

Circuit Court of Cook County Performance Metrics

Department 326
Juvenile Probation Court Services

4/6/2017

Circuit Court of Cook County
Performance Metrics
Department 326 - Juvenile Probation

Department Number and Name:	326 - Juvenile Probation & Court Services	Program Description:	Provides executive supervision of department, responds to the Chief and Presiding Judges, and ensures compliance with the Administrative
Program Name:	Administration		
FTE:	20		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Aspirational - Percentage of policies reviewed per year	N/A	N/A	N/A	80%
2	Number of reports of on-the-job injuries	11	0	3	0

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
1	Percentage of Administrative, HR, Finance and Technology staff salaries to department total	Data not available	5%	5%	5%

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
1	Positive employee survey results tracking opportunities for professional growth	76%	75%	75%	75%
2	Funding received from the Federal government via DCFS for Title IV-E program reimbursements	\$0	\$500,000	\$456,007	\$500,000
3	Number of employees on FMLA	20	20	35	20

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Performance Metrics
Department 326 - Juvenile Probation

Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Serves as the primary point of contact for all training opportunities for sworn probation staff as well as support staff.
Program Name:	Career Services and Undergraduate Internship		
FTE:	8		

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of trainings offered for staff	596	600	587	600
2	Number of undergraduate interns placed within the Department	43	35	32	38

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of hours of training provided per trainer	N/A	150	141	200

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of support staff who completed the mandatory 10 training hours per year	53%	100%	67%	100%
2	Percentage of sworn probation staff who completed the mandatory 20 hours of training required by the AOIC per year	99%	100%	100%	100%

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Department 326 - Juvenile Probation

Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Offers prosocial activities, orientations, skill building and cognitive behavior group programming for youth on probation. Provides weekly and monthly data to the Judiciary, Chief Judge, probation and external stakeholders. Conducts program evaluations and collects information related to evidence based programming to enhance
Program Name:	Positive Youth Development, Research and Data and Drug Court		
FTE:	12.0		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of youth invited to Juvenile Advisory Council Orientations	1,070	2,200	2,414	2,500
3	Number of youth referred to gender specific or sex trafficking Probation officers	Not available	25	26	50
4	Number of preadmission drug court cases	139	100	76	80

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
1	Percentage of new youth placed on probation/supervision who attend a Juvenile Advisory Council Orientation.	37%	18%	18%	20%
2	Number of youth admitted to the drug court program per probation officer.	40%	40%	50%	50%

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
1	Percentage of moderate risk youth participating in community peace circles	not applicable	not applicable	not applicable	20%

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Department 326 - Juvenile Probation

Department Number and Name:	326-Juvenile Probation & Court	Program Description:	Provides probation and supervision services for court involved children including completing social investigations for sentencing hearings. Creates client/family plans to increase protective factors for the youth and decrease risk levels.
Program Name:	Probation/Supervision		
FTE:	168.8		

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Active Probation/Supervision cases, administered during the year	5,035	4,900	4,570	5,000
2	Number of Social Investigations Completed	2,687	2,600	2,235	2,500

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of cases per month per Probation Officer	22	23	23	20
2	Department net annual cost per case administered; department annual budgets, less AOIC subsidies	\$3,134	\$3,774	\$2,694	\$3,193

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Youth on supervision in lieu of being sent to the Illinois Department of Juvenile Justice	96%	95%	98%	98%
2	Youth active on probation who receive a new finding of delinquency	18%	20%	15%	14%
3	Youth active on supervision who receive a new finding of delinquency	16%	15%	10%	10%
4	Percent of youth successfully completing probation per the court	Data not available	Data not available	75%	80%

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Interviews court ordered youth and families for an intake assessment who are referred due to increased arrests while on probation and continued noncompliance/violations of probation and provides summary to the field officer and court for sentencing. Level of service and supervision is increased from regular probation. Provides alerts to the Department regarding gang violence. Monitors youth on social media and provide profiles of youth to court when applicable.
Program Name:	Intensive Probation intake, Intensive Probation, Gang Safety School Team, Violence Intervention		
FTE:	29.0		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of IPS referrals received per year	281	325	328	350
2	Active IPS cases	372	400	374	400
3	Number of safety alerts issued by Gang School Safety Team	97	200	178	200

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
1	Average Monthly Caseload per IPS team	40	80	50	50
2	Cost per case	N/A	N/A	N/A	\$3,694

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
1	Youth on IPS in lieu of the Illinois Department of Juvenile Justice	72%	85%	85%	90%
2	Youth active on IPS who receive a new finding of delinquency	79	25	45	25
3	Youth active on IPS who have a violation of probation filed	213	150	216	150

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Provides assessment to determine which minors require secure detention for up to forty (40) hours pending a judicial hearing. Identifies qualified minors for step-down from secure status into detention alternatives such as home confinement with electronic monitoring, specialized shelters, or an evening reporting center. Reviews cases with more than 14 days until the next court date in an effort to reduce length of stay in detention. This division is also responsible for all areas of court including interviewing, transportation and release from detention during the weekends and holidays when regular court is not in session.
Program Name:	Detention Screening/ Release upon Request, Expeditor and Weekend/Holiday Court		
FTE:	26		

