

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

Department Number and Name:	310 - Office of Chief Judge	Program Description:	Provides executive consultations as well as other administrative services such as accounting, audit, finance, procurement and grants management, security and investigations, real estate, communications and public relations, human resources and labor relations, special projects (including traffic court duties), office services, and reception. Also provides court coordination, case management, research, reception, clerical and general support to judges and litigants appearing in the three Departments which comprise the Circuit Court of Cook County, including the County Department, the Juvenile Justice and Child Protection Department and the Municipal Department.
Program Name:	General Administrative Services		
FTEs	32.4		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Employee grievances filed	Grievances filed by employees or a union, notices received; all offices excluding the JTDC	78	60	52	40	10	10
2	Arbitrations scheduled	Grievances filed by employees or a union, referred to arbitration for resolution (the grievance appeal process, where the hearing officers rule against the employees), all offices excluding the JTDC	7	10	14	25	4	3
3	Employee complaints/charges filed with the EEOC, IDHR and ULP	Charges and complaints filed by employees or on their behalf with the Equal Employment Opportunity Commission, the Illinois Department of Human Rights and those relating to Unfair Labor Practices, alleging discrimination, human rights abuses or unfair labor practices; all offices excluding the JTDC	7	10	14	10	7	3

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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 court's overall budget made up of administration (Relative home office administrative resources)	Relative resources dedicated to administrative oversight: administrative salaries as a percentage of the court's overall operating budget for the year	Not Available	1.2%	1.2%	1.0%	1.3%	1.3%

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Employee survey	Courtools measure 9 - Aspirational goal, survey of court employees to assess the quality of the work environment between staff and management	Not available	Not available	Not available	90%	Not available*	Not available*
2	Court employee demographics - % women	Percentage of all court employees, excluding the JTDC, who are women at year end	67%	67%	67%	68%	67%	67%

* Expect data to be available in Quarter 4

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.) Continued</i>												
#	Metric Name	Definition	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
3	Court employee demographics - percent minority	Percent of all court employees, excluding the JTDC, who are other than caucasian at year end	54%	54%	53%	54%	53%	53%
4	Percent of employee grievances filings resolved successfully	Ratio of successful resolutions relative to annual filings reported in the output metrics above."Success" is defined as cases denied by Chief Judge's Office hearing officers, settlements, and no decision rendered, as being inappropriate for resolution at the hrearing officer level in the Chief Judge's Office	87%	80%	81%	80%	100%	90%				
5	Percent of arbitrations resolved successfully	Ratio of successful resolutions relative to scheduled arbitrations reported in the output metrics above."Success" is defined as cases settled, cases held in abeyance by the union (generally leads to withdrawals), withdrawals, and awards issued	100%	90%	86%	85%	50%	67%				

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

Department Number and Name:	310 - Office of the Chief Judge	Program Description:	Maintains a centralized unit to provide an array of management information services to the court and to the non-judicial departments under the auspices of the Chief Judge. Provides seven critical functions: server, administration security, technical operations, specialized application, design and development, research and data evaluation (includes identification of, and application to, relevant grant opportunities), and resource center (Help Desk Services).
Program Name:	Information Services		
FTE:	27		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Service Desk Tickets Initiated	Total number of Service Desk tickets initiated by the OCJ MIS Help Desk. Help Desk Services is provided to the judiciary, Office of the Chief Judge and to all non-judicial departments under the auspices of the Chief Judge.	7,337	7,400	6,605	6,700	1,341	1,344
2	Service Desk Tickets Completed	Total number of Service Desk tickets initiated by the OCJ MIS Help Desk. Help Desk Services is provided to the judiciary, Office of the Chief Judge and to all non-judicial departments under the auspices of the Chief Judge.	7,333	7,400	6,559	6,700	1,369	1,320
3	Research and Evaluation Unit - Number of grant applications submitted	Total number of grant applications submitted to federal/state/local/private entities for funding	1	5	5	4	2	3

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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 number of Service Desk Tickets processed per FTE†	Average number of Service Desk Tickets processed per FTE in the fiscal period.	1,095*	N/A	869**	775	192***	192***
2	Research and Evaluation Unit - grant applications award rate	Total number of grant applications that were awarded funds	100%	100%	80%	100%	1 Awarded, 1 Pending	2 Awarded, 1 Pending

† This metric has been changed effective Q2 to better achieve its purpose.

