

Circuit Court of Cook County Performance Metrics

Department 326
Juvenile Probation Court Services

5/23/2017

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

Department Number and Name:	326 - Juvenile Probation & Administration	Program Description:	Provides executive supervision of department, responds to the Chief and Presiding Judges, and ensures compliance with the Administrative Office of the Illinois Courts. In addition to executive office, program includes the service of processing requests for records.
Program Name:	Administration		
FTE:	20		

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	Aspirational - Percentage of policies reviewed per year	N/A	N/A	N/A	80%	25%	Aspirational goal percentage of policies reviewed per year
2	Number of reports of on-the-job injuries	11	0	3	0	0	Number of reports to Risk Management for on the job injuries.

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	Percentage of Administrative, HR, Finance and Technology staff salaries to department total	Data not available	5%	5%	5%	5%	Percentage of the total salary for administrative staff (including open positions) compared to overall salaries.

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	Positive employee survey results tracking opportunities for professional growth	76%	75%	75%	75%	Not Available Data will be available Q4	Employees who responded to a survey rated the organization as moderately helpful or better in relation to "How helpful is your position in stimulating your professional growth?".
2	Funding received from the Federal government via DCFS for Title IV-E program reimbursements	\$0	\$500,000	\$456,007	\$500,000	\$0	Amount of money claimed by the department for reimbursement to the county for Title IV-E eligible activities.
3	Number of employees on FMLA	20	20	35	20	7	Number of employees using FMLA during the fiscal year.

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

Department Number and Name:	326-Juvenile Probation &	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 (<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 trainings offered for staff	596	600	587	600	Not Available Data will be available Q4	Number of training workshops, seminars, online trainings offered to staff for the fiscal year.
2	Number of undergraduate interns placed within the Department	43	35	32	38	14	Number of undergraduate interns placed within the Department for each fiscal year.

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	Average number of hours of training provided per trainer	N/A	150	141	200	Not Available Data will be available Q4	Average number of hours trained by trainers assigned to the Office of Career Services.

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	Percentage of support staff who completed the mandatory 10 training hours per year	53%	100%	67%	100%	Not Available Data will be available Q4	The Department requires 10 hours of training each year for probation staff to meet the minimum standards
2	Percentage of sworn probation staff who completed the mandatory 20 hours of training required by the AOIC per year	99%	100%	100%	100%	Not Available Data will be available Q4	The Administrative office of the Illinois Courts requires 20 hours of training each year for probation staff to meet the minimum standards

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

Department Number and Name:	326-Juvenile Probation &	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 services. Monitors universities which receive data agreements and seek to research programs in the Department.
Program Name:	Positive Youth Development, Research and Data and Drug Court		
FTE:	12		

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 youth invited to Juvenile Advisory Council Orientations	1,070	2,200	2,414	2,500	258	Juvenile advisory council orientations are provided monthly and in 2007 will be offered by police district for the majority of youth. Data is represented by fiscal year.
3	Number of youth referred to gender specific or sex trafficking Probation officers	Not available	25	26	50	7	We have one specialized probation officer that is trained in working with gender specific services (Gay, Lesbian, Bisexual, Transgender) as well as youth which are being trafficked. This is a summary of the cases she works with individually
4	Number of preadmission drug court cases	139	100	76	80	13	The drug court diversion program receives cases which are in court for an arraignment on a first time drug case. Youth agree to participate in this voluntary program and as a result, agree to take part in a 6 week pre-admission phase prior to being fully admitted into the program

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	Percentage of new youth placed on probation/supervision who attend a Juvenile Advisory Council Orientation.	37%	18%	18%	20%	15%	Percentage of new youth placed on probation/supervision who attend a Juvenile Advisory Council Orientation.
2	Number of youth admitted to the drug court program per probation officer.	40%	40%	50%	50%	15%	Number of youth who completed drug court program / the number of youth in the pre-admission phase of the drug court program. The number are trending down due to staffing cuts.

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

Department Number and Name:	326-Juvenile Probation &	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 (<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	Active Probation/Supervision cases, administered during the year	5,035	4,900	4,570	5,000	2,904	Number of youth active on Probation and Supervision during fiscal year
2	Number of Social Investigations Completed	2,687	2,600	2,235	2,500	617	Number of youth with a Social History completed in fiscal year

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	Average number of cases per month per Probation Officer	22	23	23	20	22	Number of active cases on the last day of the month as recorded by the supervisor of the Field probation unit by calendar year
2	Department net annual cost per case administered; department annual budgets, less AOIC subsidies	\$3,134	\$3,774	\$2,694	\$3,193	\$2,751	The department's annual (or quarterly) budgeted expenses minus the projected/received AOIC subsidies, divided by the number of cases served on probation/supervision.

