

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 to human resources (HR) management, payroll and time keeping, as well as purchasing and vendor management and other related administrative tasks.							
Program Name:	Administration									
FTE:	6									

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	Total Public Guardian cases at the end of the fiscal period	All active and closed cases* for Juvenile Estate, Adult Guardianship Estate, and Domestic Relations at the end of the fiscal period.	6,949	7,550	8,534	8,450	7,409

* A closed case remains in transition for a fiscal year to assure the estate's well-being is maintained beyond the point of case closure.

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	Cases per administrative staff member at the end of the fiscal period	Proportion of all active and closed cases per administrative staff member at the end of the fiscal period.	1,158	1,258	1,423	1,408	1,235
2	Administrative cost per case at the end of the fiscal period	Proportionate administrative salary cost per active and closed case at the end of the fiscal period	\$73	\$80	\$87	\$88	\$93

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	To be determined (TBD)	TBD	TBD	TBD	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 management information systems (MIS) related tasks and support for all staff.							
Program Name:	Information Technology (IT)									
FTE:	2									

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 pieces of Public Guardian IT equipment maintained and supported during the fiscal period	Number of pieces of Public Guardian IT equipment maintained and supported during the fiscal period	274	274	254	260	260

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 pieces of IT equipment maintained per information technology staff member during the fiscal period	Number of pieces of IT Equipment maintained per information technology staff member during the fiscal period.	110	110	127	130	130

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	To be determined (TBD)	TBD	TBD	TBD	TBD	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:								
Program Name:	Juvenile Estate									
FTE:	97		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.							

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 served by Legal Juvenile at the end of the fiscal period	Number of active and closed* cases serving abused and neglected children at the end of the fiscal period.	5,659	5,800	6,710	6,700	5,772

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	Cases served per legal staff members at the end of period	Average number of cases served by each legal staff member at the end of the fiscal period	68	70	173	70	142
2	Cases served per child advocate staff member at the end of the fiscal period	Average number of cases served by each child advocate staff member at the end of the fiscal period	1,132	1,160	353	140	321
3	Cases served per Paralegal staff member at the end of the fiscal period	Average number of cases served by each Paralegal staff member at the end of the fiscal period	N/A	N/A	610	548	525
4	Cases served per Legal Supervisor staff member at the end of the fiscal period	Average number of cases served by each Legal Supervisor staff member at the end of the fiscal period	N/A	N/A	610	548	525

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	To be determined (TBD)	TBD	TBD	TBD	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:	21									

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 Public Guardian cases served by support staff at the end of the fiscal period	All active and closed* cases served by support staff including Juvenile Estate, Adult Guardianship Estate, and -Domestic Relations at the end of the fiscal period.	6,949	7,550	8,434	8,450	7,409

* A closed case remains in transition for a fiscal year to assure the estate's well-being is maintained beyond the point of case closure.

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	Cases per support staff member at the end of the fiscal period	Average number of active and closed cases per support staff member at the end of the fiscal period.	257	280	388	384	353

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	To be determined (TBD)	TBD	TBD	TBD	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:	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									
FTE:	5									

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	Total number of cases managed by upper management staff* at the end of the fiscal period	Number of open and closed** cases managed by upper management staff at the end of the fiscal period.	6,949	7,550	8,534	8,450	7,409

* Upper management consists of the public guardian, three deputy public guardians, and two assistant deputy public guardians

** A closed case remains in transition for a fiscal year to assure the estate's well-being is maintained beyond the point of case closure

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	Cases per upper management team member at the end of the fiscal period	Average number of active and closed cases per upper management team member at the end of the fiscal period.	1,158	1,258	1,707	1,690	1,482

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	To be determined (TBD)	TBD	TBD	TBD	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:	7										

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	Appellate cases for Adult Division, Juvenile Division and Domestic Relations Division at the end of the fiscal period	Total number of appeal cases for the Office of the Public Guardian at the end of the fiscal period	90	100	121	100	183

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	Average number of appeal cases per Appeals Unit staff member at the end of the fiscal period	Average number of appeals cases per Appeals Unit staff member at the end of the fiscal period	14	15	17	15	26

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	Successful Appeals	Percentage of Successful Appeals for total closed cases	TBD	TBD	TBD	90%	90%	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:									
Program Name:	Domestic Relations		Serves as Child Representatives in custody, visitation, and divorce proceedings and performs all related tasks.								
FTE:	7										

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 open and closed cases being served by Domestic Relations at the end of the fiscal period	Number of open and closed* cases being served at the end of the fiscal period by Domestic Relations Child Representatives in custody, visitation, and divorce proceedings	499	550	658	550	594

* A closed case remains in transition for a fiscal year to assure the child's well-being is maintained beyond the point of case closure.

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	Average yearly cost per case being served at the end of the fiscal period	Average yearly cost per case being served at the end of the fiscal period	1,437	1,400	1,384	1,500	1,584
2	Cost per case being served at the end of the fiscal period as a percentage of the average cost of private counsel	Yearly cost per case being served at the end of the fiscal period as a percentage of the average yearly cost of private counsel	48%	47%	46%	50%	50%

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	To be determined (TBD)	TBD	TBD	TBD	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.						
Program Name:	Adult Guardianship Estate (AGE)		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.						
FTE:	64								

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 being served by Adult Guardianship Estate at the end of the fiscal period	Number of active and pending cases being served by Adult Guardianship Estate at the end of the fiscal period	925	1,100	1,045	1,100	860

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	Average number of estate cases at the end of the fiscal period per FTE in AGE's Financial Services staff	Average number of estate cases per staff FTE at the end of the fiscal period at Financial Services	132	157	149	157	123
2	Average number of estate cases at the end of the fiscal period per FTE in AGE's Benefit and Intake staff	Average number of estate cases per staff FTE at the end of the fiscal period at Benefit and Intake	132	138	149	138	123
3	Average number of estate cases at the end of the fiscal period per FTE in AGE's Legal staff	Average number of estate cases per staff FTE at the end of the fiscal period at Legal Services	51	61	55	61	48
4	Average number of estate cases at the end of the fiscal period per FTE in AGE's Asset Custody and Annual Accounting Services staff	Average number of estate cases per staff FTE at the end of the fiscal period at Asset Custody and Annual Accounting Services	132	129	149	129	123
5	Average number of estate cases at the end of the fiscal period per FTE in AGE's Financial Recovery Services staff	Average number of estate cases per staff FTE at the end of the fiscal period at Financial Recovery services	308	367	523	367	430
6	Average number of estate cases at the end of the fiscal period per FTE in AGE's Case Management Services staff	Average number of estate cases per staff FTE at the end of the fiscal period at Case Management Services	71	83	80	83	66

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7	Average number of estate cases at the end of the fiscal period per FTE in AGE's Home Care Services staff	Average number of estate cases per staff FTE at the end of the fiscal period at Home Care Services	185	220	261	275	215
8	Average number of estate cases at the end of the fiscal period per FTE in AGE's Property and Support Services staff	Average number of estate cases per staff FTE at the end of the fiscal period at Property and Support Services	132	169	174	200	143

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 the total number of disabled clients at the end of the fiscal period of Adult Guardianship Estate maintained in the-community (goal is 33%)	Percent of the total number of disabled clients at the end of the fiscal period of Adult Guardianship Estate maintained in community settings including client home, Assisted Living and Supportive Living facilities. (goal is 33%)	30%	32%	30%	33%	30%