

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

Department Number and Name:	326 - Juvenile Probation and Court Services	Program Description:	Provides executive supervision of department, responds to the Chief Judge and Presiding Judges, and ensures compliance with the Administrative Office of the Illinois Courts amndates and guidelines. 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>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Aspirational - Percent of existing policies reviewed per fiscal period	Aspirational goal: Percent of existing policies reviewed per fiscal period. Policies are developed and reviewed by the department's Policy and Procedure Committee then reviewed by the Management Operations Accountability Team . The policy then goes to the Union for conversation.	50%	75%	31%	75%	50%					
2	Number of reports of on-the-job injuries in the fiscal period	Number of reports to Risk Management for on-the-job injuries in the fiscal period.	0	0	3	0	1					

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of total department salaries devoted to administrative, human resources (HR), finance and technology staff.	Percent of the total departmental salary budget devoted to administrative staff (including open positions) salaries in the fiscal period.	5%	5%	4%	4%	4%					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Funding received from the Federal government via DCFS for Title IV-E program reimbursements in the fiscal period	Amount of money claimed in the fiscal period by the department for reimbursement to the county for Title IV-E eligible activities.	\$0	\$250,000	\$0	\$0	\$0	NA	NA	NA	NA	
2	Number of employees on leave through the Family and Medical Leave Act (FMLA) in the fiscal period	Number of employees on FMLA leave during the fiscal period.	24	20	87	25	27					

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

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of trainings offered for staff during the fiscal year	Number of training workshops, seminars, and online trainings offered to staff for the fiscal year.	560	600	510	600	45					
2	Number of undergraduate interns placed within the Department for the fiscal period	Number of undergraduate interns placed within the Department for each fiscal period.	86	90	82	90	8					
3	Average number of hours for research/design	Time to research the topic and content to prepare for delivery	n/a	n/a	90	95	61.5					
4	Average number of hours for training coordination	Time dedicated to organizing a training to be delivered by an external trainer	n/a	n/a	187	200	95.5					

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average number of hours of training provided per trainer during the fiscal year	Average number of hours of training provided in the fiscal year by each trainer assigned to the Office of Career Services (OCS).	83	90	29	35	30					
	Average number of hours of facilitation		n/a	n/a	44	50	53					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of support staff who completed AOIC's mandatory 10 training hours per calendar year	The Department requires a minimum of 10 hours of training each calendar year for each member of its support staff per AOIC standards	93%	95%	57%	95	84%					
2	Percent of sworn probation staff who completed the mandatory 20 hours of training required by the AOIC per calendar year	The Administrative office of the Illinois Courts requires a minimum of 20 hours of training each calendar year for probation staff	99%	100%	59%	100	99%					

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Department Number and Name:	326-Juvenile Probation and 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 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>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of youth referred to the gender-specific or sex-trafficking probation officer in the fiscal period	The Department has one specialized probation officer trained in working with gender-specific services (Gay, Lesbian, Bisexual, Transgender) as well as youth who are being trafficked. This is a summary of the cases she works with individually.	24	25	15	25	4					
2	Number of preadmission drug court cases in the fiscal period	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. The number is trending down due to staffing cuts.	32	50	18	25	4					

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of youth admitted to the drug court program per probation officer in the fiscal period.	Percent of youth admitted to the drug court program in the fiscal period following completion of the pre-admission phase of the drug court program. The number is trending down due to staffing cuts.	51%	75%	30%	80%	67%					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target

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Department 326 - Juvenile Probation and Court Services

Department Number and Name:	326-Juvenile Probation and Court Services	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:	155.8		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Active probation/supervision cases; administered during the fiscal period	Number of youth active on probation and supervision during the fiscal period.	3,922	4,000	3,168	3,000	1,993					
2	Number of social investigations completed during the fiscal period	Number of youth with a social investigation/history* completed in the fiscal period.	2,861	2,900	593	3,014	581					

* A comprehensive document completed by probation staff which describes the history of the juvenile, legal history and interventions, family history, peer involvement, drugs and alcohol use, attitude, mental health , school, employment and free time activities.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average number of active cases per month per probation officer during the fiscal period	Average number of active cases per officer on the last day of the month as recorded by the supervisor of the field probation unit	21	22	17	15	16					
2	Department net annual cost per case	The department's net average expenses per case for the fiscal period.	\$2,972	\$3,000	\$3,664	\$3,550	\$3,887					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of youth who would have been committed to the Illinois Department of Juvenile Justice (IDJJ) who are on supervision during the fiscal period in lieu of being sent to the IDJJ.	Youth ordered to supervision in the community in lieu of being committed to the Illinois Department of Juvenile Justice in the fiscal period.	99%	99%	99%	99%	99%					
2	Percent of youth active on probation during the fiscal period who receive a new finding of delinquency	Percent of youth on probation with a new finding of delinquency during the fiscal period	16%	15%	13%	12%	12%					

