

# AN OVERVIEW OF LAKE COUNTY

## The Administrative Office of the Nineteenth Judicial Circuit Court

2016



### LEARN MORE ABOUT OUR SERVICES AND PROGRAMS

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## A CLOSER LOOK AT THE NINETEENTH JUDICIAL CIRCUIT'S ADMINISTRATIVE OFFICE

As a Lake County resident or government employee, you may be curious to know how the Court's Administrative Office supports the local court system. This overview has been developed to help you better understand the inner-workings of the Circuit's Administrative Office.

More details on the Administrative Office can also be found on the Nineteenth Judicial Circuit's website. To access the website, type [http://www.19thcircuitcourt.state.il.us](http://www.19thcircircuitcourt.state.il.us). We hope you enjoy learning more about us.

### How the Administrative Office Is Organized

The Administrative Office of the 19<sup>th</sup> Judicial Circuit was created in 1974 to reduce the burden of administrative duties and effectively deal with the complexity of the modern court that was being developed by the Circuit Court of Lake County that is headed by the Circuit's Chief Judge.

The Executive Director serves as an appointee of the entire court but is subject to the supervision and direction of the Chief Judge. The Executive Director's primary responsibility is to serve as primary staff to the Chief Judge and to serve as the chief non-judicial officer of the court and to oversee and supervise the operation of all court programs and ensure the smooth operation of and coordination between each of the six operational divisions. The six operational divisions are:

- ⇒ Judicial Operations;
- ⇒ Adult Probation;
- ⇒ Juvenile Probation and Detention Services;
- ⇒ Psychological Services;
- ⇒ Administrative Services; and
- ⇒ Judicial Information Systems.

Additionally, there are two units that provide core support services to the Lake County court — Legal Research Services and Judicial Programs and Process Research. Each unit supports judicial and administrative personnel.

The Executive Director's staff provides technical assistance and administrative support to ensure the day-to-day operations of the court run smoothly, always mindful of the mission of the Nineteenth Judicial Circuit as well as an outlook toward the future needs of the people in Lake County.

## DIVISION OF JUDICIAL OPERATIONS

### ***Background***

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The Division of Judicial Operations encompasses a wide variety of functions in its support of the court's three trial divisions: Civil, Criminal and the Consolidated Family Division. The units comprising the Judicial Operations Division include Arbitration, Judicial Assistants, Jury Operations, Law Library, Kids' Korner, Compliance, Court Reporters and Court Interpreters.

Judicial Operations coordinates all case activity and daily assignment of judges, in-state and out-of-state training for judges, coordination of all judicial scheduling, jury management, and the monitoring of legislative activity. The division is also involved in a number of projects including public information, Judicial Speakers Bureau, press releases, the court newsletter, Law Day activities, Jury Appreciation Week, Senior Law Day, Red Ribbon Rally and special projects. Much of the work performed by the Judicial Operations Division focuses on developing ideas and programs that improve the economy and efficiency of judicial resources.

### ***Services and Programs Provided***

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Following is a brief summary of the programs and services the Division of Judicial Operations offers to the Circuit Court of Lake County and the community.

#### **Court Reporting Services**

The Official Court Reporter (OCR) makes a stenographic record of the proceedings presented in the trial court. The primary function of an OCR is to take down verbatim record of all audible utterances in a court proceeding without altering or editing the transcript. In an average day, an OCR may write anywhere from 30,000 to 50,000 words.

The majority of court reporters in the country today utilize computer aided transcription (C.A.T.). The strokes from the steno machine are electronically recorded onto an SD card and then transferred to the computer where the reporter has stored a "dictionary." The "dictionary" is a list of steno strokes matched with their English equivalent. The computer transmits the translation directly into the terminals on the judge's bench and attorney tables in the courtroom enabling them to see and read the transcript as it is being spoken.

Instant translation is not the only benefit of the C.A.T. system. Reporters use this process, also known as "real time captioning," in court cases involving hearing-impaired individuals. Through this technology, the court reporter's symbols are translated into English on the computer screen allowing the deaf or hearing impaired person to read the testimony as it is being spoken in the court proceeding.

Lake County is authorized to employ one court reporting services supervisor and 21 official court reporters.

Qualifications for official court reporters in Illinois include: a Certified Shorthand Reporters Certificate issued by the Department of Professional Regulation and the passing of a proficiency examination administered through the State of Illinois Court Reporting Services. In order to be certified in Illinois, a court reporter must attain a 95% accuracy rate of 225 words per minute for a set period of time and demonstrate knowledge of legal and medical terminology and court procedure.

These qualifications protect the public by ensuring that all court reporters meet minimum professional standards. A total of approximately 65,000 pages of transcript are produced annually by Lake County reporters.

## **Court Interpreters**

The Nineteenth Judicial Circuit employs interpreters on both a permanent and contractual basis. Interpreters are appointed whenever the court determines that an individual cannot understand the English language and is incapable of being understood by the court, counsel, or jury. Sign interpreters may be appointed for deaf or hearing impaired persons.

Qualifications for a court interpreter include command of the English and non-English language, familiarity of legal terminology, and the ability to translate written documents. Interpreters take an oath to interpret accurately and to the best of their ability. They also must maintain high standards of personal and professional conduct, remain impartial, provide complete and accurate translations, and maintain confidentiality.

As ethnic diversity continues to expand in Lake County, the need for court interpreters has also increased. In addition to the permanent and contractual interpreters, the court also has available interpreters via the use of a telephone service that offers access to more than 170 different languages.

Lake County has three full-time and two part-time Spanish interpreters. The need for interpreter services is arranged through the Administrative Office of the Nineteenth Judicial Circuit.

## **Alternative Dispute Resolution**

There are many forms of alternative dispute resolution (ADR) available to people both inside the courts and through private forums. Two of the programs administered through the courts by the arbitration unit are the Mandatory Court-Annexed Arbitration and Civil Case Mediation programs. The arbitration unit office is located outside of the main courthouse complex at 415 West Washington Street, Suite 106, Waukegan, Illinois.

### ***Mandatory Court-Annexed Arbitration***

Mandatory court-annexed arbitration is a method of ADR for all civil cases seeking only monetary damages between \$10,000 and \$50,000. It may also include small claim cases that require a jury. Arbitration provides for a hearing before a panel of three arbitrators. Arbitrators

are retired judges or attorneys who are trained and certified to participate in this forum. A program administrator and an administrative assistant process the necessary paperwork for arbitration.

The Supreme Court Rules and local circuit court rules govern ADR. As prescribed by the local circuit court rules, a hearing is scheduled approximately four to six months after the filing of a lawsuit. This shortened case processing time is intended to avoid the formalities, delay, expense, and complexities of traditional litigation. The Lake County Arbitration Center handles approximately 3,000 cases per year and conducts more than 400 hearings annually. Nearly 450 attorneys are qualified to serve as arbitrators.

### *Civil Case Mediation*

Civil case mediation was implemented in Lake County for civil cases that exceed the limits of the mandatory arbitration program. Civil case mediation allows for a confidential process whereby a court-approved and certified neutral mediator, either selected by the parties involved or appointed by the court, assists the litigants in reaching a mutually acceptable agreement. It is an informal and non-adversarial process. The role of the mediator includes, but is not limited to, assisting the parties in identifying issues, fostering joint problem solving, exploring settlement alternatives, and reaching an agreement.

Since the inception of this program, administered by the arbitration staff, more than 700 cases have used mediation. More than 60% of these cases reached an agreement at the time the mediation was concluded.

### **Judicial Assistants Unit**

The Judicial Assistants Unit consists of seven employees who support fifteen Circuit Judges and twenty-four Associate Judges, as well as the Administrative Office of the Nineteenth Judicial Circuit. These valuable staff members perform countless duties including: coordinating the schedules of thirty-nine (39) judges, seventy-one (71) traffic ticket writing agencies, and twenty (20) prosecuting agencies, spread over five (5) different campuses, including the Depke Juvenile Complex, the Lake County Court Complex, and three (3) branch court locations. In addition, support is provided to all four (4) divisions: Civil, Criminal Felony, Criminal Misdemeanor/Traffic and Family. The Judicial Assistants have been cross-trained in other units of the Judicial Operations Division and provide support to these units on an as needed basis.

The judges within the four (4) divisions rely on the Judicial Assistants to assist with the processing of their individual caseloads. In addition to creating the daily, weekly, monthly, and yearly court calendars, the unit also evaluates pending caseloads, develops, and implements automated and procedural systems to support effective court calendar management techniques. Collectively, the unit produces statistical reports, which are utilized by judges, administrators, the Administrative Office of the Illinois Courts, and other departments. The unit also serves as the liaison between various internal and external departments in regards to court-related information.