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	Youth on supervision in lieu of being sent to the Illinois Department of Juvenile Justice	96%	95%	98%	98%	99%	Youth were in the community instead of committed to the Illinois Department of Juvenile Justice by Fiscal year
2	Youth active on probation who receive a new finding of delinquency	18%	20%	15%	14%	16%	Youth on probation with a new finding of delinquency during the Fiscal year
3	Youth active on supervision who receive a new finding of delinquency	16%	15%	10%	10%	6%	Youth on supervision with a new finding of delinquency during the Fiscal year
4	Percent of youth successfully completing probation per the court	Data not available	Data not available	75%	80%	48%	Total number of youth terminated either early or successfully by the Judge in court during the calendar year

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

Department Number and Name:	326-Juvenile Probation &	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>)												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 IPS referrals received per year	281	325	328	350	66	Court ordered youth referred to the Intensive Probation Service intake unit for potential admission to the IPS division. Data is represented by fiscal year.
2	Active IPS cases	372	400	374	400	250	Number of youth sentenced by a judge to Intensive Probation Supervision. Data is represented by fiscal year.
3	Number of safety alerts issued by Gang School Safety Team	97	200	178	200	21	Number of generated officer safety alerts by the Gang School Safety Team for the City of Chicago in fiscal year

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	Average Monthly Caseload per IPS team	40	80	50	50	42	Average caseload size every month for the IPS team.
2	Cost per case	N/A	N/A	N/A	\$3,694	\$2,238	Salary of IPS officers divided by number of cases served.

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	Youth on IPS in lieu of the Illinois Department of Juvenile Justice	72%	85%	85%	90%	93%	Youth which were sentenced to the community on probation or supervision rather than sentenced to the Illinois Department of Juvenile Justice. Data is represented by fiscal year.
2	Youth active on IPS who receive a new finding of delinquency	79	25	45	25	15	Youth who are active with Intensive Probation Services and are arrested and found guilty on a new charge while active with Intensive probation. Data is represented by fiscal year.
3	Youth active on IPS who have a violation of probation filed	213	150	216	150	139	Youth with a technical infraction of the court order such as missing outpatient drug treatment, failure to cooperate with court ordered conditions such as school or community service..etc.. Data is represented by fiscal year.

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

Department Number and Name:	326-Juvenile Probation &	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
Program Name:	Detention Screening/ Release upon Request, Expeditor and Weekend/Holiday Court		
FTE:	26		

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 youth screened with Risk Assessment Instrument (RAI)	5,652	5,000	4,778	5,000	1,055	Youth screened by the 24 hour probation officer detention review unit by fiscal year, this will include youth screened in multiple times during the year.
2	Number of youth released during weekend and holiday court	N/A	N/A	N/A	372	63	Weekend and Holiday court began in October of 2016 and this number reflects youth which were held based upon the Risk Assessment Instrument and are seen by a Judge the next day. At that court date, the judge determined the youth could be released. This also includes No File.
3	Number of youth reviewed by Expeditor Unit	581	500	543	500	99	Youth which have a court date in more than 14 days and are held in custody. The expeditor unit reviews the cases depending on the current offense. Data is represented by fiscal year, however unit began collecting data on January 2015.

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	Percent of youth held by detention screening	53%	45%	53%	45%	56%	Percent of youth which meet the scoring for a hold in custody . Data is represented by fiscal year.
2	Percent of youth released by detention screening	46%	55%	47%	55%	23%	Percent of youth which do not meet the threshold for a hold in custody. Data is represented by fiscal year.
3	Percent of youth in custody released early as a result of an expeditor's screening	8%	15%	29%	30%	39%	Percent of youth in custody that were released early from their original court date
4	Percent of youth released from custody during weekend/holiday court	N/A	N/A	N/A	25%	32%	Percent of youth which would have been held prior to weekend and holiday court but were released

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	Youth released who would have been placed in custody prior to the implementation of revised screening	N/A	95	93	110	33	The risk assessment instrument was reviewed and changes were made by the National Council on Crime and Delinquency, effective 10.1.15. The goal was to reduce the secure risk assessment screenings by 30% over the course of one year. Data is represented by fiscal year.

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

Department Number and Name:	326-Juvenile Probation &	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>)												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 clients served, whose cases were diverted by the State's Attorneys office	2,532	2,000	1,886	2,000	604	The Assistant State's Attorney reviews all petitions prior to filing in Juvenile court and makes a determination as to which cases do not need to proceed to court. The cases are sent to the Probation Screening unit where a prescreen YASI assessment is completed and the minor is referred to community based services depending on the need of the client.

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	Average cost of staff to monitor diversion cases.	not available	not available	not available	5,200	1383	Total salary for the employees serving the diversion program divided by the number of clients served for the time period.

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	Percent of youth diverted without a new finding of delinquency	95%	95%	96%	95%	98%	Youth active with a diversion screening probation officer which have not been rearrested resulting in a new finding of delinquency while active with the screening probation officer

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

Department Number and Name:	326-Juvenile Probation &	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 (<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 new referrals for clinical intake	N/A	750	766	750	107	Court active youth which were either court ordered or referred to a clinical intake assessment by the probation officer after the minor was placed on probation or supervision

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	Average number of youth served by per clinician per year	N/A	20	17	20	15	The average number of youth served by a clinician/intern per 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	
1	Percentage of youth active with clinical service and re-arrested resulting in a conviction.	N/A	10%	4.28%	10%	1%	The subset of youth who while active with clinical service are re-arrested and convicted.