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OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</i>												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
3	Percent of youth active on supervision during the fiscal period who receive a new finding of delinquency	Percent of youth on supervision with a new finding of delinquency during the fiscal period	8%	7%	4%	3%	4%					
4	Percent of youth successfully completing probation per the court in the fiscal period	Total number of youth terminated either early or successfully by the court during the fiscal period	46%	50%	31%	50%	10%					

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Department Number and Name:	326-Juvenile Probation and 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 Division - Intensive Probation intake, Intensive Probation, Gang Safety School Team, Violence Intervention		
FTE:	29		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of Intensive Probation Services (IPS) referrals received per fiscal period	Court-ordered youth referred to the Intensive Probation Service intake unit for potential admission to the IPS division in the fiscal period.	245	250	226	210	72					
2	Active IPS cases in the fiscal period	Number of youth in Intensive Probation Supervision in the fiscal period.	359	400	Unknown	300	175					
3	Number of safety alerts issued by the Gang School Safety Team in the fiscal period	Number of generated Officer Safety Alerts* by the Gang School Safety Team (GSST) for the City of Chicago in the fiscal period.	159	190	231	250	23					
* GSST issues Officer Safety Alerts in instances of dangerous activity in the field to alert staff who will be active in that vicinity to exercise added caution.												

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average monthly caseload per IPS team	Average caseload size in the IPS team per month in the fiscal period.	44	45	21	15	19					
2		Average cost per case in the fiscal period, based on salary expenses	\$2,136	\$2,089	\$2,731	\$3,823	\$3,018					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of youth on IPS in lieu of detention in the Illinois Department of Juvenile Justice (IDJJ)	Percent of youth potentially eligible for sentencing to the IDJJ who are instead sentenced to the community on IPS in the fiscal period.	94%	95%	90%	90%	90%					
2	Youth active on IPS who receive a new finding of delinquency in the fiscal period	Youth who are active with Intensive Probation Services and are arrested and receive a finding of delinquency on a new charge while active with Intensive probation in the fiscal period.	10	10	66	10%	2%					
3	Number of filings of violation of probation* on youth active on IPS during the fiscal year	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..	136	100	253	225	38					

* Can include multiple violations on a given youth

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Department Number and Name:	326-Juvenile Probation and 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 (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of youth screened with Risk Assessment Instrument (RAI)* in the fiscal period	Number of youths screened in the fiscal period by the 24-hour probation officer detention review unit. The total includes youth screened multiple times during the fiscal period.	4,200	4,000	3,631	3,700	873					
2	Number of youth released during weekend and holiday court** in the fiscal period	Total number of youth in the fiscal period held pending a court hearing based on the Risk Assessment Instrument (RAI) findings and (a) released by the court the next day or (b) released because the assistant state's attorney declined to file charges due to insufficient evidence or other reason(s).	336	350	333	350	64					

* The RAI is an objective risk assessment instrument used to determine which juveniles require secure detention for up to 40 hours pending a judicial hearing.

** Weekend and holiday court began in October of 2016

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of youth held by detention screening	Percent of youth screened who meet the threshold for a hold in custody. Data is represented by fiscal period.	56%	50%	57%	50%	55%					
2	Percent of youth released by detention screening	Percent of youth who do not meet the threshold for a hold in custody. Data is represented by fiscal period.	24%	35%	21%	25%	23%					
3	Percent of youth released from custody during weekend/holiday court	Percent of youth released at weekend/holiday court who would have been held prior to the existence of weekend and holiday court.	36%	35%	35%	50%	7%					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Youth released in the fiscal period who would have been placed in custody prior to the implementation of revised screening	The risk assessment instrument was reviewed and changes were made by the National Council on Crime and Delinquency, effective 10.1.15. Data is represented by fiscal period.	139	150	73	80	27					

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

Department Number and Name:	326-Juvenile Probation and 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	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of clients served in the fiscal period whose cases were diverted by the State's Attorneys office	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.	1,537	1,700	2,318	2,500	658					

* YASI - Youth Assessment Screening Instrument adopted by the Administrative Office of the Illinois courts statewide. Identifies risk to reoffend and protective factors for youth screend. Reassessments are completed every four months alongside a case plan which is created by the youth, family and probation officer.