The Administrative Office of the Nineteenth Judicial Circuit relies on the Judicial Assistants to perform a myriad of duties including:

- ⇒ Type judges' case decisions, orders, juror letters, and correspondence;
- ⇒ Schedule meetings and activities;
- ⇒ Coordinate travel arrangements;
- ⇒ Arrange meetings and appointments;
- ⇒ Respond to inquiries (internal and external) received via mail, telephone, or e-mail;
- ⇒ Perform secretarial and general clerical duties;
- ⇒ Provide assistance to Jury Commission, Law Library and Kids' Korner;
- ⇒ Assist in special projects.

The Judicial Assistants report directly to the Unit Manager who reports directly to the Director of Judicial Operations. Although each position has its own general area of responsibility, there is a great deal of overlap among the areas and the Assistants work cooperatively to ensure the system operates both productively and efficiently.

## **Jury Commission**

Approximately 8,500 people report yearly when randomly called upon for jury service. Names of prospective jurors are drawn from records of the Illinois Department of Motor Vehicles (DMV), voter's registration, and the unemployment insurance list. All Lake County residents, 18 years of age or older, and who are citizens of the United States are eligible to serve on a jury. The jury commission is responsible for determining and summoning prospective jurors in sufficient quantities to meet the needs of the court. Requests for disqualification, excuse, or deferral are reviewed on an individual basis; determinations are based on specific criteria and documentation.

The jury commission is located in the annex section on the main level of the courthouse. The jury assembly room has vending machines, computers, workstations, televisions, and complementary wireless internet to assist jurors during inevitable down time. While jurors are waiting, they are often assisting with case resolution just by being here.

In Lake County, a juror can be summoned for petit or grand jury. The responsibilities once summoned, and selected, for a petit jury are to hear the facts of the case, deliberate, and unanimously decide on a verdict. The average length of a case is 2.5 days. To be summoned, and selected, for grand jury means it is the duty of the jurors to weigh the evidence provided by the state's attorney in considering if the person (or persons) named must stand trial. Grand jury is a few hours once a week for 16 weeks. Very few citizens have the opportunity to serve on grand jury.

## Judicial Speakers Bureau

The Circuit Court of Lake County offers a Judicial Speakers Bureau where judges are made available to give presentations on various topics that are law related. These presentations are designed to explain, in everyday language, just how our judicial system works.

Judges speak to all types of groups including school classes and assemblies; senior centers; public service organizations; business groups; advocates; and legal associations. Often, judges assist teachers in the classroom by judging mock trials, addressing career programs, assisting with oratorical contests, advising students, and presenting “real life” cases as learning tools.

## Compliance Program

Staffed by four state sworn probation officers, the Compliance Program was developed in 1995 with three goals: (1) to better utilize judicial and prosecution resources; (2) to create a safer community by monitoring certain individuals in the court system to ensure compliance with the court's orders; and (3) to increase the collection rate on fines, fees, and costs.

This compliance unit monitors all non-probationary cases of individuals who are placed on court supervision or required to successfully complete the terms of a court order within a given time frame. Following a court disposition, individuals meeting program guidelines are referred to this unit where an officer will conduct a one-time intake interview with the offender. During this interview, the court's final disposition order is carefully reviewed with the individual, and the officer explains in detail what steps are required in order for them to successfully fulfill the conditions set forth in the order. The officers continue to monitor the cases to ensure compliance. If non-compliance is determined, a letter is sent to inform the defendant that he/she has a specified number of days to complete the terms of the court imposed requirements before the state's attorney's office or prosecuting attorney is notified. Upon notification, the attorney may then seek additional remedies in court to compel the individual to satisfy the conditions of the disposition imposed by the court.

## Kids' Korner

Kids' Korner was founded in 1994 to address the needs of children in the Lake County Courthouse. The purpose of Kids' Korner is to provide a safe and enjoyable waiting area for children testifying in court or whose parents or guardians are conducting court business. In addition, Kids' Korner enables the courts to conduct business in an orderly fashion.

Each year, Kids' Korner provides a safe haven to approximately 2,300 children involved in the court system.

Kids' Korner protects children from confusing, frightening, and inappropriate adult business or behavior. Prior to opening the waiting room, children in the courthouse were often left unattended while their parents conducted court business. These children were at risk of being adversely impacted by court proceedings affecting themselves or their families. They endured unnecessary stress while waiting to testify in court proceedings.

Children ages 2 to 12 are made to feel safe and secure while at Kids' Korner. They receive sustained and encouraging adult contact and guidance from trained staff and volunteer caregivers at a stressful time in their young lives. Kids' Korner is a very special way that the Lake County Courthouse shows its concern for children and families. There is no fee for this service.

Kids' Korner has several ongoing special projects which rely on generous individual and community donations. One such project is the handmade quilts/blankets made for the kids to provide a little extra comfort and security during a stressful time. A Community group donates handmade hat/scarf/mitten sets to provide the kids with much needed warmth during the cold months. Two other projects are the "Give-A-Book" project, where every child visiting Kids' Korner chooses a special new or gently loved book to take home and the "Give-An-Animal-A-Home" holiday project where every child, during the holiday season, chooses a new stuffed animal to take home. In March, to celebrate Dr. Seuss's birthday, every child chooses a Dr. Seuss book to take home in addition to a special book from the "Give-A-Book" shelves.

## Law Library

The William D. Block Memorial Law Library serves the Lake County legal community, court system, and general public. The law library collection includes nearly 20,000 books, 7,000 microfiche documents, Illinois legislative materials history resources, and Illinois legal practice materials. Additional resources include computers for access to internet-based legal research and word processors for creating and printing documents. The library also maintains a fax document delivery service for the court and the general public. The law librarian continuously updates the collection by adding new, more relevant titles and removing older, outdated materials. The law librarian and library clerks are responsible for the day-to-day operations of the library.

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The law library is located on the first floor of the Lake County Courthouse.

*The Center for Self-Representation* is located in the William D. Block Memorial Law Library and is staffed by the law librarian and library clerks. Although they are prohibited from giving legal advice they do provide guidance, court forms, and other assistance to those who want to represent themselves in court.

## **DIVISION OF ADULT PROBATION SERVICES**

### **Background**

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Adult Probation Services is responsible to the court for investigating and supervising offenders and alleged offenders. The Adult Probation Division is made up of multiple units that specialize in offender supervision based on their criminal offense or behavior. These specialized units are as followed; Pretrial, Presentence Investigation, General Field, Sex Offender, Domestic Violence, DUI, Intensive Probation (IPS), Probation Field Services (PFSU), Gender Specific Program, Drug, Mental Health and Veteran's Treatment and Assistance Courts, and Public Service.

### **Services and Programs Provided**

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#### **Adult Pretrial Unit**

The Adult Pretrial Unit is responsible for pretrial investigations and pretrial bond supervision. The objective of the Adult Pretrial Unit is to assist the court in making informed decisions regarding the release of defendants back into the community during the pendency of their case. Furthermore, the Unit provides community-based monitoring for defendants who have been deemed as appropriate for release on pretrial bond supervision and those who were able to post the necessary bond.

Members of the investigative unit are responsible for interviewing, investigating, verifying and compiling information regarding defendants' backgrounds. The areas included in this investigation include: employment, education, use and abuse of drugs and/or alcohol and other substances, mental and physical condition, residential stability and family dynamics. The pretrial bond investigator utilizes both subjective and objective information gathered from the background information obtained, the data gathered from a risk assessment instrument to formulate recommendations and provide a comprehensive report to the courts.

Pretrial bond officers monitor defendants who have been placed on pretrial bond supervision as ordered by the Court. Compliance with the terms of pretrial supervision is of paramount concern. Utilizing home visiting, curfew calls, and surveillance, the pretrial bond supervision officers provides services during traditional hours, evenings, weekends, and holidays. Infractions of any type are brought to the attention of the court.

#### **Presentence Investigation Unit**

The Presentence Investigation Unit was created in response to Illinois Statutes requiring the preparation of offender background reports for the judiciary prior to a sentence being imposed. The reports include: (1) investigation of the offender's criminal history, including previous terms of community supervision or incarceration, past or present gang involvement, and history of violence and use of weapons; (2) the offender's personal information, including

family of origin, current residence and family relations, educational and employment histories, financial situation, and military history; and (3) the offender's health information, including physical health, mental health, drug and/or alcohol addiction histories, and any previous treatment history. The officers analyze the data they have collected and make specific recommendations as to the potential for rehabilitation, risk to the community, and sentencing options available to the Courts.

