

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	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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.	9,032	9,100	6,949	7,550	6,956	7,141	7,528

* 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	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Cases served 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.	1,505	1,516	1,158	1,258	1,159	1,190	1,255
2	Administrative cost per cases served at the end of the fiscal period	Proportionate administrative salary cost per active and closed case at the end of the fiscal period	Not available	Not available	\$73	\$80	74	75	71

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)												
#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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	274	274	259	259	259

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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	110	110	130	130	130

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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:	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). A multidisciplinary staff Identify and address health, safety, well-being, and service issues impacting child-clients placed in residential facilities, hospitals, group homes, shelters, transitional living programs, etc.							
Program Name:	Legal Services(Juvenile Estate)									
FTE:	Legal & Other (73) + CAU (22) =95									

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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.	7,400	7,400	5,659	5,800	5,627	5,724	5,856

* 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	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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	90	95	68	70	68	79	147
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	1,480	1,480	1,132	1,160	1,132	260	308
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	N/A	N/A	N/A	532
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	N/A	N/A	N/A	532

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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:	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:	22									

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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.	9,032	9,100	6,949	7,550	6,956	7,141	7,528

* 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	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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.	335	379	257	280	258	325	342

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)												
#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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:									
Program Name:	Management- Juvenile Division & Adult Guardianship Division & Domestic Relations										
FTE:	5		Oversees and directs the course of action of staff in all departments to ensure that the mission and goals are accomplished successfully and that the needs of all those served are consistently and timely met. Work together to effectuate quality representation and aid for all of the child clients and adults with disabilities served by the Office.								

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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.	9,032	9,100	6,949	7,550	6,956	7,141	7,528

* Upper management consists of the public guardian, two 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 (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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.	1,505	1,517	1,158	1,258	1,160	1,428	1,506

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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:	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	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Average and pending Appellate cases for Adult Division, Juvenile Division and Domestic Relations Division at the end of the fiscal period	Average number of new and pending appeal cases and court room support matters for the Office of the Public Guardian at the end of the fiscal period	94	116	90	100	90	103	116

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Average number of appeal cases per Appeals Unit staff member at the end of the fiscal period	Average number of new and pending appeal cases and court room support matters per Appeals Unit staff member at the end of the fiscal period	15	18	14	15	14	15	17

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Successful Appeals	Percentage of Successful Appeals for total closed cases	TBD	TBD	TBD	TBD	TBD	92%	90%

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 (<u>count</u> of work units processed or produced, persons served, etc.)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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	800	600	499	550	582	500	529

* 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 (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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	\$1,553	\$1,437	1,437	1,400	1,397	1,821	1,721
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	52%	48%	48%	47%	44%	52%	54%

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)												
#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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:	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:	Legal Services (Persons with Disabilities-Adult Guardianship Estate)										
FTE:	65										

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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	1,032	1,100	925	1,100	803	917	970

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)												
#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 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 7	147	157	132	157	115	131	139
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 7	129	138	116	138	115	131	139
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 19	57	61	51	61	45	48	51
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 7	121	129	116	129	100	131	139
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 2	344	367	308	367	268	459	485

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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 13	78	83	71	83	62	74	75
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 4	206	220	185	220	161	229	243
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 6	159	169	132	169	124	153	162

OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</i>												
#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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%)	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%)	29%	32%	30%	32%	31%	31%	31%