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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Employee grievances filed	Grievances filed by employees or a union, notices received; all offices excluding the JTDC	52	40	92	?	18	15	23	12	68	....
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	14	25	39	?	5	7	8	10	23	....
3	Employee compaints/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 Illlinois 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	14	10	24	?	3	1	3	3	10	....

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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	1.2%	1.0%	?	?	1.0%	1.0%	1.0%	1.0%	1.0%	....

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Employee survey	Courtools measure 9 - Aspirational goal, survey of court employees to assess the quality of the work environment between staff and management	Not Avail.	90%	Not Avail.	?	Not Avail.	Not Avail.	Not Avail.	Not Avail.	Not Avail.	....
2	Court employee demographics - % women	Percentage of all court employees, excluding the JTDC, who are women at year end	67%	68%	67%	67%	67%	67%	67%	67%	67%	....

* Survey under development

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.) Continued*												
#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
3	Court employee demographics - percent minority	Percent of all court employees, excluding the JTDC, who are other than caucasian at year end	53%	54%	53%	53%	53%	53%	53%	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	81%	80%	100%	80%	100%	100%	100%	100%	100%	
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	86%	85%	43%	70%	80%	86%	88%	80%	84%	

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Service Desk Tickets Initiated	Total number of Service Desk tickets inititated 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.	6,605	6,700	5,620	6,000	1,353	2,726	2,886	2,598	9,563	7,000
2	Service Desk Tickets Completed	Total number of Service Desk tickets inititated 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.	6,559	6,700	5,609	6,000	1358*	2,705	2888*	2,573	9,524	7,000
3	Research and Evaluation Unit - Number of grant applications submitted	Total number of grant applications submitted to federal/state/local/private entities for funding	5	4	7	Dependant on funding opportunities	5	5	1	1	12	Dependant on funding opportunities

* number is greater than initiated tickets in same period due to completion of tickets from previous quarter

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YTD	2019 Target
1	Average number of Service Desk Tickets processed per FTE	Average number of Service Desk Tickets processed per FTE in the fiscal period.	869*	775	801**	800	194	386	413	368	340	N/A
2	Research and Evaluation Unit - grant applications award rate	Total number of grant applications that were awarded funds	80%	100%	86%	100%	100%	80%	0%	100%	91%	100%

* Based on 7.6 FTEs

** Based on 7 FTEs

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YTD	2019 Target
1	Percent of Service Desk Tickets completed	Percent of Service Desk Tickets completed in the fiscal period.	99%	100%	99%	100%	100%	100%	100%	99%	100%	100%
2	Research and Evaluation Unit - Total grant awards/funding dollars won	Total dollars awarded/funded via successul grant applications in the fiscal period.	$1,574,758	Target dollar amounts are based on funding opportunities	$4,139,785	Target dollar amounts are based on funding opportunities	$ 2,004,563	$ 1,980,270	$ -	$ 75,000	$ 4,059,833	Target dollar amounts are based on funding opportunities

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Summonses Mailed	Number of summonses mailed in the fiscal year.	876,455	850,000	816,563	830,000	165,498	211,271	212,860	193,260	782,889	810,000
2	Jurors Appearing for Service	Number of jurors appearing for service in the fiscal year.	114,816	110,000	106,403	100,000	20,854	26,635	24,653	24,231	96,373	100,000
3	Juror Support Calls	Number of juror support calls fielded by juror support staff.	154,833	150,000	148,614	140,000	30,523	37,244	36,996	31,740	136,503	140,000

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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.	$70	$50	$58/Juror Appearing	$50	$65	$55	$58	$59	$59	$50
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.	19,354	20,000	21,231	20,000	4,360	5,321	5,285	4,534	19,500	20,000