### **Adult Probation Supervision Unit**

Probation Officers maintain the responsibility for probationers sentenced by the court. They provide supervision to these probationers based on their risk to reoffend in the community as determined by a validated risk assessment. This supervision consists of monitoring probation with office visits, criminal record checks, urinalysis and Breathalyzer, collateral contacts and referring probationers to agencies to receive services to address issues likely contributing to their criminality. Probation Officers are trained to use "Evidence Based Practices" in working with probationers from all walks of life in an attempt to direct probationers to services in the community to address concerns. Probation Officers work closely with the Courts, the States Attorney and Public Defender office, private attorneys and treatment providers. Our goal is to reduce recidivism and work with probationers to complete all of their court ordered conditions to successfully complete probation.

### **Sex Offender Unit**

The specialized Sex Offender unit was created in 1995 to enhance the supervision strategies for convicted sex offenders sentenced to treatment and probation. The unit is comprised of trained probation officers who monitor all offenders convicted of sex related offenses and who work very closely with our Probation Field Supervision Unit. This program involves close monitoring of the offender's employment and living arrangements, as well as their participation in sex offender treatment. Focus is placed on frequent office visits and many contacts in the circuit and at treatment agencies. The officers also assess and implement new laws while monitoring the probationer's compliance with payment of fines, fees, and restitution to the victims. Finally, the officers ensure compliance with all court orders, including no contact orders protecting victims and potential victims, as well as any other special conditions that are ordered by the court.

### **Domestic Violence Probation Unit**

In response to legislative changes on a statewide basis our Domestic Violence Probation Unit was established to supervise these high risk offenders and also keep open communication with the victims associated with these offenders. Our probation officers supervise domestic violence caseloads and work daily with the Probation Field Supervision Unit to closely monitor these high risk cases in the office and the circuit. Probation strategies, including surveillance, allow the probation officer to enforce the court orders and orders of protection. The Probation Field Supervision Unit regularly checks after hours with the defendant and victims to ensure compliance and the family's safety. Probation officers coordinate with domestic violence treatment programs and contact victims, spouses, and significant others to ensure that appropriate resources are provided.

## **Specialized DUI Unit**

The Specialized DUI Unit began in 1986 with a grant from the Administrative Office of the Illinois Courts. This program not only identifies and monitors offenders, but offers intervention techniques and treatment referrals. A case can be assigned to a specialized officer based on an offender's prior arrest history and the results of an evaluation by a licensed agent or agency, with violators being promptly referred back to the Court. All of these offenders are monitored by regular alcohol/drug testing and subject to DUI treatment and attendance at a victim impact panel. High risk DUI cases are referred to Probation Field Supervision Unit to closely monitor sobriety and compliance with court orders. The DUI unit regularly has the highest caseloads in the organization.

## **Intensive Probation Unit**

Offenders, whom the court would most likely have sent to prison if it were not for the program, are placed on Intensive Probation Supervision and supervised by a select group of officers. Referrals to local providers are made to address any treatment needs. Office visits and community contacts with the offender are in accordance to level of risk as determined by a validated risk assessment. Probationers who successfully complete the one year intensive probation program are then placed under regular probation supervision for the remainder of their sentence.

## **Probation Field Supervision Unit (PFSU)**

In keeping with the circuit's move toward the evidence-based practices to focus resources on the highest risk offenders. The unit's exclusive duties involve the supervision of offenders in their natural environments through home visits, work visits, treatment visits and surveillance. The officers conduct random home and employment visits, random urinalysis and Breathalyzer tests, monitoring of attendance at evening treatment sessions, compliance with no contact provisions of their court order, and general surveillance duties. Hours of operation are unconventional done in the evenings, on weekends and holidays. Their caseloads are adjunct to primary assigned officers in supervising high risk offenders.

## **Gender Specific Caseloads**

The Gender Specific Unit specialized services program began in April 2005. This unit was developed in reaction to observations and studies showing that female probationers in Lake County and across the country frequently experience multiple traumas during the course of their lifetimes. Many of these women were not receiving treatment or targeted services related to gender related issues. Community based service providers indicated that the complex female offender required much more of a specialized treatment approach and in many cases offenders would not comply with services. The unit is currently staffed with four probation officers who manage only female offenders.

## **Therapeutic Intensive Monitoring (TIM) Unit (Problem Solving Courts)**

In July 2005 the Nineteenth Judicial Circuit established the Drug Court component of the Therapeutic Intensive Monitoring (TIM) Court. In January 2007 Mental Health Court was started and in 2011 the Veterans Treatment and Assistance Court was established for veterans. The mission of the TIM program is to reduce crime, enhance public safety and reduce jail populations by providing a comprehensive treatment and supervision plan. Each component of TIM Court has an established multidisciplinary team consisting of treatment professionals, probation officials, judges, assistant state's attorneys and assistant public defenders.

The Adult Probation's TIM Unit supervises all clients of Drug Court, Mental Health Court and Veteran's Treatment and Assistance Court (VTAC). Each Court is assigned a Probation Officer that acts as the TIM Court Coordinator. The TIM Court Coordinator prepares weekly agendas and chairs Mental Health Court, Drug Court and VTAC staffing meetings. Staffing meetings include members from multidisciplinary teams that support each court. Members of the Probation Field Supervision Unit augment supervision in the community to all three courts. The TIM Court Program has received supplemental funding through two SAMHSA grants, one BJA grant, and annual Adult Redeploy grants. Each grant involves significant administrative duties which are managed by Adult Probation staff.

## **Adult Public Services Unit**

Created by law in 1979 to allow Illinois Courts to order criminal defendants and traffic violators to perform public or community service work for not for profit organizations or governmental agencies as a condition of their sentence. This work is uncompensated labor and provides restitution back to the community. The unit consists of assistant probation officers who conduct intakes, monitor completion of hours, manage work sites and submit reports to the court. Their caseloads consist of a very high volume with cases spanning all possible criminal and traffic dispositions including: court supervision, conditional discharge, supervised supervision, probation, intensive probation, and second chance probation. A \$100 fee is assessed to public service defendants by the Court. Work-site assignment is determined by: the nature of the offense, their availability, medical restrictions, and any restrictions by the worksite and their city of residence.

## ***Our Innovative Programs and Services***

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### **Cognitive Outreach Groups (COG) Program**

Since January 2002, the Lake County Adult Probation Department has been offering Cognitive Outreach Group (COG), which is firmly based on the National Institute of Corrections "Thinking for a Change" Program. The goals of the program are to increase the number of high risk clients who successfully complete probation, reduce recidivism, and improve clients' abilities to take control of their thoughts, behaviors, and lives.

The concept of the program is based on the belief that our thinking controls our behavior. By taking control of our thinking we take control of our lives. The three main components of the COG Program are social skills, cognitive self-change, and problem solving. Groups are interactive and meet once or twice a week for a total of 20 lessons. The curriculum requires members to share personal experiences, provide feedback, and to participate in role-playing exercises. Some clients can receive credit for public service hours if they successfully complete the program. Clients may be court ordered to participate in the program or referred to the program by their supervising probation officers, either to increase the client's likelihood of success while on probation or as an administrative sanction.

## **Group Reporting Program**

Since its launch in 2002, General Field and DUI Group Reporting have supervised thousands of probationers. In line with Evidence Based Practices, Group Reporting separated the low and moderate risk probationers from having contact with the higher risk probationers eliminating exposure to probationers that can be negative influences. Group Reporting meets off site at the Branch Courts or at the various CLC Campus'. Group Reporting has continued to grow and change in an effort to better supervise probationers to foster a successful termination of probation. In that regard, the format has changed and probationers can report during expanded hours at the various sites. The Group Reporting foundation of providing an educational component has expanded to the Community Outreach Presentations which occur twice a month at two different sites. These Community Outreach Presentations are also open to all probationers in the Probation Department. Topics include, but not limited to: Anger Management, Substance Abuse, Expungement, Budgeting and Driver's License Restoration. Probationers, who are compliant and who complete their conditions of probation may be eligible for early termination of probation. As of April 2014, the General Field and DUI Group Reporting currently supervise over 550 probationers.

