

Circuit Court of Cook County Performance Metrics

Department 310
Office of the Chief Judge

5/23/2017

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:								
Program Name:	General Administrative Services									
FTEs	32.4									

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Employee grievances filed	78	60	52	40	10	Grievances filed by employees or the union, notices received; all offices excluding the JTDC
2	Arbitrations scheduled	7	10	14	25	4	Grievances filed by employees or the union, referred to arbitration for resolution (the grievance appeal process, where the hearing officers rule against the employees), all offices excluding the JTDC
3	Employee complaints/charges filed with the EEOC, IDHR and ULP	7	10	14	10	7	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

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Proportion of court's overall budget made up of administration (Relative home office administrative resources)	Not Available	1.2%	1.2%	1.0%	1.3%	Relative resources dedicated to administrative oversight: administrative salaries as a percentage of the court's overall operating budget for the year

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Employee survey	Not Avail.	Not Avail.	Not Avail.	90%	Not Avail. *	Courtools measure 9 - Aspirational goal, survey of court employees to assess the quality of the work environment between staff and management
2	Court employee demographics - % women	67%	67%	67%	68%	67%	Percentage of all court employees, excluding the JTDC, who are women at year end

* Expect data to be available in Quarter 4

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.) <i>Continued</i>											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
3	Court employee demographics - % minority	54%	54%	53%	54%	53%	Percentage of all court employees, excluding the JTDC, who are other than caucasian at year end
4	% of employee grievances filings resolved successfully	87%	80%	81%	80%	100%						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 hearing officer level in the Chief Judge's Office
5	% of arbitrations resolved successfully	100%	90%	86%	85%	50%						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

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:	Maintains a centralized unit to provide an array of management information services to the court and to the non-judicial departments under the auspice of the Chief Judge. Provides six critical functions: server, administration security, technical operations, specialized application, design and development, research and data evaluation 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>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Service Desk Tickets Initiated	7,337	7,400	6,605	6,700	1,341	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 auspice of the Chief Judge.
2	Service Desk Tickets Completed	7,333	7,400	6,559	6,700	1,369	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 auspice of the Chief Judge.
3	Research and Evaluation Unit - Number of grant applications submitted	1	5	5	4	1	Total number of grants submitted to federal/state/local entities for funding

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Average number of hours to complete a Service Desk Ticket	41	N/A	29	24	33	Average time it took to close a Service Desk Ticket in the County Fiscal Year
2	Research and Evaluation Unit - grant applications award rate	100%	100%	80%	100%	Pending*	Total number of successful grants applications that were awarded/funded

* Pending award notification

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Percentage of Service Desk Tickets completed	100%	N/A	99%	100%	100%	Percentage of Service Desk Tickets completed in the County Fiscal Year
2	Research and Evaluation Unit - Total grant awards/funding dollars won	\$ 150,000	Target dollar amounts are based on funding opportunities	\$ 1,574,758	Target dollar amounts are based on funding opportunities	None	Total dollars awarded/funded via successful grant applications

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>)											Definition
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	
1	New Foreclosure Filings	15,008	N/A	13,133	13,000	3,400
2	Helpline Phone Calls & Online Requests	8,938	N/A	5,656	5,600	1,751
3	Filings Ordered to Mediation	175	N/A	95	76	24
4	Housing counseling sessions completed	4,179	N/A	2,791	2,800	312
5	Community Outreach (persons contacted)	51,586	N/A	29,788	30,000	10,219
6	Legal Aid - Courthouse Assistance clients	13,641	N/A	10,745	10,000	2,240
7	Legal Aid - Mediation Representation	166	N/A	95	100	24
8	Formal Mediation Resolutions: Successful	71	N/A	81	80	3
9	Formal Mediation Resolutions: Non-Agreement	172	N/A	93	90	12
10	Total Number of Mediation Sessions	261	N/A	237	230	37

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

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Cost per Mediation Session	\$955	N/A	\$691	\$583	\$827	The cost per mediation session for each case referred to mediation by court order.
2	Cost per household - Community Outreach	\$16	N/A	\$18	\$17	\$8	The cost per household for community outreach including door-knocking, community events, and mailings.
3	Cost per household - Legal Aid - Courthouse Assistance	\$30	N/A	\$28	\$24	\$27	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.)
4	Cost per session - Housing Counseling Sessions	\$152	N/A	\$94	\$94	\$158	The cost per housing counseling session completed by HUD-Certified housing counselors that are sub-contracted by IHDA.
5	Cost per response - Helpline phone calls & Online Requests	\$38	N/A	\$47	\$48	\$35	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.
6	Cost per case (attorney work) @ ~30 hours/case Legal Aid	\$3,043	N/A	\$4,052	\$3,017	\$3,143	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.
7	Overall cost per household	\$44	N/A	\$47	\$42	\$32	The cost per household total: Including, case management by County staff, outreach, housing counseling, and mediation; All units. Includes Administrative Oversight costs by vendors.