*Based on 6.7 FTEs

** Based on 7.6 FTEs

*** Based on 7 FTEs

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Percent of Service Desk Tickets completed	Percent of Service Desk Tickets completed in the fiscal period.	100%	N/A	99%	100%	100%	98%
2	Research and Evaluation Unit - Total grant awards/funding dollars won	Total dollars awarded/funded via successful grant applications in the fiscal period.	\$ 150,000	Target dollar amounts are based on funding opportunities	\$ 1,574,758	Target dollar amounts are based on funding opportunities	None*	\$1,315,266

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

Department Number and Name:	310 - Office of Chief Judge	Program Description:	Encourages homeowners in foreclosure to visit the court so they can obtain free housing counseling and legal services to help them understand and resolve their foreclosure cases.
Program Name:	Mortgage Foreclosure Program		
FTE:	5.5		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	New Foreclosure Filings	Newly filed foreclosure cases.	15,008	Not applicable (N/A)	13,133	13,000	3,400	3,632
2	Helpline Phone Calls & Online Requests	A toll-free phone number and website where defendants can request an appointment with a HUD-Certified housing counselor.	8,938	N/A	5,656	5,600	1,751	1,935
3	Filings Ordered to Mediation	Cases where a judge enters a court order sending the case to formal mediation.	175	N/A	95	76	24	25
4	Housing counseling sessions completed	The number of housing counseling sessions scheduled by the hotline and completed by HUD-Certified housing counselors that are sub-contracted by IHDA.	4,179	N/A	2,791	2,800	312	272
5	Community Outreach Contacts	This metric involves the number of two types of contacts by community outreach groups: 1) Household/property visits, door knockings, and mailings where each household counts as one contact and 2) individual contacts at community events. The majority of contacts are of the first type.	51,586	N/A	29,788	30,000	10,219	22,658
6	Legal Aid - Courthouse Assistance clients	The number of households receiving legal aid by the Chicago Legal Clinic at the courthouse. This includes legal aid appointments completed and walk-in appointments completed at CL-16. For 2015 and 2016, it also includes a legal aid phone line. (The phone line was stopped with the budget reduction for FY2017.)	13,641	N/A	10,745	10,000	2,240	2,453
7	Legal Aid - Mediation Representation	The number of households receiving an order referring the case to mediation and also appointing a <i>pro bono</i> legal attorney for representation at mediation.	166	N/A	95	100	24	25
8	Formal Mediation Resolutions: Successful	The number of households that reach a resolution with the bank through one or more formal (court-ordered) mediation sessions.	71	N/A	81	80	3	9
9	Formal Mediation Resolutions: Non-Agreement	The number of households that do not reach a resolution with the bank through formal (court-ordered) mediation.	172	N/A	93	90	12	45
10	Total Number of Mediation Sessions	The total number of formal mediation sessions held during the year. Each case typically receives about two (2) mediation sessions that are 90 to 120 minutes each session.	261	N/A	237	230	37	43