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average staff cost per case to monitor diversion cases in the fiscal period.	The average staff cost per case in the diversion program for the fiscal period	\$1,336	\$1,500	\$759	\$800	\$669					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of youth diverted without a new finding of delinquency in the fiscal period	Youth active on diversion screening who have not been rearrested resulting in a new finding of delinquency during the fiscal period while active with the screening probation officer	96%	97%	99%	99%	99%					

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Department Number and Name:	326-Juvenile Probation and 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		
FTE:	28.8		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of new referrals for clinical intake in the fiscal period	Court active youth who were court ordered or referred to a clinical intake assessment by the probation officer during the fiscal period after the minor was placed on probation or supervision	1,537	1,700	2,318	2,500	82					82

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average number of youth served per clinician in the fiscal period.	The average number of youth served per clinician or clinical intern in the fiscal period.	\$1,336	\$1,500	\$759	\$800	15					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of youth active with clinical service and re-arrested resulting in a new finding of delinquency during the fiscal period	Youth who, while active with clinical service, are re-arrested and receive a new finding of delinquency during the fiscal period	96%	97%	99%	99%	4%					

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Department 326 - Juvenile Probation and Court Services

Department Number and Name:	326-Juvenile Probation and 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		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of youth referred for educational advocacy in the fiscal period	Educational advocacy includes working with schools and attorneys to get help for students who need assistance such as special education placement and placement in an Individual Education Program (IEP)	163	200	30	40	29					
2	Number of youth referred for educational re-entry in the fiscal period	Assistance to clients released from the JTDC with enrollment or re-enrollment in school	349	400	402	500	76					

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average monthly caseload of Educational Advocacy probation officers (POs)	Average monthly caseload of Educational Advocacy POs in the fiscal period	23	20	24	20	25					
2	Average monthly caseload of Educational Re-entry POs in the fiscal period	Average monthly caseload of Educational Re-entry POs in the fiscal period	38	35	35	30	37					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of educational advocacy clients who received an IEP in the fiscal period	Percent of Educational Advocacy clients who in the fiscal period received an IEP per Illinois State Board of Education standards	13%	15%	4%	5%	4%					
2	Percent of Educational Re-entry clients who were successfully enrolled or re-enrolled in school in the fiscal period.	Percent of Educational Re-entry clients who in the fiscal period were successfully enrolled or re-enrolled in school.	26%	30%	15%	20%	22%					
3	Percent of students who are pending an IEP as a result of educational advocacy	Percent of Educational Advocacy clients who are pending an IEP per the Illinois State Board of Education Standards	n/a	15%	11%	15%	9%					
4	Percent of students who were successfully enrolled by Reentry officers	Percent of youth working with Reentry staff and enrolled in school.	n/a	30%	9%	15%	13%					

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

Department Number and Name:	326-Juvenile Probation and 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 (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Column1	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of social investigation reports typed by support staff in the fiscal period	Total number of social investigation reports typed by stenographers in the fiscal period.	282	300	191	175	34					

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Column1	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average number of social investigations typed per stenographer in the fiscal period.	Average number of social investigations typed per stenographers in the fiscal period.	24	25	17	15	17					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Column1	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of social investigations typed that are completed 3 days prior to court date	Percent of all social investigations typed in the fiscal period that are completed 3 days prior to court date	82%	90%	99%	99%	97%					

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Department Number and Name:	326-Juvenile Probation and 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:	23.5		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of referrals to, and enrollments in, Detention Reduction Project (DRP) in the fiscal period	Youth referred from probation to, an enrolled in, a DRP program - includes youth referred multiple times within the fiscal period.	381	450	NA*	NA*	NA*	NA*	NA*	NA*	NA*	NA*
2	Number of referrals to Evening Reporting Centers (ERC) in the fiscal period	Youth referred to attend an evening reporting center - includes youth referred multiple times within the fiscal period.	624	750	624	700	181					

*This program contract was cut due to budgeting and ended March 31, 2018 so there is no further data

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Utilization rate for Evening Reporting Centers in the fiscal period	The number of clients served compared to available services for clients at the Evening Reporting Centers through the Aunt Martha's contract.	28%	35%	35%	50%	38%					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Youth active in the Evening Reporting Center program who are arrest-free while in the program	Youth court-ordered to the Evening Reporting Center who are not rearrested during their period of enrollment at the Evening Reporting Center in the fiscal period.	96%	98%	98%	99%	91%					

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Department 326 - Juvenile Probation and Court Services

Department Number and Name:	326-Juvenile Probation and Court Services	Program	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	Description:	
FTE:	6		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Intake Interviews conducted by clinical coordinators for both child protection and juvenile justice courtrooms in the fiscal period	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 and child protection evaluations.	273	250	294	250	54					
2	Referrals to Cook County Juvenile Court Clinic for child protection and juvenile justice courtrooms (CCJCC) in the fiscal period	Total referrals to the Cook County Juvenile Court Clinic in the fiscal period. Staff psychologists complete forensic evaluations to provide judges with information to assist in making legal decisions regarding fitness to stand trial, sentencing, risk assessment (juvenile justice division, and parenting capacity and mental health grounds for termination of parental rights for the Child protection division.	219	220	226	220	52					
3	Number of child protection and juvenile justice consultations in the fiscal period	Number of child protection and juvenile justice consultations in the fiscal period between the clinical coordinator and judge, attorney, or probation officer relating to a clinical issue or the potential need for clinical information.	152	165	163	165	35					