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Cases Reaching an Agreement with the Bank (Mediation and Pre-Mediation)	62%	N/A	83%	90%	68%	Percentage of cases completing the Program and reach an agreement with the bank at any point during the course of the mediation program.
2	Cases Reaching an agreement to keep the home (Mediation and case managers)	100%	N/A	98%	98%	100%	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).
3	Satisfaction after completing mediation sessions	95%	N/A	96%	96%	94%	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.

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:	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								
FTE:	37								

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Summonses Mailed	923,072	900,000	876,455	850,000	173,595	Number of summonses mailed in the fiscal year.
2	Jurors Appearing for Service	134,199	120,000	114,816	110,000	21,595	Number of jurors appearing for service in the fiscal year.
3	Juror Support Calls	183,959	150,000	154,833	150,000	30,987	Number of juror support calls fielded by juror support staff.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Operating Cost per Juror Appearing for Service	\$60	\$50	\$70	\$50	\$66/Juror Appearing	This measurement reflects the associated cost of each serving juror relational to the overall Jury Administration operating costs.
2	Average Number of Juror Calls per Juror Support Staff Member	22,995	20,000	19,354	20,000	4,427	This measurement represents the average number of juror calls received by juror support staff. We currently have eight support operators fielding juror calls.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Juror Yield (%)	38%	50%	39%	50%	34%	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.
2	Juror Utilization (Chicago Facilities)	58%	65%	55%	65%	66%	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.
3	Non-Response Failure to Appear Percentage from Summonses Mailed	16%	10%	12%	10%	7%	Analysis of the percentage of summoned individuals that do not report for jury service from the gross summons mailing.
4	Return Mail Percentage from Summons Mailed	17%	15%	20%	15%	18%	Analysis of the percentage of returned summonses with undeliverable addresses from the gross summons mailing.
5	Survey of Jurors	N/A	N/A	N/A	80% Positive	N/A*	Aspirational goal in 2017 to measure juror satisfaction with their jury service experience.

* 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>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	# of cases referred for mediation	1,595	1,595	1,741	1,741	473	Count of court orders or public calls to request a mediation

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Cook County cost per case referred for mediation	\$104	\$104	\$101	\$101	\$90	Cook County costs for each case scheduled for mediation

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	% of cases successfully mediated (in which litigants follow up)	83%	83%	81%	81%	78%	# 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.

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: 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	
FTE:	22.5	

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Mediation sessions scheduled	N/A	N/A	5,173	5,173	1,217	Cases entered into scheduling database (AS400) by court order, typically two sessions per case
2	Adults involved in mediation sessions	N/A	N/A	5,316	5,316	1,117	The number of adults who participated in mediations
3	Children interviewed for mediations	N/A	N/A	N/A	5,800	2234*	This is an aspirational goal. Interviews are now conducted, ages 4-18, but data is not maintained. Children interviewed during the process of mediations
4	Emergency Interventions ordered by Court	218	220	143	145	35	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.

* Approximation

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Mediation sessions per staff person	N/A	N/A	200	200	72	Annual average Mediation and Emergency Interventions per mediator

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Clients reporting satisfaction with service on office Satisfaction Surveys	N/A	100%	95%	100%	95%	Questionnaires currently collected from participants

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>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Number of minor involved in mediation cases	1,165	1,400	1,033	1,500	240	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.
2	Number of mediation sessions scheduled per family	998	1,000	818	1,000	182	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.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	# of mediations per mediator	96	136	96	116	22	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.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Participant satisfaction rate per Administrative Office of Illinois Courts(AOIC) survey	96%	100%	96%	100%	97%	The number of client evaluations that were returned indicating satisfaction with their overall experience in the mediation session.

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>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	# of individuals who attend Focus on Children Classes	N/A	5,140	5,140	5,140	1,215	Cases entered into scheduling database (AS400) by court order

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Cost per Participant	NA	NA	NA	\$45	48	Amount of total employee budget spent on serving each participant.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Satisfaction rate on survey administered by office	N/A	100%	94%	100%	95%	Questionnaires currently collected from participants

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 foreign language and sign 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								
FTE:	45.5								

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	# of interpretations completed by employees, or per diem staff	84,583	84,583	73,090	73,090	15,480	# 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.
2	# of interpretations completed by vendors	1512	1512	1,371	1,371	278	# of interpretations completed by vendors

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Costs per interpretation for all full-time employees (interpreters,clerical, and management) and per diem employee interpreters	N/A	N/A	N/A	\$38	\$45	Average cost per interpretation of office of interpreter services full time employees and per diem interpreters
2	Cost for Agency/Vendors	N/A	N/A	N/A	\$176	\$222	Agency/Vendors

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Aspirational goal: positive customer service satisfaction survey results	N/A	N/A	N/A	80%	N/A *	TBD

* 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 Description:	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								
FTE:	4.5								

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Senior Enrichment Seminars	N/A	N/A	22	22	5	Seminars on issues affecting older adults
2	Participants in Senior Seminars	N/A	N/A	1,087	1,250	259	Total number of persons attending all seminars for the period.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Seminar participants per staff	N/A	N/A	242	313	65	Number of participants divided by number of staff serving them.