## **Volunteer Probation Support Program**

The Nineteenth Judicial Circuit has partnered with the College of Lake County to provide volunteers for both Adult and Juvenile Probation Services. In Adult, Volunteers have been used extensively over the years with General Field and DUI Group Reporting. The College has recruited, trained and coordinated Volunteer assignments which have included meeting one on one with probationers and helping with Group Reporting sign in. With the shift in format with Group Reporting, Volunteers are being looked at to be help in the probation office and also to be mentors helping with computer skills and job preparation among other possibilities. The Volunteer in Probation Program has been in existence for the past 40 years in 2014. It has undergone many changes but never has the need for these committed community volunteers and the service they provide lessened.

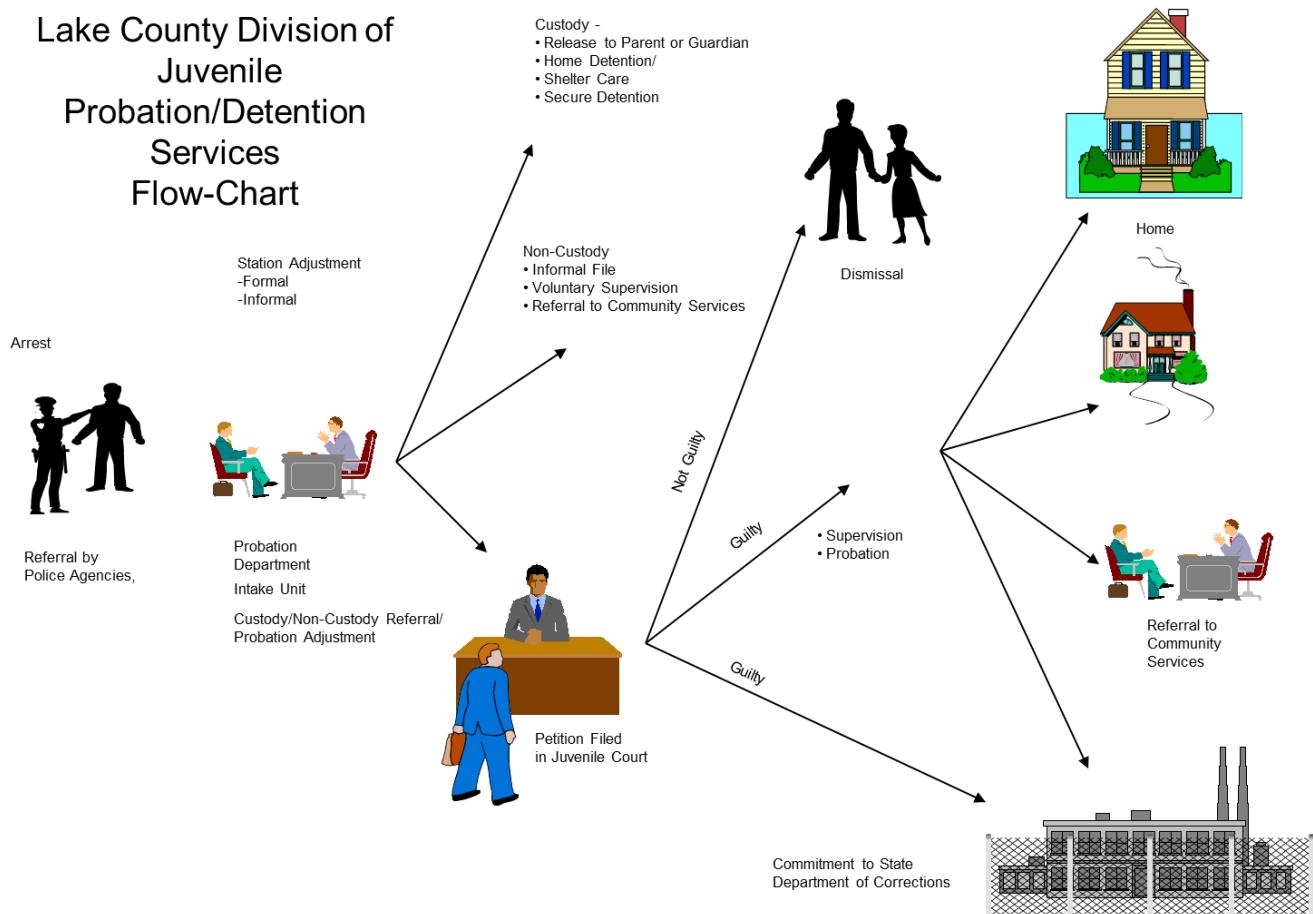
## DIVISION OF JUVENILE PROBATION AND DETENTION SERVICES

### ***Background***

Juvenile Probation and Detention Services support the mission of the court by serving juvenile justice system that is dedicated to ensuring the public protection from further acts of juvenile delinquency and assisting in the accountability and rehabilitative needs of youthful offenders.

The outcomes juveniles face when appearing in court include: court supervision, standard probation, residential treatment and corrections. High-risk juvenile may be placed in the Hulse Juvenile Detention Center pending court hearings. Lower-risk juveniles who have 24 hour adult supervision may be placed on home detention and closely monitored by the court. In addition, the division provides social histories and sentencing options for the courts.

Below is a narrative that describes how Juvenile Probation and Detention Services work:



## ***Juvenile Probation Services***

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Juvenile Probation Services is responsible for the supervision and case planning of youth and families formally involved in the Juvenile Court system. In Illinois, juveniles 17 years old and under are processed in Juvenile Court and may receive services up to age 21. Officers work closely with local schools, police, and community agencies to provide the most comprehensive service plans in an effort to curb further acts of delinquency.

### **Social Investigations**

Social investigation reports are ordered by the court after a minor has been found responsible (guilty) for an offense. Social investigation reports are comprehensive and contain sections outlining prior delinquency, family history and status, employment information, substance abuse, medical and mental health history, restitution information, victim impact statements, and recommendations to the court regarding a casework plan. A team case staffing is held to determine appropriate individualized case plans and recommendations for the court. Juveniles are assigned to a probation officer at this time using the same guidelines cited above. Cases are generally assigned to probation officers according to geographic areas of the county. However, special needs and/or expertise are considered in assigning cases as well. Juveniles are classified utilizing an evidenced based methodology, the Youth Assessment Screening Instrument (YASI), to determine their individual risks and needs.

### **Casework Supervision**

After a minor has been placed on supervision/probation, the family meets with a probation officer immediately to review all court orders, discuss concerns, and set an initial home visit. Case supervision includes regular home visits, communication with community agencies, crisis intervention, and monitoring and enforcement of all court ordered conditions. All verified technical violations are dealt with using the Administrative Sanctions Program, in which officers are authorized to give consequences for noncompliance. The cooperation of the family and state attorney's approval are also required. Any new police referrals for delinquent offenses are referred to the court for consideration of a "Violation of Probation" petition. If a violation is proven or the minor admits to it, a new disposition will be given following the same process as in the initial proceedings. Juvenile detention, home detention, residential placement, and commitment to the Department of Juvenile Justice (corrections), and the Department of Children and Family Services (abuse, neglect and dependency cases) are all options available to the juvenile court. In all cases, incarceration is only used as a last resort when it appears to be in the best interest of the minor or the safety of the community is at risk.

### **Specialized Probation Caseloads**

The Juvenile Probation Unit has specialized caseloads to meet specific needs of clients while providing community protection. Caseloads include:

- ⇒ Sex offender caseload: for clients who have been adjudicated for sex offending behavior.

- ⇒ Spanish speaking: for clients who speak Spanish as their primary language.
- ⇒ Minimum Group Reporting: for clients who are at a low risk to re-offend.

## **Juvenile Programs and Services**

There are a number of specialized programs and services provided by the Juvenile Division. Officers also work various days during the week at local offices in the community in order to be more available geographically to the cases they service. Various other services are delivered through a number of other community agencies. Evaluation and treatment is available for substance abuse, mental health issues, sexual offending and victimization, domestic violence, and parenting. Both community-based and residential/in-patient programs are used regularly depending on the risk and protective factors of the offender/family. The following are programs and services performed by the Probation Unit.

## **Victim Assistance and Restitution Program**

The Victim Assistance and Restitution Program assists juvenile crime victims by protecting their rights as guaranteed by the Illinois Constitution. These rights are enforced by:

Determining (with information from the victim) a fair dollar value of the victim's out-of-pocket loss (for stolen or damaged property), medical treatment, counseling, etc. Recommending restitution orders in juvenile court or assigning restitution in diversion cases.