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

EFFICIENCY METRICS <i>(cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</i>												
#	Metric name	Definition	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 Mediation Session	The cost per mediation session for each case referred to mediation by court order.	\$955	Not applicable	\$691	\$583	\$827	\$730
2	Cost per household - Community Outreach	The cost per household for community outreach including door-knocking, community events, and mailings.	\$16	N/A	\$18	\$17	\$8	\$4
3	Cost per household - Legal Aid - Courthouse Assistance	The cost per household for legal aid by the Chicago Legal Clinic at the courthouse. This includes legal aid appointments and walk-in appointments at CL-16. For 2015 and 2016, it also includes a legal aid phone line. (The phone line was stopped with the budget reduction for FY2017.)	\$30	N/A	\$28	\$24	\$27	\$13
4	Cost per session - Housing Counseling Sessions	The cost per housing counseling session completed by HUD-Certified housing counselors that are sub-contracted by IHDA.	\$152	N/A	\$94	\$94	\$158	\$75
5	Cost per response - Helpline phone calls & Online Requests	The cost per phone call to the toll-free phone number and website where defendants can request an appointment with a HUD-Certified housing counselor.	\$38	N/A	\$47	\$48	\$35	\$28
6	Cost per case (attorney work) @ ~30 hours/case Legal Aid	The cost per household receiving an order referring the case to mediation and also appointing a <i>pro bono</i> legal attorney for representation at mediation. Note: this number may seem high but the attorneys average about 30 hours or more per case, which would bring their work to about \$100/hour - well below any rate a private attorney would charge.	\$3,043	N/A	\$4,052	\$3,017	\$3,143	\$2,446
7	Overall cost per household	The cost per household total: Including, case management by County staff, outreach, housing counseling, and mediation; All units. Includes Administrative Oversight costs by vendors.	\$44	N/A	\$47	\$42	\$32	\$18

OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</i>												
#	Metric Name	Definition	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 Reaching an Agreement with the Bank (Mediation and Pre-Mediation)	Percentage of cases completing the Program and reach an agreement with the bank at any point during the course of the mediation program.	62%	Not applicable (N/A)	83%	90%	68%	53%
2	Cases Reaching an agreement to keep the home (Mediation and case managers)	Percentage of agreements for cases completing the Program and reach an agreement with the bank to keep the home either through court case managers or at a formal mediation session. (i.e., out of all agreements reached, the percentage of agreements that were to keep the home).	100%	N/A	98%	98%	100%	100%
3	Satisfaction after completing mediation sessions	Percent of litigants (banks, attorneys, homeowners) who report being satisfied with the mediation. Includes satisfaction at the end of a mediation even if no resolution was reached or a resolution to leave the home was reached.	95%	N/A	96%	96%	94%	94%

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

Department Number and Name:	310 - Office of Chief Judge	Program	Performs tasks related to providing a pool of qualified jurors for the Circuit Court including mailing out jury summonses to prospective jurors and managing the jurors on-site.
Program Name:	Jury Administration	Description:	
FTE:	37		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Summonses Mailed	Number of summonses mailed in the fiscal year.	923,072	900,000	876,455	850,000	173,595	229,186
2	Jurors Appearing for Service	Number of jurors appearing for service in the fiscal year.	134,199	120,000	114,816	110,000	21,595	28,618
3	Juror Support Calls	Number of juror support calls fielded by juror support staff.	183,959	150,000	154,833	150,000	30,987	39,288

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Operating Cost per Juror Appearing for Service	This measure reflects the associated cost of each serving juror relational to the overall Jury Administration operating costs.	\$60	\$50	\$70	\$50	\$66	\$56
2	Average Number of Juror Calls per Juror Support Staff Member	This measure represents the average number of juror calls received by juror support staff. We currently have eight support operators fielding juror calls.	22,995	20,000	19,354	20,000	17,708	22,452

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Juror Yield (%)	This NCSC CourTools metric - Juror Yield - denotes the number of citizens selected for service who are qualified and available to serve, expressed as a percentage. Near 50% is the recommended target goal of this metric. This figure measures the quality of the mailing list and identifies whether the population is either over or under summoned.	38%	50%	39%	50%	34%	35%
2	Juror Utilization (Chicago Facilities)	Analysis of the percentage of jurors that were sent to a courtroom from the overall number of juror that appeared at our larger Chicago courthouses. Utilization is directly influenced by the number of cases that settle, plead out, or are granted a continuance on the day the trial is set to begin, thereby increasing the number of unused jurors even though they were requested to appear for set trials.	58%	65%	55%	65%	66%	61%
3	Non-Response Failure to Appear Percentage from Summonses Mailed	Analysis of the percentage of summoned individuals that do not report for jury service from the gross summons mailing.	16%	10%	12%	10%	7%	7%
4	Return Mail Percentage from Summons Mailed	Analysis of the percentage of returned summonses with undeliverable addresses from the gross summons mailing.	17%	15%	20%	15%	18%	19%
5	Survey of Jurors	Aspirational goal in 2017 to measure juror satisfaction with their jury service experience.	Not Available	Not available	Not available	80% Positive	Not available*	Not available*

* Survey is in development. Will be available in Quarter 3 of this year.