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	CCEJC Seminar Survey (qualitative)	N/A	N/A	N/A	90%	66%	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.

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:	Operates numerous help desks (or resource centers) to provide free legal assistance and advice to people without lawyers mainly staffed with volunteers.						
Program Name:	Advice Desk Services								
FTE:	7								

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Guardianship for Minors Help Desk - Initial interview & completion of petition	7,082	7,082	6,614	7,082	1,210
2	Municipal Court Advice Desk - Number of Services/Consultations provided	6,727	7,000	7,338	7,000	1,677
3	Pro Se Filing Advice Desk - Number of individuals served	N/A	N/A	6,980	7,000	1,651

Definition
Number of people that are served by the Guardianship help desk for minors on a yearly basis.
Total number of services/consultations provided
Total number of individuals served (includes people that signed in at help desk, individuals who completed forms for suit, and informal inquires)

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Guardianship for Minors Help Desk - Average duration of services per client	1.24 HRS	1.24 HRS	1.24 HRS	1.24 HRS	1.2 HR
2	Municipal Court Advice Desk - Average duration of services per client	30 min				
3	Pro Se Filing Advice Desk - Number of individuals served per staff	N/A	N/A	3,490	3,500	824
4	Pro Se Filing Advice Desk - Average duration of service	N/A	N/A	45-60 min	45 Min	15 min

Definition
The program calculated average amount of time spend with each case that came through the guardianship for minor help desk
Avg amount of time spend per consultation
Avg amount of time spend per consultation
Avg amount of time spend per individual served

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target
1	Guardianship for Minors Completed Services	100%	100%	100%	100%	100%
2	Municipal Court Advice Desk - Client Satisfaction Survey CARPLS legal services helped them resolve their legal problem satisfactorily	N/A	95%	97%	95%	N/A *

Definition
The number of people served by the Guardianship
Percentage of survey participants that report a satisfactory conclusion to their legal problem.

* It is anticipated that data will be reported in Quarter 4

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

Department Number and Name:	572 - Office of Chief Judge	Program Description: Special Fund 572	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								
FTE:	32								

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	Total # of Children served in Children's Advocacy Rooms	11,360	11,360	11,160	12,800	2,138	Total # visitors - children protected from courtroom drama in the 8 Children's Advocacy Rooms available in 2016. Two additional rooms will be opened in 2017.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	TBD	TBD	TBD	TBD	TBD	TBD

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	Definition
1	% Positive Customer Service Satisfaction Surveys	N/A	N/A	N/A	80%	N/A *	Surveys will be tallied and 80% of those surveyed will have a favorable opinion of the CARS

* Will be available in Quarter 3

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:							
Program Name:	Public Affairs, Court Education, and Accessibility								
FTE:	6.1								

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	CCLRE Mock Trial Competition	750 Student Participants	N/A	350	240	N/A*	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.
2	CRASH Program Participants	2,300 Participants	N/A	2,240	2,090	N/A*	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 horrible and tragic consequences of mixing alcohol and drugs and driving. The choices a teen driver makes can not only affect them for the rest of their lives, but their choices can also affect their family, friends, and people they have never met before.
3	Tour participants	5,437	N/A	4,735	4,625	1,150	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.
4	ESL Interpreting Cases	1,183 cases	N/A	1,126	1,200	273	Cases in which sign language interpretation was provided.
5	Department Trainings & Outreach	4 Presentations	N/A	4	2 Presentations	0**	Trainings to other court departments on working with the hearing impaired population.

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)											Definition	
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Participants per FTE, CCLRE Mock Trial Competition	250	N/A	250	120	N/A*	Number of participants divided by number of staff serving them.
2	Participants per FTE, CRASH Program	767	N/A	767	1045	N/A*	Number of participants divided by number of staff serving them.
3	Participants per FTE, Regular Daily Tours	1512	N/A	1512	1850	401	Number of participants divided by number of staff serving them.
4	Participants per FTE, Heritage Tours	1812	N/A	1578	1542	173	Number of participants divided by number of staff serving them.
5	Cases per ESL interpreter	394	N/A	375	400	82	Number of participants divided by number of staff serving them.

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)											Definition	
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target	2017 Q1 Actual	2017 Q2 Actual	2017 Q3 Actual	2017 Q4 Actual	2017 YE Actual	2018 Target	
1	Rate of satisfaction on Participant Satisfaction Survey				90%	N/A***	Survey of participants, post-involvement

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

** 3 Trainings are scheduled later in FY 2017

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