- ⇒ Monitoring payment of restitution by juvenile offenders and their parents.
- ⇒ Explaining the procedures of the Juvenile Justice System and answering questions without compromising the standards of confidentiality mandated by law.
- ⇒ Informing victims of the progress of their cases.
- ⇒ Providing understanding and listening to the complaints, fears, frustrations, and concerns of victims.
- ⇒ Referring victims to agencies through which they can receive help (i.e. counseling agencies, financial assistance, support groups).
- ⇒ Assisting victims with the return of their stolen property that has been recovered by the police.
- ⇒ Informing the victims of their right to submit a victim impact statement to the Juvenile Court and assisting them in preparing and presenting their statements.
- ⇒ Organizing and administering victim service projects in cases where the victim prefers victim service to monetary restitution.
- ⇒ Conducting victim/offender meetings for the purpose of in-person apologies.

## **Adoption Investigations**

Adoption hearings in Lake County take place in the Juvenile Court. Probation Officers are routinely ordered to conduct the investigations on non-relative adoptions. A thorough

investigation includes home visits, background criminal investigations, medical references, employment evaluations, and character references. Upon receiving information, a comprehensive report is prepared with a recommendation to the court. Additionally, a fee is assessed on a sliding fee scale based on the petitioner's income.

## **Public Service**

Juvenile Probation is responsible for coordinating and monitoring court ordered Public Service. This program continuously recruits worksites within the community and develops special projects. Public Service is used as a means to hold an offender accountable for his/her actions. Projects are designed to have a positive impact on the offender and the community.

## **“Jr’s Challenge” Experiential Program**

The Juvenile Division has established an experiential learning program to provide youth on probation and supervision with an opportunity to develop higher levels of self-esteem and increased feelings of self-worth and confidence. Participation in Jr’s Challenge is expected to provide important benefits to youth; however, it is not mandatory and no adverse action is taken as a result of any individual’s inability or unwillingness to fully participate.

Jr’s Challenge is a combination of two elements, a low rope course and a 30-foot high rope course, utilizing methods that benefit teams as well as individuals. It is a safe, on-site environment designed to push individuals out of comfort zones while building self- esteem and promoting an “I can” attitude. Because some delinquent behavior is the result of experiencing few successes, or many failures, or perceiving low abilities and possibilities, youth and staff benefit from the program’s approach which enables them to work effectively and cooperatively together. Participants are led through a variety of experiences and activities that enable them to better understand teamwork, communication, empowerment, trust, and support — which are critical in building healthy relationships with others. With specially trained agency staff, the program can help develop improved teamwork by building an environment of openness and trust. Juvenile probation clients as well as youth placed on court supervision benefit by increasing confidence in their abilities, breaking down barriers and removing fears. The experience provides youth with opportunities to learn and practice new personal skills. Yet, because of the unique problems related to juvenile delinquency, Jr’s Challenge staff is able to customize the program to address specifically identified problems of individuals or groups. Courses have also been conducted with local school’s leadership programs, police officers, State’s Attorney’s Office and juvenile staff for teambuilding purposes.

## **North Chicago Positive Community Take Over**

The North Chicago Positive Community Take Over (PCTO) program was developed to assist the City of North Chicago in addressing the needs of youth and reducing delinquent activity resulting in referrals to the Juvenile Court and subsequent incarceration in juvenile detention or corrections.

The mission of the PCTO is to prevent and reverse trends of increasing delinquent behavior, strengthen family and community ties, develop youth competencies and address the need for reparation to the community. PCTO accomplishes this in the spirit of Balanced and Restorative Justice Principles and by implementing a process whereby delinquent youth and parents, with the assistance of group facilitators, establish productive patterns of communication, identify positive support systems, resolve issues that contribute to negative behaviors and establish goals that prevent or reduce delinquent behavior.

The program consists of a ten-week curriculum designed for youth and parents that is facilitated by probation staff, community members, schools, police and service organizations. Parent and youth sessions focus on strengthening pro-social goals for the future, dealing with stress, appreciation of parents, being responsible, improving school attendance, dealing with peer pressure, substance abuse and employment.

## **Orientation Group**

The Orientation Group was also developed with the philosophy of Balanced and Restorative Justice principles to focus on new cases placed on either Court Supervision or Probation. Juvenile Probation Officers, in conjunction with community volunteers, facilitate the group every four to six weeks. A variety of topics are covered including expectations of the parents, juveniles and Probation Officers, the importance of good communication, and the team approach. During the group there is a break-out session where the parents and juveniles are separated. The parents focus on communication with their child/children, providing necessary supervision and the team approach. The juveniles focus on who has been impacted by their crime, how to repair the damage that has been caused, and motivation to make positive changes. Providing this group on the front end of the juvenile's Supervision or Probation allows there to be consistency throughout the entire court process. In addition, open lines of communication are being enhanced with the juveniles, their parents, and Juvenile Probation. Lastly, the Orientation Group has given the juveniles and their parents a clear picture of the Juvenile Court System and has provided them with a support system to assist them throughout the Court process.

## **Girl Wise**

Juvenile Probation / Detention Services along with the Juvenile Justice Council, The College of Lake County and the Regional Office of Education have successfully completed the twelfth annual Girl Wise conference at the College of Lake County. The conference is a collaborative effort between a host of agencies and volunteers that include the Lake County State's Attorney's Office, Juvenile Officers Association, Juvenile Justice Council, Omni Youth Services, NICASA, Zacharias Center, Warren Township, One Hope United, Students from Warren Township High School, Huntington Learning Center, Lincolnshire Police Department, the Fitting Room and many volunteers throughout the community. Girl-Wise is a daylong free conference for all girls attending junior high or high schools throughout the Lake County community. The conference includes resource booths, workshops and guest speakers and draws approximately 100 girls each year.

## JUVENILE DETENTION

### *Services and Programs Provided*

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#### **Intake/Admissions and Home Detention Services**

The Juvenile Admissions and Home Detention Services Unit is responsible for prompt and efficient processing of all referred police reports alleging delinquent behavior. On average, 1200 referred police reports are processed yearly through the Admissions Unit. Decisions are made in conjunction with the State's Attorney's office as to which cases require formal Juvenile Court intervention, and which cases may be diverted from the formal court process. Many complaints do not require formal Juvenile Court processing and are addressed through a diversion and referral network. When appropriate, Voluntary Supervision contracts of 90-120 days are monitored by Admissions personnel. One very important aspect of our court diversion programs is for the offender to repay the victim for any out-of-pocket loss they may have experienced due to the crime.

The Admissions Unit is responsible 24 hours a day to screen custody matters when police physically escort juveniles to the detention center requesting admission. Intake officers make the determination to admit youth to the detention facility or release them back to their parents pending further action. When youth are admitted to the detention center, Admissions personnel perform the following duties.

- ⇒ Provide orientation information to all new admissions for explanation of the rules and regulation.
- ⇒ Conduct initial physical health and mental health screening.
- ⇒ Facilitate initial searches.
- ⇒ Store personal property.
- ⇒ Transport juveniles to and from court hearings and other appointments as needed.

#### **Sexting Diversion Program**

Youth who are involved in the electronic dissemination of indecent visual depictions (sexting) typically involve minors sending and/or receiving sexually inappropriate pictures of themselves or others via text messaging or social media sites. Many times youth do not recognize the ramifications of these offenses which can have lifetime ramifications for themselves and the victims. In some cases it is appropriate to divert such cases to give youth a chance to make corrections in their behavior without becoming formally involved in the court process. If appropriate and approved by the State's Attorney's office, Intake will place the minor on Voluntary Supervision with specific program conditions related to the offense.

This program consists of the following conditions: 1) Do not violate any federal or state law or municipal ordinance, 2) Pay restitution (not usually applicable), 3) Meet with assigned Intake Officer once a month, 4) Cooperate with any recommended counseling services, and 5) Cooperate with any other appropriate conditions which could include: 8 hours of Public

Service, participation in the Low Ropes Course, or completion of an essay or letter of apology. The voluntary supervision is a six month program. If after the six months, the minor cooperates with all of the conditions, Intake will recommend that the case be closed. If the minor violates a law or does not cooperate with the program a Petition may be recommended. Depending on the issues, juveniles may be referred to the Sexting Program at Community Youth Network (CYN) which is a 6 to 8 session counseling program that targets this type of behavior. Other juveniles are referred to individual counseling with other mental health agencies including private therapists and the Lake County Health Department.

## **Home Detention/Home Confinement**

Home Detention is a highly structured community-based alternative to secure detention that monitors the minor's daily activities and ensures that he/she is under adult supervision at all times. If during the custody screening process a juvenile is not admitted to the detention center or is released from the facility following a court hearing, he/she may be placed on Home Detention. If placed on Home Detention, youth receive daily face-to-face contact by program staff in their home. Home Detention staff provide activities for youth to avoid unstructured free time and also assist with the implementation of case plans, crisis intervention, and ongoing supervision of the case.