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

Department Number and Name:	310 - Office of Chief Judge	Program Description:	Diverts certain pending matters from litigation and resolves them through mediation. Mediation services are voluntary and nonbinding. Eligible cases include small claims, noise, harassment, property claims, housing matters, domestic relations matters concerning finances and attorney fee disputes, Guardian Ad Litem, adult guardianship, human rights, adult and juvenile misdemeanors, and quality of goods and services. Mediation work also includes delinquency matters referred from the State's Attorney's Office.
Program Name:	Alternative Dispute Resolution Mediation Services		
FTE:	3		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Number of cases referred for mediation	Count of court orders or public calls to request a mediation	1,595	1,595	1,741	1,741	473	372

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Cook County cost per case referred for mediation	Cook County costs for each case scheduled for mediation	\$104	\$104	\$101	\$101	\$90	\$125

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Percent of cases successfully mediated (in which litigants follow up)	Number of mediation sessions held, relative to cases referred from court. In most instances there are mediators on site and when the court orders mediations they happen immediately. In other cases litigants are asked to schedule mediations. Sometimes the litigants do not follow up.	83%	83%	81%	81%	78%	72%

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

Department Number and Name:	310 - Office of Chief Judge	Program	Mediates custody and visitation disputes. The service operates under court order and offers emergency intervention and referral services when necessary.
Program Name:	Family Mediation Services	Description:	
FTE:	22.5		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Mediation sessions scheduled	Cases entered into scheduling database (AS400) by court order, typically two sessions per case	N/A	N/A	5,173	5,173	1,217	1,292
2	Adults involved in mediation sessions	The number of adults who participated in mediations	N/A	N/A	5,316	5,316	1,117	1,310
3	Children interviewed for mediations	This is an aspirational goal. Interviews are now conducted, ages 4-18, but data is not maintained. Children interviewed during the process of mediations	N/A	N/A	N/A	5,800	1117*	1,310
4	Emergency Interventions ordered by Court	Cases are referred by judges to address same day intervention for higher conflicted parents. The information disclosed is not privileged nor confidential. Every emergency intervention results in a status report to the Court.	218	220	143	145	35	61
			5,316		* Estimate made in Q1 of 2,234 changed in Q2 based on actual Q2 numbers							

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Mediation sessions per staff person	Annual average Mediation and Emergency Interventions per mediator	N/A	N/A	200	200	72	80

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Clients reporting satisfaction with service on office Satisfaction Surveys	Questionnaires currently collected from participants	N/A	100%	95%	100%	95%	93%

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

Department Number and Name:	310 - Office of Chief Judge	Program Description:	Provides a forum where important issues interfering with reunification of families and permanency for children in foster care is discussed and addressed. Sessions provided through these services accomplish many objectives including assisting parties to avoid and resolve conflict, gathering important information about services and litigation, creating and expanding visitation plans, and developing reunification and permanency plans.
Program Name:	Child Protection Division Mediation Services		
FTE:	9		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Number of minor involved in mediation cases	Each child has a case number. Children's cases are ordered to mediation by individual case number. Mediation sessions often involve multiple siblings (multiple case numbers) in one session.	1,165	1,400	1,033	1,500	240	293
2	Number of mediation sessions scheduled per family	Cases are ordered to mediation by individual case number, but sibling are generally scheduled together for mediation. Mediation session typically include all court involved children in the family.	998	1,000	818	1,000	182	194

