



Get SMAART

April 1, 2008
Volume 3 Issue 1

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

Performance Measurement and You

INSIDE THIS ISSUE

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One of my favorite radio programs is "The Story" which is broadcasted on Chicago Public Radio. The Story, hosted by Dick Gordon, has been described by one listener as "...finding the ordinary us and putting our stories out there." And that's exactly what it is. In one hour, you get to listen to ordinary people telling their story, in their own words.

Performance measurement is quite similar. It's our story. Although not publicly broadcasted for one hour each day, we do tell our story to many agencies and departments frequently throughout the year. Unfortunately though, it's never the whole story. It's mostly just a collage of chapters that answer specific questions: "How many cases?"; "How many people?"; "How much collected?"; "How much spent?" and on, and on, and on.

Several years ago, employees from each unit in our department got together, went to some training and collaborated on a set of 18 measures that we felt answered the bulk of questions typically asked of us and would serve as "our story". Since that time, we've picked out a few essential measures that have been labeled as our "Executive Level" measures and we report those findings to the County Administrator every quarter. Unfortunately, we've failed to routinely publish those reports to our fellow employees. To correct that, we have attached the reports that were issued in 2007 for your review. I sincerely hope that you take the time to look at these reports. After all, they are your story and you should know what's being told.

"Not doing more than the average is what keeps the average down."

William M. Winans

Just recently, we have begun to review and update those 18 measures. We are also trying to incorporate the ten CourTools Measures designed by the National Center for State Courts into our routine. The CourTools Measures "...draw on the civic ideals and

"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity."

Donald A. Adams

major performance areas unique to courts, as defined by the Trial Court Performance Standards (TCPS)."¹ As it stands today, our original 18 measures have been reorganized into a total of 12 measures to include:

- Success of Probation - Adult
- Success of Probation and Detention Services - Juvenile
- Success of Jury Commission
- Satisfaction of Court Users
- Resource Strength
- Success of Case Management Practices
- Financial Health of the Court
- Impact of Compliance Program
- Success of Public Awareness & Education Programs
- Success of Alternative Dispute Resolution
- Quality of Assessments, Evaluations and Investigations
- Quality and Preservation of Files and Records

After you review the attached reports that told our story for 2007, we invite you to share your questions and comments with a member of the SMAART Team. Specifically, what was it that we missed, or failed to report in our story? What information are you capturing each day/week/month that would help build our story? Just because we're not asked doesn't mean we can't offer.

Thanks for your time.

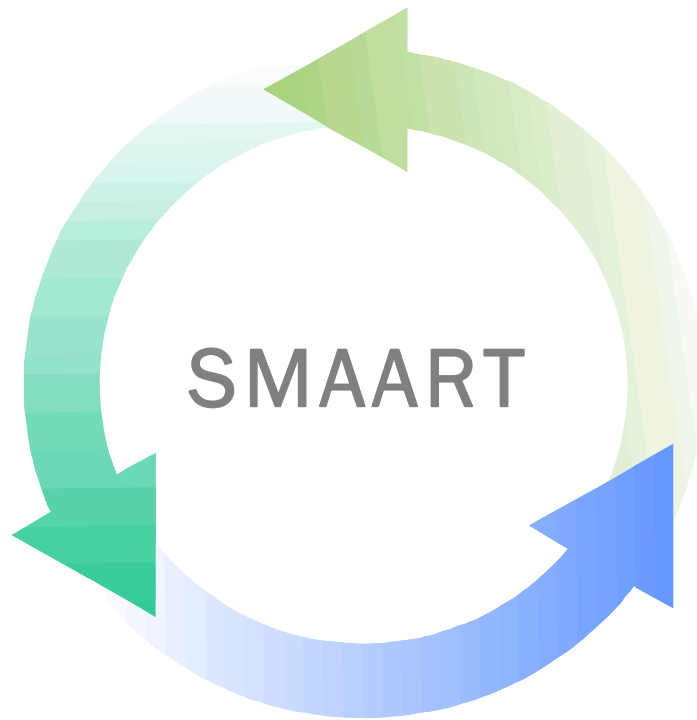
Your SMAART Team Members:

Robert Cesar
Patrice Evans
Rose Gray
Marci Jumisko
Robert Verborg
Robert Zastany

¹ National Center for State Courts, **CourTools**, NCSC, 2005, page 4.