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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.	39%	50%	37%	50%	57%	49%	53%	50%	52%	50%
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.	55%	65%	59%	65%	59%	62%	53%	59%	58%	65%
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.	12%	10%	7%	10%	5%	4%	5%	5%	5%	10%
4	Return Mail Percentage from Summons Mailed	Analysis of the percentage of returned summonses with undeliverable addresses from the gross summons mailing.	20%	15%	16%	15%	10%	9%	9%	10%	10%	15%
5	Survey of Jurors	Aspirational goal in 2017 to measure juror satisfaction with their jury service experience.	N/A	80% Positive	75% Positive	80% Positive	72% Positive	72% Positive	75% Positive	74% Positive	73% Positive	80% Positive

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of cases referred for mediation	Count of court orders or public calls to request a mediation	1,741	1,741	1,661	1,500*	358	370	367	369	1,464	....

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Cook County cost per case referred for mediation	Cook County costs for each case scheduled for mediation	$101	$101	$105	$115	$79	$77	$77	$77	$78	....

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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.	81%	81%	75%	75%	72%	73%	73%	64%***	73%***	....

***Due to the holidays, we have a high number of cases pending; we are likely to hold mediations in these cases, but do not have final determination yet.

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Mediation sessions scheduled	Cases entered into scheduling database (AS400) by court order, typically two sessions per case	5,173	5,173	4,975	5,000	1,425	1,327	1,755	1,710	6,217	5,000
2	Adults involved in mediation sessions	The number of adults who participated in mediations	5,316	5,316	4,897	5,000	1,430	1,330	1,755	1,710	6,225	5,000
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	5,800	6,028	5,000	2,860	2,660	3,510	3,420	6,070	6,000
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.	143	145	177	150	23	34	48	28	133	150

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Mediation sessions per staff person	Annual average Mediation and Emergency Interventions per mediator	200	200	302	200	85	88	103	101	377	350

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Clients reporting satisfaction with service on office Satisfaction Surveys	Questionnaires currently collected from participants	95%	100%	95%	100%	96%	98%	96%	97%	97%	100%

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:	7		

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of 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.	1,033	1,500	1,049	1,100	280	268	224	258	1,030	1,100
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.	818	1,000	799	750	216	196	170	166	748	750

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of 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 demomstrates that the decline in overall capacity (total number of mediations) corresponds to the number of vacant mediator positions.	96	116	93	95	26	25	21	20	91	95

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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%	94%	95%	96%	97%	96%	100%

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of individuals who attend Focus on Children Classes	Cases entered into scheduling database (AS400) by court order	5,140	5,140	4,933	4,933	1,437	1,408	1,390	1,372	5,607	5,000

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Cost per Participant	Amount of total employee budget spent on serving each participant.	NA	$45	$50	$50	$50	$50	$50	$50	$50	$50

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Satisfaction rate on survey administered by office	Questionnaires currently collected from participants	94%	100%	98%	100%	97%	98%	98%	98%	98%	100%

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of 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.	73,090	73,090	63,302	63,302	13,485	15,146	14,759	14,467	57,857	57,857
2	Number of interpretations completed by vendors	Number of interpretations completed by vendors	1,371	1,371	1,391	1,391	351	381	402	372	1,506	1,506

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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	$38	$43	$43	N/A	N/A	N/A	N/A	N/A	N/A
2	Cost for Agency/Vendors	Agency/Vendors	N/A	$176	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Aspirational goal: positive customer service satisfaction survey results	TBD	N/A	80%	N/A*	N/A	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*

* Survey is in development.

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 Center (CCEJC)		
FTE:	2.5		

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of 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.	2,307	1,675	1574	1675	189	191	260	217	857	
2	Senior Enrichment Seminars	Seminars on issues affecting older adults	22	22	23	30	5	6	8	7	25	....
3	Participants in Senior Seminars	Total number of persons attending all seminars for the period.	1,087	1,250	1,228	1340	192	233	330	311	1,066	....

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of 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.	461	305	307	320	47	32	33	31	143	
2	Seminar participants per staff	Number of seminar participants served per staff member.	242	313	308	325	64	78	83	78	303	....