Home Confinement is also a court ordered program where youth are subject to a curfew among other standard and individual orders. Home Detention Officers will monitor minors on the Home Detention Program and Home Confinement Program in their own home as an alternative to secure detention and shall report any violations to the State's Attorney's Office. Youth on Home Confinement are seen by staff on a monthly basis with additional contacts by phone.

## **Juvenile Detention**

The Minard E. Hulse Juvenile Detention Center provides secure detention for minors awaiting court hearings. According to the Juvenile Court Act, secure custody is required when two conditions exist:

- ⇒ Probable cause that the minor is delinquent; and
- ⇒ Immediate and urgent necessity for the protection of the minor or of the person or property of another, or that the minor is likely to flee the court's jurisdiction.

The Hulse Detention Center personnel strive to meet the social, psychological, educational, nutritional and recreational needs of the boys and girls admitted to the facility.

## **Behavior Management**

The ability to resolve conflicts, create community, and foster a positive environment are some of the attributes that make restorative justice a powerful tool in the development and growth of our residents, staff and organization as a whole. By changing our outlook and goal of an interaction, we begin to change behaviors; changing from a punitive to a restorative

correction. We invite the resident to participate in the resolution and by doing this it allows the resident to take charge of the behavior and make the corrections. By developing this thinking process, the resident is able to start applying conflict resolution in situations outside of areas that require staff intervention. Integrating Balanced and Restorative Justice (BARJ) principles into circle groups, helps to resolve disputes between two or more residents, while mediation and conferencing opens the process to other residents, staff, and teachers. This approach can help keep many minor incidents from escalating into more serious incidents. Residents are better able to take direct responsibility for their behavior and begin to understand the full impact of how it affects their lives.

## **Detention Programming**

This broad-based group of resources, provided at the level of secure detention, is a comprehensive mix of activities. It includes the following:

- ⇒ Education/School: Educational programming is administered by means of a digital learning program as supervised in-house in conjunction with the Regional Superintendent of Schools Office. The year-round education program is complete with four classrooms, each with 9 computer stations, arts and crafts room, and a large multi-purpose area for group projects and assemblies. A library adjacent to the classroom area rounds out the education program.
- ⇒ Physical Education: Provides organized recreation and exercise programs to all residents twice daily; additionally, yoga courses are provided by a volunteer from the community.
- ⇒ Public Service: Gives detained residents who have court-ordered public service hours the opportunity to complete these hours through specific duties. The Detention Counselors coordinate with the public service clerk to ensure the court orders are satisfied.
- ⇒ Health Education: Provides a curriculum to educate residents regarding the importance of relevant health care issues. Topics include first aid and medical emergency training, personal and dental hygiene, STD and HIV/AIDS information, the physical effects of smoking, drug/alcohol use and good nutrition and wellness.
- ⇒ Mental Health: Psychology and social work interns provide a variety of services to youth in need, including testing, therapy, and group counseling. Community agencies also provide additional services as needed.
- ⇒ Spiritual Education: Services are available to residents five times per week through community groups to provide support to the residents during their stay in detention.
- ⇒ Arts and Crafts: Provides residents the opportunity to express themselves artistically and creatively as a supplement to the educational program.
- ⇒ Balanced and Restorative Justice: In October of 2013, the Minard E. Hulse Juvenile Detention Center, along with volunteers, instituted the "Peacekeeping Circle" group. The purpose to the Peacekeeping Circle ensures that offenders that have committed crimes against society receive and understand the process of restorative justice. In order to properly run the Peacekeeping Circle, the leaders must lead by example and be very encouraging to the individuals to share their stories and thinking. All

- ⇒ individuals that are involved in the group must develop values and goals that the group members are willing to follow. One Unique quality that the group will display is a consensus. Furthermore, one must be very truthful, committed to the group and speak freely without incriminating himself challenge the individuals within the group to gain new perspectives, and display the highest degree of respect throughout the entire process. Participation is on a voluntary basis and groups are conducted approximately twice per month.
- ⇒ Garden Project: During the growing season, volunteers and staff work with the residents in selecting, planting and harvesting vegetables in an outdoor, secure area of the Detention Center. These vegetables are incorporated into meals prepared by the kitchen staff.
- ⇒ Group Programming: After school and evening groups are facilitated by staff and volunteers that address teen oriented issues and gender specific issues.

## FACE-IT Program

Family and Community Engaged in Treatment or “FACE-IT” is an innovative residential treatment program for up to 12 juvenile probationers. It is community-based, family-focused, and is designed for delinquent youth and families. FACE-IT strives to help meet the basic needs of troubled youths and families in order to enable them to function productively within society, be self-sufficient, and obtain a sense of dignity and self-worth without criminal behavior.

The treatment modality is family-focused/family centered by utilizing structural therapy. This method is designed to provide families with the necessary tools to work together as a system to solve problems and to learn courage, responsibility and cooperation.

The Washington Aggression Interruption Training (W.A.I.T.) is a cognitive behavioral intervention designed to assist youth with reducing aggression, reducing anti-social behaviors, and gaining pro-social skills. Implementation of the W.A.I.T Program reduces recidivism and is cost effective. The W.A.I.T Program is an intensive intervention which promotes pro-social skills, improves anger control, and reduces the frequency of acting out. In the weekly sessions, youth gain tools that allow them to solve problems, make positive decisions, and interact positively in social situations. The curriculum consists of three components: Social Skills Training (behavior component), Anger Control Training (emotional component), and Moral Reasoning (cognitive component). Social Skills Training focuses on helping youth acquire interpersonal skills that will provide them with alternative actions to aggressive behaviors. Social Skills Training has been successful with aggressive, shy/withdrawn, immature, developmentally delayed, and youth who lack interpersonal skills. Anger Control Training is geared towards empowering youth through positive anger control methods. This enables them to have a variety of options in dealing with a problem rather than the single option of aggression. Through Moral Reasoning, youth discuss moral reasoning dilemmas where the goal is to develop acceptable social attitudes and values. In doing so, youth can begin to develop a moral-cognitive mindset where they begin to see the need for fairness, justice, and concern with the needs and rights of others. Lastly, W.A.I.T is a comprehensive program in that it seeks to work with the families by providing a parent group. During the parent groups, parents are taught the skills that their child is using as well as complimentary skills they can utilize to help him manage his behavior.

## DIVISION OF PSYCHOLOGICAL SERVICES

### ***Background***

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Created in 1988, Psychological Services is a Division of the Administrative Office of the Nineteenth Judicial Circuit that is committed to making available the highest quality of diagnostic and treatment services to justice involved clients. The Division of Psychological Services provides a wide array of services to the Lake County Courts including the Specialty Courts, and Adult and Juvenile Probation and Detention. These services include conducting psychological evaluations, providing counseling to adult and juvenile probationers, providing clinical programming to the Specialty Courts, providing clinical programming to juveniles in the residential treatment program Family and Community Engaged in Treatment (FACE-IT), consulting with probation staff and coordinating referrals to and monitoring service contracts with community social service providers. Staff of the Division of Psychological Services report to the Director and consist of licensed clinical psychologists, master's level therapists/clinicians, licensed clinical social workers, community resource officer liaisons, and an executive assistant.

In addition, the Division offers a clinical psychology doctoral practicum training program for students in both therapy and diagnostic rotations. Practicum students assist with the psychological assessment caseload and provide individual and group psychotherapy to adults and juveniles. The Division also offers a social work internship program wherein interns assist with individual, group, and family counseling.

### ***Services and Programs Provided***

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Following is a brief summary for each of the services and programs the Division of Psychological Services offers to the Lake County court and community.

#### **Families and Community Engaged in Treatment (FACE-IT)**

In 2008, the clinical staff of the residential treatment program, Family and Community Engaged in Treatment (FACE-IT) became part of the Psychological Services Division. FACE-IT is an innovative residential treatment program that was designed and developed to serve delinquent youth within Lake County. The program houses 12 residents and strives to help meet the basic needs of these male juvenile probationers and their families in order to enable them to function productively within society, be self-sufficient, and obtain a sense of dignity and self-worth without criminal behavior. The goals of the FACE-IT program include, but are not limited to, addressing and modifying criminal thinking, mental health issues, family conflict, and educational difficulties utilizing interventions based on evidence-based practices.

## Psychological Assessments

The Division conducts a range of assessments including: fitness to stand trial evaluations for the courts; not guilty by reason of insanity evaluations; psychological evaluations of individuals undergoing pre-sentence and pre-plea investigations; comprehensive sex offender evaluations; mental health evaluations of individuals on probation, that includes individuals being considered for Therapeutic Intensive Monitoring (T.I.M.) Court. The Psychological Services Division conducts approximately 600 evaluations per year as averaged over the past ten years.