Did You Know...

The results of the 2007 employee's survey are posted on the Court's Daily for your review. Use the left side menus and click on the SMAART News tab and then select Employee Survey Results to review the pages.



Nineteenth Judicial Circuit First Quarter, 2007

April 30, 2007

Adult Probation Services

Program Purpose:

To assist the Court by providing accurate information and assessment of individuals referred to it by the Court and provide supervision and assistance to individuals and by performing other duties as directed by the Court. The Division strives to protect public safety, eliminate incidents of recidivism, reduce the impact of criminal activity on the community, and maximize the permanent rehabilitation of offenders.

	January	February	March	1st Quarter
Success of Probation - Adult				
- Successful Completions	45%	57%	60%	54%
- Pretrial Success Rate	72%	79%	72%	74%
- Completion of Public Service Hours	64%	71%	61%	65%
- Completion of Treatment	53%	59%	66%	59%
- Urinalysis Screenings (positive tests)	24%	19%	16%	20%

Target Ranges

Due to varying differences in terminology, definitions and programs across states and regions, benchmarks are currently being developed and shall be made available at a later posting.



Judicial Operations

Program Purpose:

To support the Nineteenth Judicial Circuit's mission of serving the public. Judicial Operations accomplishes this mission by being responsive to judicial needs and providing support to the Circuit through its Interpreter, Caseload, Compliance, Jury Commission, Arbitration, Law Library, Kids Korner and Administrative Support Staff.

Jury Commission

	January	February	March	1st Quarter
Success of Jury Commission				
- Petit Juror Yield	38%	36%	36%	37%
- Petit Juror Utilization	38%	77%	111%	75%
- Fail to Appear Rate	8%	8%	9%	8%
- Fee Cost per Trial	\$ 815.11	\$ 352.03	\$ 421.71	\$ 476.84
- Total Cost per Trial	\$ 1,403.00	\$ 652.41	\$ 743.18	\$ 845.14
- Satisfaction of Jurors	Not available - New survey instrument implemented			

Target Ranges

Petit Juror Yield: 40% or greater

Fail to Appear Rate: less than 10%

Fee Cost per Trial: less than \$400.00 per trial

Total Cost per Trial: less than \$825.00 per trial

Green cells represent values 0%-10% outside target range

Yellow cells represent values 10%-25% outside target range

Red cells represent values 25% or more outside target range



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Compliance Unit

	January	February	March	1st Quarter
Impact of Compliance Unit				
- Number of Defendants Sentenced and Reporting	679	589	597	1,865
- Number of Letters to Defendants (failure to comply)	11	4	12	27
- Number of Non-Compliance Notices to Prosecutors	5	1	6	12
- Number of Contacts with Treatment Programs	37	101	78	216
- Number of Contacts with Public Service Unit	11	40	23	74
- Dollars Collected*	\$ 87,078.00	\$ 230,275.00	\$ 166,287.00	\$ 483,640.00
- Conditional Discharge Fee Collected**	\$ 24,177.00	\$ 29,596.00	\$ 24,618.00	\$ 78,391.00
- Supervision Fee Collected**	\$ 13,782.00	\$ 13,379.00	\$ 12,058.00	\$ 39,219.00

Target Ranges

Number of Defendants: FY07 - 516 each month

Number of Letters: FY07 - 5 each month

Number of Non-Compliance Notices: FY07 - 3 each month

Number of Contacts with Treatment Programs: FY07 - 92 each month

Number of Contacts with Public Service Unit: FY07 - 47 each month

Dollars Collected: FY07 \$175,000 each month

Conditional Discharge Fee: FY07 - \$32,000 each month

Supervision Fee: FY07 - \$13,000 each month

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

Green cells represent values 0%-10% outside target range

Yellow cells represent values 10%-25% outside target range

Red cells represent values 25% or more outside target range

** Dollars Collected represents those payments received as a direct result of contact from the Compliance Unit with Second Deadline Notices.*

*** Data gathered via BOSS records*



Judicial Operations

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Success of Case Management Clearance Rate – All Casetypes

	January	February	March	1st Quarter
Success of Case Management				
- Civil	89%	86%	92%	89%
- Criminal	121%	120%	103%	115%
- Family	95%	97%	90%	94%
- DUI/Traffic	95%	111%	90%	98%
- Clearance Rate - All Casetypes	95%	108%	90%	97%

Civil: Includes Arbitration, Chancery, Eminent Domain, Law, Law Magistrate, Municipal Corporation, Miscellaneous Remedy, Probate, Small Claims and Tax casetypes.