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of youth screened with Risk Assessment Instrument (RAI)	5,652	5,000	4,778	5,000
2	Number of youth released during weekend and holiday court	N/A	N/A	N/A	372
3	Number of youth reviewed by Expeditor Unit	581	500	543	500

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percent of youth held by detention screening	53%	45%	53%	45%
2	Percent of youth released by detention screening	46%	55%	47%	55%
3	Percent of youth in custody released early as a result of an expeditor's screening	8%	15%	29%	30%
4	Percent of youth released from custody during weekend/holiday court	N/A	N/A	N/A	25%

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Youth released who would have been placed in custody prior to the implementation of revised screening	N/A	95	93	110

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Makes referrals to community based organizations for low risk youth diverted by the State's Attorney's office.
Program Name:	Screening Diversion/Court Services Adjudication		
FTE:	25		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of clients served, whose cases were diverted by the State's Attorneys office	2,532	2,000	1,886	2,000

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
1					

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
1	Percent of youth diverted without a new finding of delinquency	95%	95%	96%	95%

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Provides counseling and individualized services/programming including art therapy to court involved youth including juvenile sex offenders. Monitors youth and provides sex offender specific treatment to adjudicated and diverted youth. Provides assessments and individual counseling for youth in need of mental health services to reduce the wait time and services for the clinical probation staff.
Program Name:	Central Intake / Therapeutic Interventions / Juvenile Sex Offender / Art Therapy / Embedded Clinical Interns		
FTE:	32.8		

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of new referrals for clinical intake	N/A	750	766	750

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Average number of youth served by per clinician per year	N/A	20	17	20

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of youth active with clinical service and re-arrested resulting in a conviction.	N/A	10%	4.28%	10%

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Offers trained probation staff as experts in the school system, in particular the special education system.
Program Name:	Educational Services		
FTE:	15.00		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of youth referred for educational advocacy	93	100	106	120
2	Number of youth referred for educational re-entry	236	200	360	300

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
1	Average monthly caseload by Educational Advocacy PO	25	25	25	25
2	Average monthly caseload by Educational Re-entry PO	40	40	40	40

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
1	Percentage of clients who received an IEP as a result of educational advocacy	50%	40%	36	50%
2	Percentage of clients who were successfully enrolled or re-enrolled in school	23%	30%	39%	50%

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Distributes and maintains of all office supplies for the Department, keeps records, and prepares documents.
Program Name:	Office Services, Record Library and Stenographic Services		
FTE:	25		

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of social investigation reports typed by Support Staff	308	300	342	340

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Social investigations typed per stenographer.	102.6	120	114	120

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Percentage of social investigations typed 3 days prior to court date	N/A	N/A	N/A	95%

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Facilitates programs providing after school sanction programs, weekend and mentoring programs.
Program Name:	Detention Reduction, Evening Reporting and Community Service		
FTE:	23.50		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of referrals to Detention Reduction Project	767	600	512	600
2	Number of referrals to Evening Reporting Centers	1,093	1,000	885	1,200

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
1	Utilization Rate for Evening Reporting Centers	55%	60%	48%	60%

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
1	Youth active in the Evening Reporting Center Program who are arrest free while in the program	92%	95%	94%	95%

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Provides forensic evaluations to the court conducted by staff psychologists for both the Child Protection and the Juvenile Justice Divisions.
Program Name:	Forensic Clinical Services		
FTE:	6		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Intake Interviews conducted by clinical coordinators and student interns	222	250	298	250
2	Referrals to Cook County Juvenile Court Clinic	208	200	241	200
3	Number of Consultations	146	175	178	175

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
1	Weeks to complete Fitness Evaluations for the Juvenile Justice Division	6.5 weeks	5 weeks	5.8 weeks	5 weeks
2	Weeks to complete forensic evaluations for non-custodial youth for sentencing	6.2 weeks	6 weeks	6.1 weeks	6 weeks
3	Weeks to complete forensic evaluations of in-custody youth for sentencing	5.6 weeks	5 weeks	5.7 weeks	5 weeks

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
1	Positive Customer Service Survey results	N/A	N/A	N/A	80%

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Department Number and Name:	326-Juvenile Probation & Court Services	Program Description:	Provides a 24 hour alternative to secure detention for qualified minors appearing in all Juvenile Justice Division court calendars through use of GPS bracelets.
Program Name:	Electronic Monitoring		
FTE:	30		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of youth ordered by the Court to wear electronic monitor bracelets	3,061	3,000	2,847	3,000

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
1	Average cost of staff to monitor youth court ordered to wear electronic monitoring bracelets	N/A	N/A	N/A	1,007

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
1	Percent of youth who remain arrest free while active on Electronic monitoring	92%	95%	95%	95%