## Counseling Services

The Division provides numerous counseling services, including individual counseling to both adult and juvenile probationers, addressing a wide range of mental health issues. Family counseling services are provided to juvenile probationers and their families and address issues like communication, limit-setting and effective parenting.

Group counseling is also provided and includes:

- ⇒ Anger Management groups for individuals with anger control problems are time limited and use a cognitive-behavioral approach. Psychological Services provides separate groups for juvenile and adult probationers.
- ⇒ Parenting Skills groups to individuals referred as a condition of the Court or from their Probation Officer. Parents are provided ongoing support, share ideas and information, and are taught the skills necessary for positive and effective parenting.
- ⇒ Seeking Safety groups for justice involved adult clients that build coping skills targeted for those with a trauma history and a co-occurring substance abuse history.
- ⇒ The Recovery Skills Group is a substance abuse treatment program modeled from the Matrix Model, which is an evidence-based program. Most residents in FACE-IT have a substance abuse diagnosis and this program provides both a skill-based and education-based approach and as the youth transition to home they will continue to receive support from the therapist and juvenile counselor that facilitate the Recovery Skills Group.
- ⇒ Women FIRST group was designed to provide a more gender-responsive approach to the service and supervision of women offenders and to address those unique needs that might present impediments to complying with probation and subsequently to leading law-abiding lives.
- ⇒ Washington Aggression Interruption Training (WAIT) - The WAIT program for juveniles in the residential treatment program, FACE-IT, is a cognitive behavioral intervention designed to assist youth with reducing aggression, reducing anti-social behaviors, and gaining pro-social skills. Importantly this program works with families, teaching them the same skills to complement their youth in managing their behaviors.
- ⇒ Psychological Services also assists probation staff in conducting Cognitive Outreach Groups (COG) and COG aftercare groups.

## **Staff Consultation**

The staff of Psychological Services frequently provides consultation to probation staff about the mental health needs of probation clients. This includes assessment of suicide risk for probationers in crisis.

## **Referrals and Contracts**

Psychological Services has three community resource liaisons, two of which assist Adult Probation and one that assists Juvenile Probation and Detention. These individuals maintain working relationships with community service providers and coordinate referrals for probationers in need of services. The Division's community resource liaisons in collaboration with the Lake County Health Department have been instrumental in registering Adult Probation clients that qualify for Medicaid under the new Affordable Care Act. They have also been instrumental in maintaining a collaboration and referral system with the County's Health Department for emergency psychiatric services for our justice involved clients.

The Division's community resource liaisons are also responsible for overseeing a variety of contracts with community providers for the evaluation and treatment of juvenile and adult probationers. The Division develops requests for proposals for any new contractual services that would benefit probationers. Federal and state funded programs exist within Lake County that are designed specifically to serve delinquent youth on probation and deter further delinquency that could result in detaining or committing the youth to the Department of Juvenile Justice. These programs are coordinated by the community resource liaisons.

## **Fee for Service Program**

The Division's executive assistant oversees the Court's fee for service program that includes fee collection for groups including Anger Management, COG, Domestic Violence assessments, and the Jr's Challenge Ropes Course.

## **The Juror Stress Program**

The Juror Stress Program is conducted by Psychological Services staff that has been trained in critical incident debriefing. Staff is available to conduct one-time individual or group debriefings for jurors that have been traumatized by their jury duty experience. Jurors in need of additional intervention are referred to community service providers.

## DIVISION OF ADMINISTRATIVE SERVICES

### ***Background***

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In late 2008, the budget and finance and human resources units combined to form the administrative services division. The division acts both independently and as a liaison with other Lake County offices and state agencies, including the Administrative Office of the Illinois Courts (AOIC). Division responsibilities include budget and finance matters, grant administration, human resources and training administration. These areas are summarized below.

The AOIC requires the submission of vouchers that detail the amounts paid to sworn staff in order to receive partial reimbursement for their salaries. They also require the Court to submit an Annual Plan that describes past activities and future plans; including proposed expenditures, detailed grant information and a record of all training completed by staff. Administrative Services completes these documents and also prepares and submits an annual "Source of Funds" report to the AOIC. This report details Court expenditures for the most recently completed fiscal year and where the funds to meet these obligations came from.

### ***Services and Programs Provided***

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***Judicial Budget & Finance*** is responsible for the preparation and administration of the annual budget and monthly financial status reports. The Nineteenth Judicial Circuit is funded through the State of Illinois and Lake County. The Circuit's judges, court reporters and arbitration center receive funding directly from the State. All other Circuit employees and activities are budgeted in six different funds of the Lake County budget. Other financial responsibilities include coordinating the purchasing of supplies, furniture and services and processing accounts payable and receivables for the Circuit. The division also conducts formal and informal cost-benefit analyses and researches and implements other cost-saving measures.

***Grant Administration*** is an important part of the administrative services division. Staff works with all other divisions to research grant opportunities and apply for new grants from state, federal and private sources. Grant awards are then monitored to comply with budget and reporting guidelines. Staff prepares quarterly, semi-annual and annual financial reports as required by the various grant programs.

***Judicial Human Resources*** is responsible for all personnel actions and needs such as:

- ⇒ Recruiting and employee orientation;
- ⇒ Overseeing the Training and Orientation of New Employees (TONE) program;
- ⇒ Managing the mentoring program; training mentors and soliciting feedback;
- ⇒ Employee benefits and leaves of absence;
- ⇒ Payroll and records management;
- ⇒ Employee recognition and awards programs;
- ⇒ Developing, communicating and interpreting personnel policies and practices; and Risk management (safety and security).

**Training Administration** includes the coordination of training events and record-keeping. Specific responsibilities include:

- ⇒ Coordinating state-mandated, in-house and other training events;
- ⇒ Ensuring that all training records are properly documented to ensure compliance with various professional requirements;
- ⇒ Maintaining employee records;
- ⇒ Managing training scholarships; and
- ⇒ Researching training opportunities.



## **DIVISION OF JUDICIAL INFORMATION SERVICES AND TECHNOLOGY**

### ***Background***

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The Division of Judicial Information Services and Technology (JIST) is to provide the highest technology-based services in the most cost-effective manner in support of the Court's mission as it applies to case processing and management, probation and detention services, and judge and staff learning the use of technology. The foundation of the division's services is to establish systems, processes, and solutions based on best practices and industry standards.

JIST consists of a judicial information services director, two systems engineer, one database systems analysts programmer, 2 technical services specialists, one network system engineer, one application systems analysts programmer, one help desk specialists with a total of eight IT staff. The division, which reports directly to the executive director, acts both independently and as liaisons for the Nineteenth Judicial Circuit with other Lake County departments, state agencies including, the Administrative Office of the Illinois Courts, other state departments, and other court technology partners and vendors.

The Division of Judicial Information Services & Technology (JIST) is responsible for all technology related systems and services that support the Nineteenth Judicial Circuit. The division provides 24/7 technical support for computers, multi-media equipment used in courtrooms, audio-visual equipment, servers, video-conferencing, jury kiosks, informational lobby displays, telephones, Hearing impaired devices (TDD), VOIP, network printers, fax machines, copiers and all other related technology to include the monitoring and support of local area network, virtualization, mobile devices, juvenile classrooms, jury assembly room & law library technologies, wireless networks and security. JIS performs work in researching, evaluating, implementing, maintaining, and training in the various software and hardware systems at the user level. The division develops in-house applications and modules to support the requirements of the organization and other divisions. The JIST staff support and maintain existing systems and ensure proper backups and technology plan are in place to implement continuity of operations and disaster recovery when an interruption of service occurs. They conduct thorough research and analysis of business processes and make recommendations of appropriate technological solutions. A one-on-one training or a classroom training setup is provided by the staff on a frequent basis. The division coordinates, collaborates and communicates with other justice agencies including the Administrative Office of the Illinois Courts, service agencies locally and nationally, Lake County departments and/or vendors for any technology related initiatives, programs and issues regarding systems and services.

### ***Services and Programs Provided***

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#### **Administration and User Support Services**

This area of user support services are responsible for all help desk calls routed through the JIS help desk phone calls or through a JIS Help desk support e-mail. Users supported are diverse both internal and external customers, in courtroom users, outside courtroom and other court facilities. This area processes work orders and workflows for customer support and project development. Support Services maintains inventories of software, hardware, user login

credentials, and monitors equipment requests and maintenance. In addition, this area collaborates with the project development team to maintain and help users with help guides and documentation.