Criminal: Includes Criminal Felony and Criminal Misdemeanor casetypes.

Family: Includes Adoption, Dissolution, Family, Juvenile, Juvenile Abuse, Juvenile Delinquent, Mental Health and Order of Protection casetypes.

DUI/Traffic: Includes Driving Under Influence, Conservation Violation, Ordinance Violation, and Traffic casetypes.

Target Ranges

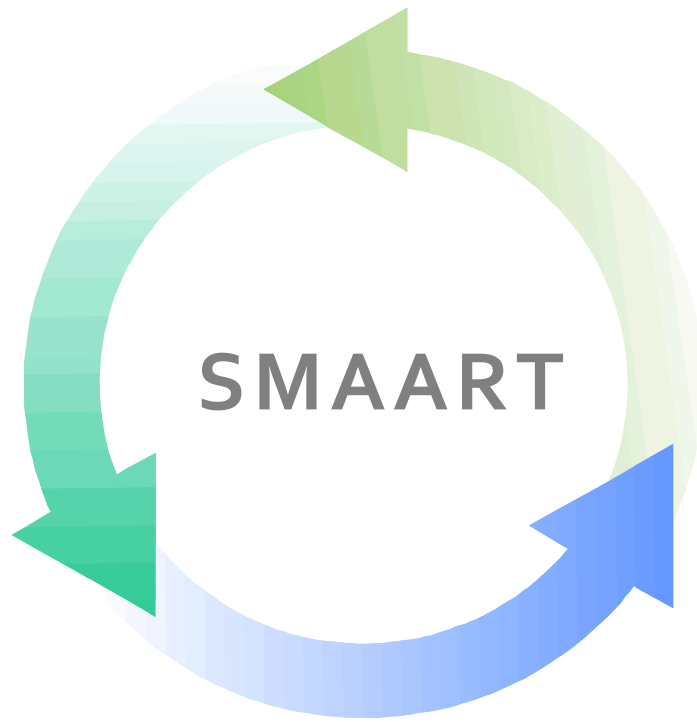
All casetypes: 100%

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

Green cells represent values 0%-10% outside target range

Yellow cells represent values 10%-25% outside target range

Red cells represent values 25% or more outside target range



Nineteenth Judicial Circuit Second Quarter, 2007

August 17, 2007



Adult Probation Services

Program Purpose:

To assist the Court by providing accurate information and assessment of individuals referred to it by the Court and provide supervision and assistance to individuals and by performing other duties as directed by the Court. The Division strives to protect public safety, eliminate incidents of recidivism, reduce the impact of criminal activity on the community, and maximize the permanent rehabilitation of offenders.

	April	May	June	2nd Quarter
Success of Probation - Adult				
- Successful Completions	55%	51%	34%	47%
- Pretrial Success Rate	71%	64%	68%	68%
- Completion of Public Service Hours	64%	71%	69%	68%
- Completion of Treatment	69%	67%	67%	67%
- Urinalysis Screenings (positive tests)	16%	16%	16%	16%

Target Ranges

Successful Completions: a rate of 67% or higher

Pretrial Success Rate: 75% or higher

Public Service Hours: 75% or higher

Completion of Treatment: 67% or higher

Urinalysis Screenings: 16% or lower

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

Green cells represent values 0%-10% outside target range

Yellow cells represent values 10%-25% outside target range

Red cells represent values 25% or more outside target range



Judicial Operations

Program Purpose:

To support the Nineteenth Judicial Circuit’s mission of serving the public. Judicial Operations accomplishes this mission by being responsive to judicial needs and providing support to the Circuit through its Interpreter, Caseload, Compliance, Jury Commission, Arbitration, Law Library, Kids Korner and Administrative Support Staff.