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average elapsed time in weeks from referral to completion of Fitness Evaluations for the Juvenile Justice Division	Fitness evaluations assess whether a minor has a physical or mental condition that impairs his/her ability to understand and participate in court proceedings.	4.9 weeks	4.3 weeks (30 days)	5.1 weeks	4.3 weeks (30 days)	4.2 weeks					
2	Average elapsed time in weeks from referral to completion of forensic evaluations for non-custodial youth for sentencing	Sentencing evaluations provide information to assist judges in determining a disposition and appropriate interventions and services for youth residing in the community.	7.3 weeks	6 weeks	6.6 weeks	6 weeks	7 weeks					
3	Average elapsed time in weeks from referral to completion of forensic evaluations of in-custody youth for sentencing	Sentencing evaluations provide information to assist judges in determining a disposition and appropriate interventions and services for youth in detention.	5.4 weeks	5 weeks	5.3 weeks	5 weeks	5.5 weeks					

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

OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</i>												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Positive Customer Service Survey results: Clinical Coordination Services	Average proportion of positive ratings (agreeing or strongly agreeing) of descriptions of Clinical Coordination services (i.e., easy to contact, timely, helpful in responding to clinical issues, knowledgeable about clinical information, maintains communication, captures concerns in referral). Respondents include 130 juvenile court personnel (judges, ASAs, APDs, GALs, probation officers, DCFS legal, DCFS/POS caseworkers, JTDC Mental Health Staff)	85%	80%	Not available	Not available	Not available					
2	Positive Customer Service Survey results: Juvenile Justice Forensic Evaluations	Average proportion of positive ratings (agreeing or strongly agreeing) of descriptions of the CCJCC's juvenile justice forensic evaluations (i.e., timely, address referral issues, explain clinical concepts, present all relevant perspectives, contain service recommendations that are feasible and well supported by information in report, free from bias, contain conclusions well supported by information in report). Respondents include 78 Juvenile Justice Division personnel (judges, ASAs, APDs, probation officers, DCFS legal, JTDC Mental Health Staff).	83%	80%	Not available	Not available	Not available					
3	Positive Customer Service Survey results: Child Protection Forensic Evaluations	Average proportion of positive ratings (agreeing or strongly agreeing) of descriptions of the CCJCC's child protection forensic evaluations (i.e., timely, address referral issues, explain clinical concepts, present all relevant perspectives, contain service recommendations that are feasible and well supported by information in report, free from bias, contain conclusions well supported by information in report). Respondents include 31 Child Protection Division personnel (judges, ASAs, APDs, GALs, DCFS legal, DCFS/POS caseworkers).	81%	80%	Not available	Not available	Not available					
4	Positive Customer Service Survey results: Testimony	Average proportion of positive ratings (agreeing or strongly agreeing) of descriptions of the CCJCC's psychologists' courtroom testimony (i.e., process for scheduling testimony is efficient, process for scheduling preparation with clinician is efficient, clinicians are knowledgeable when providing testimony, clinicians communicate clearly when providing testimony). Respondents include 40 juvenile court personnel (judges, ASAs, APDs, GALs, probation officers, DCFS legal, DCFS/POS caseworkers).	76%	80%	Not available	Not available	Not available					

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

Department Number and Name:	326-Juvenile Probation and 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	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Number of youth ordered by the court to wear electronic monitor (EM) bracelets this fiscal period	Youth court-ordered to electronic monitoring during the fiscal period -includes youth ordered multiple times to electronic monitoring.	2,595	3000	2325	2500	697					

EFFICIENCY METRICS (<i>cost per unit, work units processed per staff person, cycle time to complete work unit, etc.</i>)												
#	Metric name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Average cost of staff to monitor youth court-ordered to wear electronic monitoring bracelets this fiscal period	Average cost by employee salaries to monitor youth court-ordered to wear electronic monitoring bracelets this fiscal period	\$2,006	\$2,000	\$3,315	\$3,300	\$3,151					

OUTCOME METRICS (<i>percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.</i>)												
#	Metric Name	Definition	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Q1 Actual	2019 Q2 Actual	2019 Q3 Actual	2019 Q4 Actual	2019 YE Actual	2020 Target
1	Percent of youth who did not receive a new referral to court while active on electronic monitoring this fiscal period	Percent of youth court-ordered to electronic monitoring who did not receive a new referral to court while on the EM court condition in this fiscal period.	94%	95%	93%	95%	93%					