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Number of mediations per mediator	This efficiency measurement corresponds to the time that mediators are able to mediate as well as the overall capacity of the program. The efficiency measure misses the target because support staff shortage results in mediators performing support staff tasks and spending less time on their core duties. The fact that efficiency is unchanged from the previous years demonstrates that the decline in overall capacity (total number of mediations) corresponds to the number of vacant mediator positions.	96	136	96	116	22	24

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Participant satisfaction rate per Administrative Office of Illinois Courts(AOIC) survey	The number of client evaluations that were returned indicating satisfaction with their overall experience in the mediation session.	96%	100%	96%	100%	97%	96%

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

Department Number and Name:	310 - Office of Chief Judge	Program Description:	Provides half-day online and in-person parenting education class sessions for those who are mandated by court order. Addresses parenting in divorce situations, post-decree situations and never-been-married situations where the parents do not live together.
Program Name:	FOCUS ON CHILDREN, Parent Ed.		
FTE:	3.4		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Number of individuals who attend Focus on Children Classes	Cases entered into scheduling database (AS400) by court order	N/A	5,140	5,140	5,140	1,215	1,264

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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 Participant	Amount of total employee budget spent on serving each participant.	NA	NA	NA	\$45	\$48	\$50

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Satisfaction rate on survey administered by office	Questionnaires currently collected from participants	N/A	100%	94%	100%	95%	97%

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

Department Number and Name:	310 - Office of Chief Judge	Program	Provides foreign language interpreters for defendants in felony and misdemeanor proceedings utilizing both full-time staff interpreters, interpreters paid on a per session (per diem) basis as well as services from an agency under contract for exotic languages and for telephone-based interpretation.
Program Name:	Interpreter Services	Description:	
FTE:	45.5		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Number of interpretations completed by employees, or per diem staff	Number of times a full time or per diem interpreter (staff) serves a client. One court case is counted multiple times when there is more than one day of interpretation needed. Moreover, trials often last more than one day so an interpreter covering a trial will only have one case per day.	84,583	84,583	73,090	73,090	15,480	16,235
2	Number of interpretations completed by vendors	Number of interpretations completed by vendors	1512	1512	1,371	1,371	278	330

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Costs per interpretation for all full-time employees (interpreters, clerical, and management) and per diem employee interpreters	Average cost per interpretation of office of interpreter services full time employees and per diem interpreters	N/A	N/A	N/A	\$38	\$45	\$43
2	Cost for Agency/Vendors	Agency/Vendors	N/A	N/A	N/A	\$176	\$222	\$187

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Aspirational goal: positive customer service satisfaction survey results	TBD	Not available*	Not available*	Not available*	80%	Not available*	Not available*

* Survey is in development. Data will be reported Quarter 1, FY 2018.

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

Department Number and Name:	310 - Office of Chief Judge	Program	Provides assistance to senior citizens to navigate the court system, and information, training and support to avoid abuse, neglect and financial exploitation.
Program Name:	Elder Justice Resource Center (CCEJC)	Description:	
FTE:	4.5		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Number of seniors who received legal and/or social services in the fiscal period	Seniors 60 years of age and older that received legal and/or social services such as drafting appearances or motions; review of Power of Attorney documents (medical/property); landlord / tenant issues (evictions); guardianship; elder abuse; financial exploitation, foreclosures and reverse mortgages, etc.	Not available	Not available	2,307	1,675	450	386				
2	Senior Enrichment Seminars	Seminars on issues affecting older adults	Not available	Not available	22	22	5	6
3	Participants in Senior Seminars	Total number of persons attending all seminars for the period.	Not available	Not available	1,087	1,250	259	318

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Number of seniors receiving legal and/or social services per staff	Number of seniors (persons age 60 and older) receiving legal and social services per staff member, employees and volunteers.	Not available	Not available	461	305	360	280				
2	Seminar participants per staff	Number of seminar participants served per staff member.	Not available	Not available	242	313	260	220