Jury Commission

	April	May	June	2nd Quarter
Success of Jury Commission				
- Petit Juror Yield	39%	44%	44%	42%
- Petit Juror Utilization	89%	73%	35%	67%
- Failure to Appear Rate	10%	11%	9%	10%
- Fee Cost per Trial	\$ 440.24	\$ 386.91	\$ 608.13	\$ 449.73
- Total Cost per Trial	\$ 821.38	\$ 728.68	\$ 1,185.63	\$ 850.47
- Satisfaction of Jurors	Data not available - New instrument and collection effort changes			

Target Ranges

- Petit Juror Yield: 40% or greater
- Failure to Appear Rate: less than 10%
- Fee Cost per Trial: less than \$400.00 per trial
- Total Cost per Trial: less than \$825.00 per trial

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

*Green cells represent values 0%-10% outside target range
 Yellow cells represent values 10%-25% outside target range
 Red cells represent values 25% or more outside target range*



Judicial Operations

Program Purpose:

To support the Nineteenth Judicial Circuit's mission of serving the public. Judicial Operations accomplishes this mission by being responsive to judicial needs and providing support to the Circuit through its Interpreter, Caseload, Compliance, Jury Commission, Arbitration, Law Library, Kids Korner and Administrative Support Staff.

Compliance Unit

	April	May	June	2nd Quarter
Impact of Compliance Unit				
- Number of Defendants Sentenced and Reporting	556	625	613	1,794
- Number of Letters to Defendants (failure to comply)	9	7	12	28
- Number of Non-Compliance Notices to Prosecutors	6	5	6	17
- Number of Contacts with Treatment Programs	156	80	59	295
- Number of Contacts with Public Service Unit	67	44	20	131
- Dollars Collected*	\$ 440,369.00	\$ 217,433.00	\$ 97,019.00	\$ 754,821.00
- Conditional Discharge Fee Collected**	\$ 29,324.00	\$ 27,808.00	\$ 37,911.00	\$ 95,043.00
- Supervision Fee Collected**	\$ 16,058.00	\$ 14,111.00	\$ 14,756.00	\$ 44,925.00

Target Ranges

Number of Defendants: FY07 - 516 each month

Number of Letters: FY07 - 5 each month

Number of Non-Compliance Notices: FY07 - 3 each month

Number of Contacts with Treatment Programs: FY07 - 92 each month

Number of Contacts with Public Service Unit: FY07 - 47 each month

Dollars Collected: FY07 \$175,000 each month

Conditional Discharge Fee: FY07 - \$32,000 each month

Supervision Fee: FY07 - \$13,000 each month

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

Green cells represent values 0%-10% outside target range

Yellow cells represent values 10%-25% outside target range

Red cells represent values 25% or more outside target range

** Dollars Collected represents those payments received as a direct result of contact from the Compliance Unit with Second Deadline Notices.*

*** Data gathered via BOSS records*



Judicial Operations

Program Purpose:

To support the Nineteenth Judicial Circuit’s mission of serving the public. Judicial Operations accomplishes this mission by being responsive to judicial needs and providing support to the Circuit through its Interpreter, Caseload, Compliance, Jury Commission, Arbitration, Law Library, Kids Korner and Administrative Support Staff.

Success of Case Management Clearance Rate – All Casetypes

	April	May	June	2nd Quarter
Success of Case Management				
- Civil	90%	106%	94%	96%
- Criminal	99%	81%	80%	86%
- Family	108%	107%	124%	112%
- DUI/Traffic	109%	81%	107%	98%
- Clearance Rate - All Casetypes	106%	84%	104%	97%

Civil: Includes Arbitration, Chancery, Eminent Domain, Law, Law Magistrate, Municipal Corporation, Miscellaneous Remedy, Probate, Small Claims and Tax casetypes.

Criminal: Includes Criminal Felony and Criminal Misdemeanor casetypes.

Family: Includes Adoption, Dissolution, Family, Juvenile, Juvenile Abuse, Juvenile Delinquent, Mental Health and Order of Protection casetypes.

DUI/Traffic: Includes Driving Under Influence, Conservation Violation, Ordinance Violation, and Traffic casetypes.

