and performs all related tasks.
Program Name:	Domestic Relations		
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	
1	Cases served by domestic relations	750	800	800	600	550						Cases served by Domestic Relations Child Representatives in custody, visitation, and divorce proceedings and performs all related tasks.

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	Cost per case	1,460	1,553	1,553	1,437	1,567						Average representation yearly cost per case
2	Ratio of the program's cost per case to that of avg private counsel	49%	52%	52%	48%	52%						Ratio of the program's cost per case to that of avg private counsel cost

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	TBD	TBD	TBD	TBD	TBD	TBD						TBD

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

Department Number and Name:	305-Public Guardian	Program Description:	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.
Program Name:	Adult Guardianship Estate		
FTE:	69.3		

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	Cases served by Adult Guardianship Estate	800	850	1,032	1,100	1,032						OPG active and pending cases under Financial Management

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 OPG Estate cases per Financial Services Staff	114	121	147	157	147						Average OPG Estate cases per Financial Services Staff
2	Average OPG Estate cases per Benefit & Intake staff	100	106	129	138	129						Average OPG Estate cases per Benefit & Intake staff
3	Average OPG Estate cases per Legal Staff	44	47	57	61	57						Average OPG Estate cases per Legal Staff
4	Average OPG Estate cases under Asset custody and Annual accounting services	94	100	121	129	121						Average OPG Estate cases under Asset custody and Annual accounting services
5	Average OPG Estate cases under Financial Recovery services	267	283	344	367	344						Average OPG Estate cases under Financial Recovery services
6	Average OPG Estate cases under Case Management Services	60	64	78	83	78						Average OPG Estate cases under Case Management Services
7	Average OPG Estate cases under Home Care Services	160	170	206	220	206						Average OPG Estate cases under Home Care Services
8	Average OPG Estate cases under Property and Support Services	123	131	159	169	159						Average OPG Estate cases under Property and Support Services

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	Proportion of Estate Division Disabled Clients Maintained in the Community (goal is 33%)	28%	29%	29%	32%	29%						Proportion of Estate Division Disabled Clients Maintained in the Community settings including client home, Assisted Living and Supportive Living facilities. (goal is 33%)