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Percent of clients in the fiscal period that report that their legal goal was partially to fully achieved	Attempts are made to conduct follow-up interviews with all clients who received legal services in the fiscal period - some are not reachable (4.8% in Q2 of FY 2017). Responses fall into three categories: (1) Client goal achieved (2) Client goal partially achieved and (3) Client goal not achieved.	Not applicable	Not applicable	Not applicable	80%	67%	87%				
2	CCEJC Seminar Survey (qualitative)	Qualitative survey of participants after each seminar. Asks how person heard of CCEJC, overall comments, improvement suggestions, and future topic suggestions. Overall comments have been positive with participant's stating that the information provided in the seminars have been informative and beneficial. Participants are always asking that the seminar time be increased, in addition having seminar presentations and Elder Justice Center services in the community.	N/A	N/A	N/A	90%	66%	62%

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

Department Number and Name:	310 - Office of Chief Judge	Program Description:	Advice Desk Services operates numerous help desks (or resource centers) to provide free legal assistance and advice to people without lawyers. The Minor Guardianship Assistance Desk and the Municipal Advice Desk are staffed by a combination of court staff and contracted Chicago Volunteer Legal Services staff. The Municipal court Advice Desk is serviced by contracted staff from CARPLS and Chicago Legal Clinic. Both desks incorporate volunteers.
Program Name:	Advice Desk Services		
FTE:	7		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	Number of people served by the Guardianship for Minors Help Desk	Number of people that are given Initial interviews and/or assistance completing the petition by the Guardianship for Minors Help Desk in the fiscal period.	7,082	7,082	6,614	7,082	1,210	1,766
2	Number of Services/Consultations provided at the Municipal Court Advice Desk	Total number of services/consultations provided by the Municipal Court Advice Desk in the fiscal period.	6,727	7,000	7,338	7,000	1,677	2,094
3	-Number of individuals served by the Pro Se Filing Advice Desk	Total number of individuals served (includes people that signed in at help desk, individuals who completed forms for suit, and informal inquiries) by the Pro Se Filing Advice Desk in the fiscal period.	Not available	Not available	6,980	7,000	1,651	1,780

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Duration of services per client at the Guardianship for Minors Help Desk	The program calculated average amount of time spent with each case that came through the Guardianship for Minors Help Desk in the fiscal period.	1.24 HRS	1.24 HRS	1.24 HRS	1.24 HRS	1.2 HRS	1.2 HRS
2	Duration of services by CARPLS per client at the Municipal Court Advice Desk	Average amount of time spent per consultation in the fiscal period.	30 min	30 min	30 min	30 min	30 min	30 min
3	Number of individuals served per staff at the Pro Se Filing Advice Desk	Average number of individuals served per staff member in the fiscal period.	Not available	Not available	3,490	3,500	3,296	3,560
4	Duration of service at the Pro Se Filing Advice Desk	Average amount of time, in minutes, spent per individual served in the fiscal period.	Not available	Not available	45 -60 minutes	45 minutes	15 minutes	15 Minutes

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)												
#	Metric Name	Definition	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	Guardianship for Minors Help Desk completed services	The number of people who received 100% of the services sought from the Guardianship for Minors Help Desk as a percentage of the total number of people who sought services during the fiscal period	100%	100%	100%	100%	100%	100%
2	Percentage of Municipal Court Advice Desk clients that report CARPLS legal services helped them resolve their legal problem satisfactorily, understand their legal rights, reduce their fear of the legal system, and increase their confidence in dealing with their legal problems.	Percentage of survey participants that report a satisfactory conclusion to their legal problem as a result of help provided during the fiscal period by the Municipal Court Advice Desk	Not available	95%	97%	95%	Not available	92% to 95%*

* Range of responses, as follows: 95% report CARPLS attorney helped them better understand their legal rights; 92% report attorney helped reduce their fear and anxiety; and 92% report attorney increased their confidence in their ability to resolve their legal problem.