Target Ranges

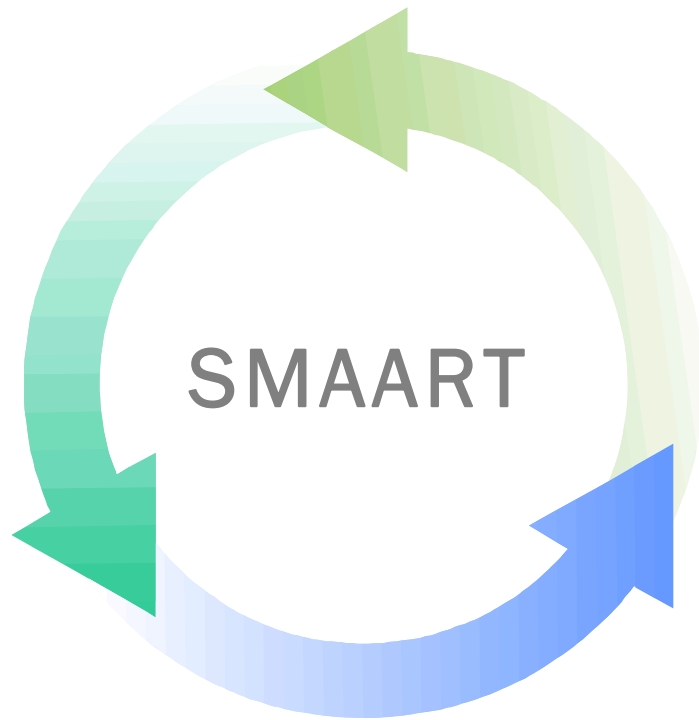
All casetypes: 100%

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

Green cells represent values 0%-10% outside target range

Yellow cells represent values 10%-25% outside target range

Red cells represent values 25% or more outside target range



Nineteenth Judicial Circuit Third Quarter, 2007

November 20, 2007

Adult Probation Services

Program Purpose:

To assist the Court by providing accurate information and assessment of individuals referred to it by the Court and provide supervision and assistance to individuals and by performing other duties as directed by the Court. The Division strives to protect public safety, eliminate incidents of recidivism, reduce the impact of criminal activity on the community, and maximize the permanent rehabilitation of offenders.

	July	August	September	3rd Quarter
Success of Probation - Adult				
- Successful Completions	42%	39%	48%	43%
- Pretrial Success Rate	73%	68%	57%	66%
- Completion of Public Service Hours	72%	73%	70%	71%
- Completion of Treatment	63%	61%	53%	60%
- Urinalysis Screenings (positive tests)	17%	18%	15%	17%

Target Ranges

Successful Completions: a rate of 67% or higher

Pretrial Success Rate: 75% or higher

Public Service Hours: 75% or higher

Completion of Treatment: 67% or higher

Urinalysis Screenings: 16% or lower

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

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Red cells represent values 25% or more outside target range

Judicial Operations

Program Purpose:

To support the Nineteenth Judicial Circuit’s mission of serving the public. Judicial Operations accomplishes this mission by being responsive to judicial needs and providing support to the Circuit through its Interpreter, Caseflow, Compliance, Jury Commission, Arbitration, Law Library, Kids Korner and Administrative Support Staff.

Jury Commission

	July	August	September	3rd Quarter
Success of Jury Commission				
- Petit Juror Yield	41%	40%	38%	40%
- Petit Juror Utilization	80%	113%	64%	86%
- Failure to Appear Rate	8%	11%	11%	10%
- Fee Cost per Trial	\$ 358.10	\$ 284.17	\$ 489.17	\$ 354.56
- Total Cost per Trial	\$ 678.43	\$ 543.17	\$ 909.33	\$ 670.09
- Satisfaction of Jurors	90%	87%	90%	89%

Target Ranges

Petit Juror Yield: 40% or greater

Failure to Appear Rate: less than 10%

Fee Cost per Trial: less than \$400.00 per trial

Total Cost per Trial: less than \$825.00 per trial

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

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Red cells represent values 25% or more outside target range



Judicial Operations

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To support the Nineteenth Judicial Circuit's mission of serving the public. Judicial Operations accomplishes this mission by being responsive to judicial needs and providing support to the Circuit through its Interpreter, Caseflow, Compliance, Jury Commission, Arbitration, Law Library, Kids Korner and Administrative Support Staff.

