



# Get SMAART

March 31, 2006  
Volume 1 Issue 1

Nineteenth Judicial Circuit, Lake County, Illinois  
www.19thcircuitcourt.state.il.us

## What is SMAART?

SMAART is the performance measurement process that allows us to both evaluate and improve the planning for the Court’s operations and resources while simultaneously providing a balanced scorecard component that will give us, the users, a visual of our achievements.

The acronym **SMAART** stands for; **S**pecific, **M**easurable, **A**ggressive yet **A**chievable, **R**elevant, and **T**ime-sensitive goals/standards/targets.

What does this all really mean? Well, essentially, SMAART is the tool we use to determine if our goals are being achieved and it is also the tool we use for our program evaluations.

How does SMAART reveal if our goals are being met? Through all of those statistics, reports, and data collection efforts we do throughout the course of business. All of this work represents and supports one of our 18 measures that makeup the balanced scorecard.

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## Our Balanced Scorecard

### Our 18 Measures

- Success of Probation - Adult
- Success of Probation - Juvenile
- Success of Jury Commission
- Satisfaction of Court Users
- Financial Health of the Courts
- Impact of Kids’ Korner
- Impact of Compliance Program
- Resource Strength
- Rate of Contractor Performance
- Success of Rehabilitation Programs
- Effectiveness of Legal Research Unit
- Success of Case Management Practices
- Percent of Mediation Agreements Reached
- Quality and Preservation of Files and Records
- Success of Public Awareness and Education Programs
- Quality of Psychological Assessments and Evaluations
- Effectiveness of Services Provided in the Law Library
- Payment of Costs, Fines, and Restitution by all Court Users

*“Success is the sum of small efforts – repeated day in and day out.”*

*Robert Collier*

## Did You Know....?

The Nineteenth Judicial Circuit, Lake County, has:

- 253 Non-judicial positions
  - An annual operating budget greater than \$21,000,000.00. This figure does not include money from the State and it represents approximately 5% of the County's entire budget.
  - More than 250,000 case filings for 2005
  - More than 4,300 offenders on Adult Probation during 2005
- and...
- Serves an estimated 702,682 in residential population

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*"Those who speak most of progress measure it by quantity and not by quality."*

*George Santayana*

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Who came up with the 18 measures? We did. In late 2002 and early 2003 employees from each unit were brought together to form the SMAART workgroup. After months of discussion with each other and with our fellow co-workers and with the aid of a training event, we developed our 18 Measures. These 18 Measures best capture and describe our goals, standards and targets and is what our programs are based upon. It is the basis of "what" we do. It is the evaluation portion of SMAART that tells us "how" we are doing.

How is SMAART used to evaluate our programs? Programs are reviewed by completing the two-page form that can be found on our Court's Daily page. Page one contains an area to complete with the statistical data about a program and then page two is a question and answer format. This information is then forwarded to Supervisors, Directors, the Executive Director and Chief Judge for review. The information is also supplied to the County Administrator to support the budget process and to fulfill our business planning requirement.

What can SMAART do for me? It gives you the knowledge to see if our organization's goals, standards and targets are being met and it gives you the insight you might need on our specific programs to determine their future. SMAART is the concrete format to tell us what we may already inherently know. We may know that a particular program is good, but can it be better? Would an off-shoot program be appropriate? Or, is it time to consider ending a program? Only SMAART gives us the tools to answer these types of questions.



You can find the SMAART form through the Courts Daily site.

## A Word of Thanks

Thanks for reading the premier issue of Get SMAART, your quarterly circular designed to provide updates, tips and insight on our performance measurement system. Your comments and questions are welcomed. (Really) So drop me a line...pevans@co.lake.il.us