

**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 to human resources (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   | 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          | 7,330          | 7,501          | ....           | ....           | ....        |

\* 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   | 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          | 1,222          | 1,250          | ....           | ....           | ....        |
| 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           | \$94           | \$92           | ....           | ....           | ....        |

| 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            | TBD         |

**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 management information systems (MIS) related tasks and support for all staff. |
| <b>Program Name:</b>               | Information Technology (IT) |                             |   |
| <b>FTE:</b>                        | 2                           |                             |   |

| 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 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            | 260            | 282            | ....           | ....           | ....        |

| 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 pieces of IT equipment maintained per information technology staff in the fiscal period | Number of pieces of IT Equipment maintained per information technology staff member during the fiscal period. | 110         | 110         | 127         | 130         | 130            | 130            | 141            | ....           | ....           | ....        |

| 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            | TBD         |

**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, 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. |
| <b>Program Name:</b>               | Juvenile Estate     |                             |   |
| <b>FTE:</b>                        | 97                  |                             |   |

| 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          | 5,663          | 5,826          | ....           | ....           | ....        |

| 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            | 136            | 123            | ....           | ....           | ....        |
| 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            | 270            | 277            | ....           | ....           | ....        |
| 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            | 515            | 530            | ....           | ....           | ....        |
| 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            | 515            | 530            | ....           | ....           | ....        |

| 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            | TBD         |

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|                                    |                     |                             |   |
|------------------------------------|---------------------|-----------------------------|---|
| <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>                        | 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   | 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          | 7,330          | 7,501          | ....           | ....           | ....        |

\* 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  | 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            | 349            | 357            | ....           | ....           | ....        |

| 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            | TBD         |

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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>                        | 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   | 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          | 7,330          | 7,501          | ....           | ....           | ....        |

\* 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 ( <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 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          | 1,466          | 1,500          | ....           | ....           | ....        |

| 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            | TBD         |

**Circuit Court of Cook County Performance Metrics**  
**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>                        | 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            | 178            | 185            | ....           | ....           | ....        |

| 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             | 25             | 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%            | 90%            | TBD            | TBD            | TBD            | TBD         |

**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 as Child Representatives in custody, visitation, and divorce proceedings and performs all related tasks. |
| <b>Program Name:</b>               | Domestic Relations  |                             |   |
| <b>FTE:</b>                        | 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            | 632            | 554            | ....           | ....           | ....        |

\* 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          | 1,312          | 1,497          | ....           | ....           | ....        |
| 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%            | 41%            | 47%            | ....           | ....           | ....        |

| 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            | TBD         |

**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 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 (AGE) |                             |   |
| <b>FTE:</b>                        | 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            | 857            | ....           | ....           | ....           | ....        |

| 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         | 143            | 142            | ....           | ....           | ....           | ....        |
| 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            | 122            | ....           | ....           | ....           | ....        |
| 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             | 45             | ....           | ....           | ....           | ....        |
| 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            | 122            | ....           | ....           | ....           | ....        |
| 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            | 429            | ....           | ....           | ....           | ....        |
| 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             | 66             | ....           | ....           | ....           | ....        |



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

|   |   |   |     |     |     |     |     |     |      |      |      |      |
|---|---|---|-----|-----|-----|-----|-----|-----|------|------|------|------|
| 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 | 214 | .... | .... | .... | .... |
| 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 | 142 | .... | .... | .... | .... |

| 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%            | 30%            | ....           | ....           | ....           | ....        |