Compliance Unit

	July	August	September	3rd Quarter
Impact of Compliance Unit				
- Number of Defendants Sentenced and Reporting	554	666	566	1,786
- Number of Letters to Defendants (failure to comply)	9	7	5	21
- Number of Non-Compliance Notices to Prosecutors	6	5	1	12
- Number of Contacts with Treatment Programs	59	99	81	239
- Number of Contacts with Public Service Unit	20	61	41	122
- Dollars Collected*	\$ 321,718.00	\$ 154,583.00	\$ 198,170.00	\$ 674,471.00
- Conditional Discharge Fee Collected**	\$ 23,376.00	\$ 28,149.00	\$ 25,287.00	\$ 76,812.00
- Supervision Fee Collected**	\$ 12,169.00	\$ 15,714.00	\$ 13,235.00	\$ 41,118.00

Target Ranges

Number of Defendants: FY07 - 516 each month

Number of Letters: FY07 - 5 or less each month

Number of Non-Compliance Notices: FY07 - 3 or less each month

Number of Contacts with Treatment Programs: FY07 - 92 each month

Number of Contacts with Public Service Unit: FY07 - 47 each month

Dollars Collected: FY07 \$175,000 each month

Conditional Discharge Fee: FY07 - \$32,000 each month

Supervision Fee: FY07 - \$13,000 each month

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

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Red cells represent values 25% or more outside target range

** Dollars Collected represents those payments received as a direct result of contact from the Compliance Unit with Second Deadline Notices.*

*** Data gathered via BOSS records*

Judicial Operations

Program Purpose:

To support the Nineteenth Judicial Circuit’s mission of serving the public. Judicial Operations accomplishes this mission by being responsive to judicial needs and providing support to the Circuit through its Interpreter, Caseload, Compliance, Jury Commission, Arbitration, Law Library, Kids Korner and Administrative Support Staff.

Success of Case Management Clearance Rate – All Casetypes

	July	August	September	3rd Quarter
Success of Case Management				
- Civil	84%	89%	82%	85%
- Criminal	89%	92%	97%	93%
- Family	81%	99%	105%	94%
- DUI/Traffic	98%	105%	102%	101%
- Clearance Rate - All Casetypes	95%	102%	99%	99%

Civil: Includes Arbitration, Chancery, Eminent Domain, Law, Law Magistrate, Municipal Corporation, Miscellaneous Remedy, Probate, Small Claims and Tax casetypes.

Criminal: Includes Criminal Felony and Criminal Misdemeanor casetypes.

Family: Includes Adoption, Dissolution, Family, Juvenile, Juvenile Abuse, Juvenile Delinquent, Mental Health and Order of Protection casetypes.

DUI/Traffic: Includes Driving Under Influence, Conservation Violation, Ordinance Violation, and Traffic casetypes.

Target Ranges

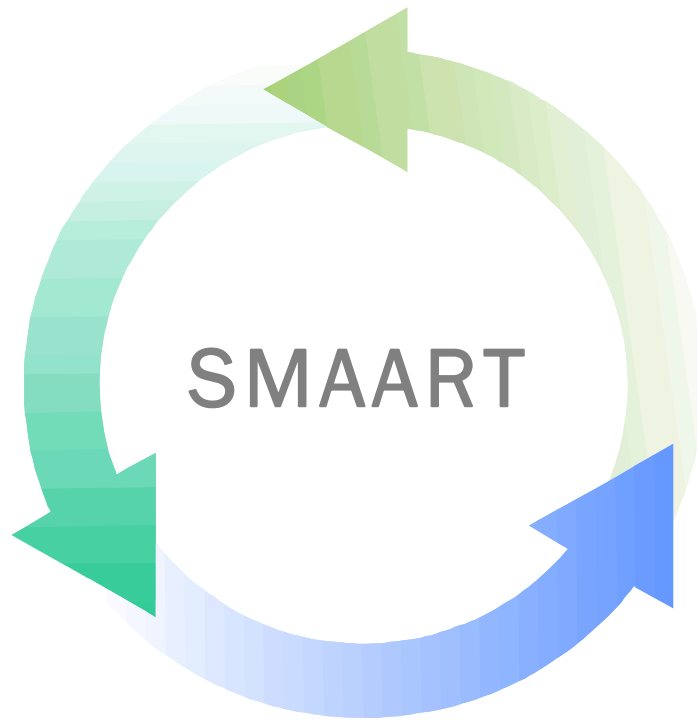
All casetypes: 100%

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

Green cells represent values 0%-10% outside target range

Yellow cells represent values 10%-25% outside target range

Red cells represent values 25% or more outside target range



Nineteenth Judicial Circuit Fourth Quarter, 2007

February 25, 2008



Adult Probation Services

Program Purpose:

To assist the Court by providing accurate information and assessment of individuals referred to it by the Court and provide supervision and assistance to individuals and by performing other duties as directed by the Court. The Division strives to protect public safety, eliminate incidents of recidivism, reduce the impact of criminal activity on the community, and maximize the permanent rehabilitation of offenders.