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

Department Number and Name:	326-Juvenile Probation &	Program Description	Offers trained probation staff as experts in the school system, in particular the special education system.
Program Name:	Educational Services		
FTE:	15		

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 youth referred for educational advocacy	93	100	106	120	26	Educational advocacy includes working with schools and attorneys to get students who need assistance such as special education placement and IEP
2	Number of youth referred for educational re-entry	236	200	360	300	114	Assist clients released from the JTDC with enrollment or re-enrollment in school

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	Average monthly caseload by Educational Advocacy PO	25	25	25	25	25	Average monthly caseload
2	Average monthly caseload by Educational Re-entry PO	40	40	40	40	45	Average monthly caseload

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	Percentage of clients who received an IEP as a result of educational advocacy	50%	40%	36	50%	15%	Enrolled in school per IEP Standards
2	Percentage of clients who were successfully enrolled or re-enrolled in school	23%	30%	39%	50%	23%	Youth are enrolled and attending school

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

Department Number and Name:	326-Juvenile Probation &	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 (<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 social investigation reports typed by Support Staff	308	300	342	340	74	Number of social investigation reports typed by stenographers.

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	Social investigations typed per stenographer.	102.6	120	114	120	25	Average number of social investigations typed per stenographers.

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	Percentage of social investigations typed 3 days prior to court date	N/A	N/A	N/A	95%	76%	Percentage of social investigations typed 3 days prior to court date

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

Department Number and Name:	326-Juvenile Probation &	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>)												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 referrals to Detention Reduction Project	767	600	512	600	86	Youth referred from probation to a DRP program and are enrolled. This includes youth referred multiple times within the fiscal year. This includes youth referred multiple times within the fiscal year. This includes youth referred multiple times within the fiscal year.
2	Number of referrals to Evening Reporting Centers	1093	1000	885	1200	140	Youth referred to attend an evening reporting center. This includes youth referred multiple times within the fiscal year.

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	Utilization Rate for Evening Reporting Centers	55%	60%	48%	60%	31%	The number of clients served compared to of available services for clients at the Evening Reporting Centers through the Aunt Martha's contract.

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	Youth active in the Evening Reporting Center Program who are arrest free while in the program	92%	95%	94%	95%	92%	Youth court ordered to the Evening Reporting Center by the Judge who were not rearrested during the enrollment of the Evening Reporting Center. Data represents fiscal year.

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

Department Number and Name:	326-Juvenile Probation &	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>)												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	Intake Interviews conducted by clinical coordinators	222	250	298	250	41	Clinical coordinators and student interns conduct intake interviews of parents ordered to participate in child protection evaluations and of minors and parents in juvenile justice evaluations.
2	Referrals to Cook County Juvenile Court Clinic	208	200	241	200	44	Total referrals to the Cook County Juvenile Court Clinic
3	Number of Consultations	146	175	178	175	21	Number of consultations between the clinical coordinator and judge, attorney, or probation officer relating to a clinical issue or the potential need for clinical information.

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	Weeks to complete Fitness Evaluations for the Juvenile Justice Division	6.5 weeks	5 weeks	5.8 weeks	5 weeks	7	Forensic evaluations provide judges with information for making legal decisions such as fitness to stand trial, competence to waive Miranda Rights or finding a minor not guilty by reason of insanity.
2	Weeks to complete forensic evaluations for non-custodial youth for sentencing	6.2 weeks	6 weeks	6.1 weeks	6 weeks	6	Forensic evaluations provide judges with information for making legal decisions such as sentencing, fitness to stand trial, competence to waive Miranda Rights or finding a minor not guilty by reason of insanity.
3	Weeks to complete forensic evaluations of in-custody youth for sentencing	5.6 weeks	5 weeks	5.7 weeks	5 weeks	6	Forensic evaluations provide judges with information for making legal decisions such as sentencing, fitness to stand trial, competence to waive Miranda Rights or finding a minor not guilty by reason of insanity.

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	Positive Customer Service Survey results	N/A	N/A	N/A	80%	Not Available*	TBD

* Data expected Q4

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

Department Number and Name:	326-Juvenile Probation &	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>)												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 youth ordered by the Court to wear electronic monitor bracelets	3,061	3,000	2,847	3,000	608	Youth court ordered to electronic monitoring during the fiscal year and includes youth which are ordered multiple times to Electronic Monitoring. Data represents fiscal year.

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	Average cost of staff to monitor youth court ordered to wear electronic monitoring bracelets	N/A	N/A	N/A	1,007	903	Average cost by employee salaries to monitor youth court ordered to wear electronic monitoring bracelets

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	Percent of youth who remain arrest free while active on Electronic monitoring	92%	95%	95%	95%	91%	Percent of youth court ordered to Electronic Monitoring which were not rearrested while on the Electronic Monitoring court condition. Data represents fiscal year.