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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	80%	77%	80%	65%	43%	65%	0%	43%	
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	90%	63%	80%	80%	63%	69%	55%	68%	....

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Number of 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 Guardianhip for Minors Help Desk in the fiscal period.	6,614	7,082	6,164	6,000	1,284	1,948	2,245	1,898	7,375	....
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.	7,338	7,000	7,838	7,400	1,810	2,144	2,221	2,082	8,257	....
3	Number of indivuduals 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 inquires) by the Pro Se Filing Advice Desk in the fiscal period.	6,980	7,000	7,446	7,960	1,490	1,528	1,796	1,929	6,743	....

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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	1.2-1.5 HR	1.0-1.5 HR	1.0-1.5 HR	1.0-1.5 HR	1.0-1.75 HR	1.0-1.5 HR	1.0-1.5 HR	....
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	25-30 min	25 min	21 min	34 min	35 min	29 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.	3,490	3,500	930	7,960	1,490	1,528	1,796	1,929	6,743	....
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.	45-60 min	45 Min	15 Min	15 min	15 min	15 min	12 min	12 min	14 min	....

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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%	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	97%	95%	93%	90%	90%	90%	89%	87%	89%	....

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Total number of Children served in Children's Advocay 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.	11,160	12,800	11,058	12,900	2,212	2,779	3,661	2,318	10,970	....
2	Total Clients Served by Clinic		N/A	1,050	1,099	1,500	303	360	....	....	663*	....
3	Total Services Provided to Clients		N/A	11,250	11,303	11,550	1,972	N/A*	....	....	1,972+*	....

*Reduction in staff resources has prevented calculation of these figures since Q2

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	To be determined (TBD)	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

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

#	Metric Name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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.	N/A	80%	98%	98%	99%	97%	98%	98%	98%	....

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	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.	350	240	253	301	560	n/a	n/a	n/a	560	....
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.	2,240	2,090	2,090	2,165	n/a	2,080	n/a	n/a	2,080	....
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.	4,735	4,625	4,640	4,687	1,688	1,868	845	1,702	6,103	....
4	ASL Interpreting Cases**	Cases in which sign language interpretation was provided.***	1,126	1,200	1,186	1,100	474	316	295	243	1,328	1,000
5	Department Trainings & Outreach	Trainings to other court departments on working with the hearing impaired population.	4	2	11	9	2	2	6	7	17	5

** Data is presented by calendar years and quarters. As of county fiscal year 2018 it will be in county fiscal year quarters. Measures have been updated to accurately reflect data

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

#	Metric name	Definition	2016 Actual	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Participants per FTE, CCLRE Mock Trial Competition	Number of participants divided by number of staff serving them.	250	120	126	188	280	n/a	n/a	n/a	280	....
2	Participants per FTE, CRASH Program	Number of participants divided by number of staff serving them.	767	1045	1,045	906	n/a	1,040	n/a	n/a	1,040	....
3	Participants per FTE, Regular Daily Tours	Number of participants divided by number of staff serving them.	1512	1850	1,855	1,683	616	808	423	628	2,475	....
4	Participants per FTE, Heritage Tours	Number of participants divided by number of staff serving them.	1578	1542	465	1,021	228	126	0***	224	578	....
5	Cases per ASL interpreter**	Number of participants divided by number of full-time staff serving them.	375**	240	302	240	63	71	59	54	247	150

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

** 2016 data not tracked for FTE only - this number is from total cases (including agency interpreters)/3 rather than only FTE staff

*** Heritage Tour cancelled this quarter

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

#	Metric Name	Definition	*2016 Actual*	2017 Target	2017 Actual	2018 Target	2018 Q1 Actual	2018 Q2 Actual	2018 Q3 Actual	2018 Q4 Actual	2018 YE Actual	2019 Target
1	Rate of satisfaction on Participant Satisfaction Survey	Survey of participants, post-involvement	n/a	90%	100%	90%	100%	100%	100%	100%	100%	85%