	October	November	December	4th Quarter
Success of Probation - Adult				
- Successful Completions	48%	35%	46%	43%
- Pretrial Success Rate	73%	70%	65%	70%
- Completion of Public Service Hours	66%	70%	77%	70%
- Completion of Treatment	68%	63%	60%	65%
- Urinalysis Screenings (positive tests)	16%	14%	12%	14%

Target Ranges

Successful Completions: a rate of 67% or higher

Pretrial Success Rate: 75% or higher

Public Service Hours: 75% or higher

Completion of Treatment: 67% or higher

Urinalysis Screenings: 16% or lower

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

Green cells represent values 0%-10% outside target range

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Red cells represent values 25% or more outside target range

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Jury Commission

	October	November	December	4th Quarter
Success of Jury Commission				
- Petit Juror Yield	37%	37%	39%	37%
- Petit Juror Utilization	91%	79%	68%	86%
- Failure to Appear Rate	13%	12%	12%	12%
- Fee Cost per Trial	\$ 355.57	\$ 324.64	\$ 427.27	\$ 363.14
- Total Cost per Trial	\$ 673.57	\$ 620.71	\$ 826.18	\$ 693.54
- Satisfaction of Jurors	86%	88%	N / A	86%

Target Ranges

Petit Juror Yield: 40% or greater

Failure to Appear Rate: less than 10%

Fee Cost per Trial: less than \$400.00 per trial

Total Cost per Trial: less than \$825.00 per trial

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

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Yellow cells represent values 10%-25% outside target range

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Judicial Operations

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Compliance Unit

	October	November	December	4th Quarter
Impact of Compliance Unit				
- Number of Defendants Sentenced and Reporting	670	521	454	1,645
- Number of Letters to Defendants (failure to comply)	6	2	4	12
- Number of Non-Compliance Notices to Prosecutors	3	2	2	7
- Number of Contacts with Treatment Programs	74	72	65	211
- Number of Contacts with Public Service Unit	75	30	41	146
- Dollars Collected*	\$ 239,603.00	\$ 172,956.00	\$ 199,181.00	\$ 611,740.00
- Conditional Discharge Fee Collected**	\$ 31,445.00	\$ 24,683.00	\$ 26,444.00	\$ 82,572.00
- Supervision Fee Collected**	\$ 16,175.00	\$ 13,681.00	\$ 13,291.00	\$ 43,147.00

Target Ranges

Number of Defendants: FY07 - 516 each month

Number of Letters: FY07 - 5 or less each month

Number of Non-Compliance Notices: FY07 - 3 or less each month

Number of Contacts with Treatment Programs: FY07 - 92 each month

Number of Contacts with Public Service Unit: FY07 - 47 each month

Dollars Collected: FY07 \$175,000 each month

Conditional Discharge Fee: FY07 - \$32,000 each month

Supervision Fee: FY07 - \$13,000 each month

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

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Red cells represent values 25% or more outside target range

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*** Data gathered via BOSS records*



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Success of Case Management Clearance Rate – All Casetypes

	October	November	December	4th Quarter
Success of Case Management				
- Civil	82%	107%	86%	91%
- Criminal	103%	111%	106%	107%
- Family	102%	107%	109%	106%
- DUI/Traffic	105%	100%	121%	108%
- Clearance Rate - All Casetypes	102%	102%	116%	106%

Civil: Includes Arbitration, Chancery, Eminent Domain, Law, Law Magistrate, Municipal Corporation, Miscellaneous Remedy, Probate, Small Claims and Tax casetypes.

Criminal: Includes Criminal Felony and Criminal Misdemeanor casetypes.

Family: Includes Adoption, Dissolution, Family, Juvenile, Juvenile Abuse, Juvenile Delinquent, Mental Health and Order of Protection casetypes.

DUI/Traffic: Includes Driving Under Influence, Conservation Violation, Ordinance Violation, and Traffic casetypes.

Target Ranges

All casetypes: 100%

Target ranges were developed by referencing national or state level targets or averages wherever applicable. When not applicable, we used departmental trend data to determine our range.

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Red cells represent values 25% or more outside target range