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

Department Number and Name:	572 - Office of Chief Judge	Program	Provides free, on-site child care for children whose parents or guardians must attend court to protect children from being exposed to potentially traumatic courtroom testimony or behavior.
Program Name:	Children's Advocacy Rooms	Description:	
FTE:	32	Special Fund 572	

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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 number of Children served in Children's Advocacy Rooms	Total number of visitors - children protected from courtroom drama in the 8 Children's Advocacy Rooms available in the fiscal period. Two additional rooms will be opened in FY 2017.	11,360	11,360	11,160	12,800	2,138	2,523

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	To be determined (TBD)	TBD	TBD	TBD	TBD	TBD	TBD	TBD

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	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	Percent of Positive Customer Service Satisfaction Surveys	Percent of survey participants that report being satisfied with services provided during the fiscal period by the Children's Advocacy Rooms as indicated by their assertion that they will use the Children's Advocacy Rooms again if needed.	Not available	Not available	Not available	80%	98%	97%

Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge

Department Number and Name:	310 - Office of Chief Judge	Program Description:	Offers several free programs to help increase public awareness on how the court system works including court tours, seminars, "CRASH" programs on traffic safety held in area high schools and other education forums. Responds to requests for reasonable and appropriate ADA accommodations.
Program Name:	Public Affairs, Court Education, and Accessibility		
FTE:	6.1		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	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	CCLRE Mock Trial Competition	Chicago Coalition for Law-Related Education. An annual citywide, year-round Mock Trial Competition. The Citywide Mock Trial Competition is a hands-on law-related education experience available to Chicago Public High School students. Students learn about the court and legal system as they test their skills in the preparation and presentation of a fictitious court case.	750 Student Participants	Not applicable	350	240	Not available*	253 Students from 11 schools
2	CRASH Program Participants	COURT RESPONSE TO ALCOHOL SAFETY IN HIGH SCHOOLS. A collaboration between the Circuit Court of Cook County, and AAIM, the Alliance Against Intoxicated Motorists. The C.R.A.S.H. Program was created to help high school students fully understand the consequences of mixing alcohol and drugs and driving.	2,300 Participants	Not applicable	2,240	2,090	Not available*	2090 Students from 5 schools
3	Tour participants	Regular Tours - Broad-based community outreach programs/services which brings the community into the courthouse to educate and inform the community about the Court system's mission and function.	5,437	Not applicable	4,735	4,625	1,150	1,313
4	ESL Interpreting Cases**	Cases in which sign language interpretation was provided.***	Not available	Not applicable	945	850	273	207
5	Department Trainings & Outreach	Trainings to other court departments on working with the hearing impaired population.	4 Presentations	Not applicable	4	2 Presentations	2 Presentations	2 Presentations

** Data is presented by calendar years and quarters. As of county fiscal year 2018 it will be in county fiscal year quarters

* Programs are in progress. Data will be reported in Quarter 4

*** Current figures are for cases handled by full-time court staff. A small additional number are handled by contractual staff from agencies. Agency cases will be reported beginning in Q1 FY 2018

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	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	Participants per FTE, CCLRE Mock Trial Competition	Number of participants divided by number of staff serving them.	250	Not applicable	250	120	Not available	504
2	Participants per FTE, CRASH Program	Number of participants divided by number of staff serving them.	767	Not applicable	767	1045	Not available	1,045
3	Participants per FTE, Regular Daily Tours	Number of participants divided by number of staff serving them.	1512	Not applicable	1512	1850	1604	2,324
4	Participants per FTE, Heritage Tours	Number of participants divided by number of staff serving them.	1812	Not applicable	1578	1542	692*	300*
5	Cases per Full-time ESL interpreter**	Number of participants divided by number of full-time staff serving them.	Not available	Not applicable	315	285	364	276

* Programs are in progress. Participation is higher in Quarters 3 and 4.

** Data is presented by calendar years and quarters. As of county fiscal year 2018 it will be in county fiscal year quarters

**Circuit Court of Cook County Performance Metrics
Department 310 - Office of The Chief Judge**

OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</i>												
#	Metric Name	Definition	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	Rate of satisfaction on Participant Satisfaction Survey	Survey of participants, post-involvement				90%	Not available***	Not available***

*** Survey is in development. Data will be reported in Quarter 1, FY 2018