### **Application Support, Research, Development and Testing**

This area does research, testing, installation and maintenance of new applications within the court's network and end users. This area works closely with project development and program support to evaluate the needs of the court users and determines best applications for such needs. Application development is one of the key components of this area of services to support the requirements of the organization. Within applications, this area includes the networking infrastructure and components that handle and maintain physical and virtualized servers, data storage, backups for disaster recovery and security of the system. In addition, technical documentations and user support instructions are part of the support management of every system.

### **Hardware Support and AV Support**

This area maintains all hardware technology related systems such as desktops, servers, printers, audio and visual equipment, other multimedia devices, smart phones, tablets, mobile devices, cell phones, etc. This area supports all courtrooms for any technology requirements and training on how to use the technology. It maintains hardware inventories of all equipment for user checkout. It also supports the maintenance of workstation; images devices for deployment, network systems (both hard wired and wireless services), servers and daily backups to ensure timely restoration of services and data. This includes mobile devices such as laptops, tablets, mobile phones and other mobile or portable devices. The services in this area include instruction on how to use the various equipment and assistance to all users. It maintains logistics of hardware locations and types of devices used on or off the network. Included in this area of support is the wireless (Wi-Fi) infrastructure that services internal users and the public. In addition, this area conducts research and development for new hardware technology when necessary and applicable.

### **Project Development and Coordination Program Support**

For new and existing application requests, this area designs, develops and deploys web-based resources and application for internal use and for public access. The support and services of this area ensure that it meets the requirements of the business processes and promote the efficiency of the system. These areas not only support the Court's projects but also get involved in enterprise wide County technology projects. This supports the maintenance of public facing website and the internal portal for internal user access. It manages and directs vendor resources for integration into workflows and business processes.

## CORE SUPPORT UNITS

### *Background*

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There are two units that provide support services to the court as well as the other divisions. The units report directly to the Executive Director and their activities mainly focus on research and evaluative measurements of the court's programming.

### *Services and Programs Provided*

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#### **Judicial Programs and Process Research Unit**

The Judicial Programs and Process Research Unit supports the mission of the court by providing statistical analysis and evaluation of court services and programs to determine progress towards meeting defined court organizational goals and objectives, which assists in the effective management of the judicial system by promoting accountability, responsiveness, and continuous improvement throughout the court organization.

The Judicial Programs and Process Research Unit manages and facilitates the SMAART Performance Management Program, a performance-based planning, measurement, and improvement process which assists and supports judicial staff in developing, monitoring, and communicating the results of projects that are aligned with the court's strategic plan.

#### **Legal Research Services Unit**

The Legal Research Services Unit (LRSU) provides legal support for Lake County's judges, the Executive Director of the Administrative Office of the Nineteenth Judicial Circuit and the six division directors in court administration. For the judges, the LRSU performs legal research and writing on a variety of complex civil and criminal topics. In addition, the LRSU regularly compiles, edits, and updates bench materials for the courts. Further, the LRSU provides legal support to judicial committees and assists with local rules, court forms, and new legislation.

The LRSU provides the Executive Director and the division directors with legal assistance in a variety of areas. The LRSU anticipates and evaluates new legislation and prepares policy recommendations. Further, the LRSU acts as a legal liaison to the division directors and considers issues unique to their divisions.

The Legal Research Services Unit is staffed by attorneys licensed to practice law in the State of Illinois. Each summer the LRSU is augmented by interns from law schools throughout the country. Additionally, law students may work with the LRSU as externs during the school year. The most senior staff attorney serves as LRSU manager to facilitate workflow, centralize communications, and supervise other members of the Unit.

## Judicial Programs and Process Research Unit

The Judicial Programs and Process Research Unit supports the mission of the Court by providing statistical analysis and evaluation of Court services and programs to determine progress towards meeting defined Court organizational goals and objectives, which assists in the effective management of the Judicial System by promoting accountability, responsiveness, and continuous improvement throughout the Court organization.

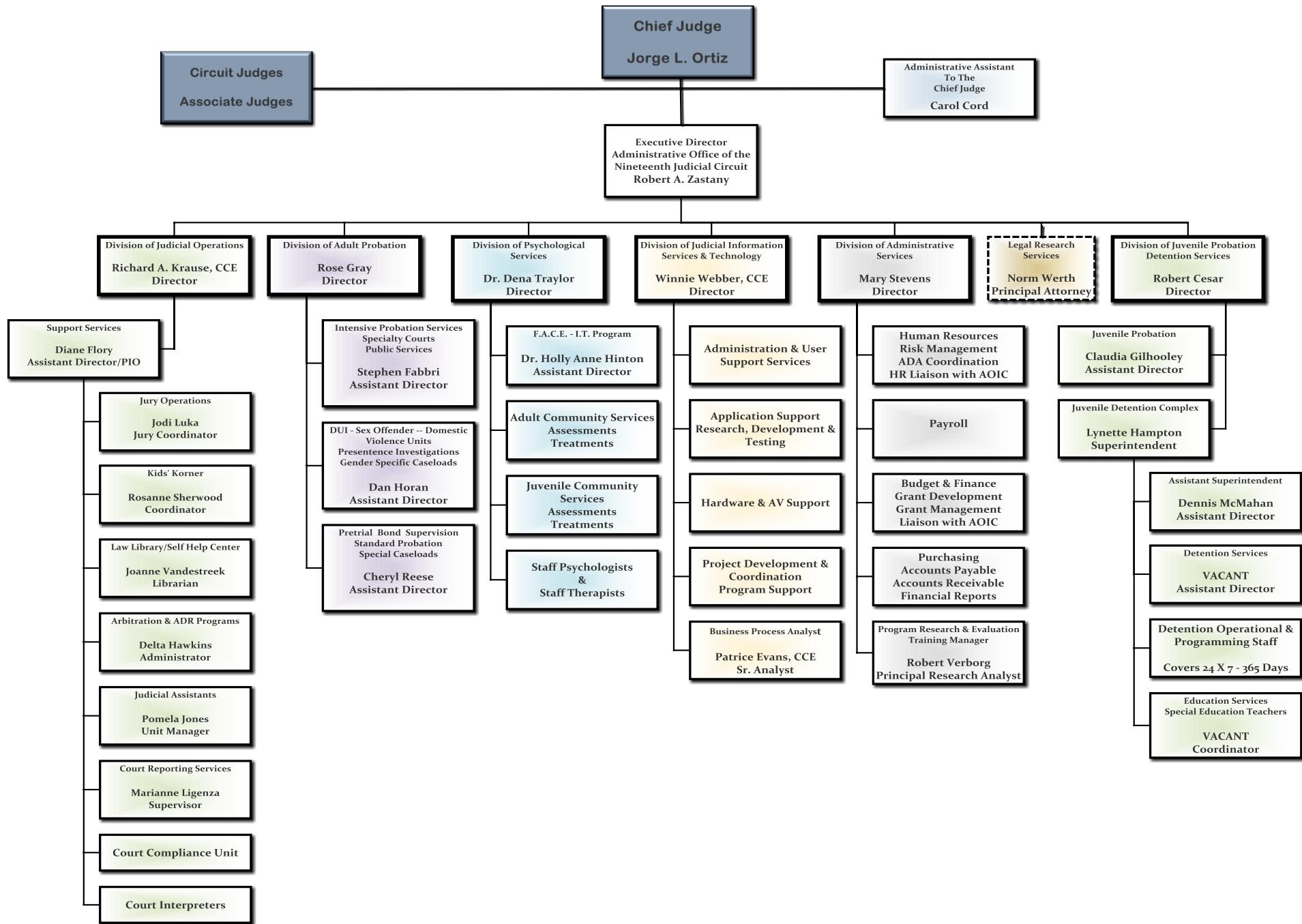
The Judicial Programs and Process Research Unit manages and facilitates the SMAART Performance Management Program, a performance-based planning, measurement, and improvement process which assists and supports judicial staff in developing, monitoring, and communicating the results of projects that are aligned with the Court's strategic plan. In addition, the unit is responsible for overseeing the Mentoring Program, which provides a new employee or a new supervisor a mentor with whom to explore and navigate their new role in the court organization.

The Judicial Programs and Process Research Unit includes a Program Research Analyst and a Business Process Analyst. The Analysts report directly to the Executive Director of the Nineteenth Judicial Circuit.

Title	Semi-Annual	Annual	Bi-Annual	3-years	As Needed
Access & Fairness Survey				X	
Adult Probation Investigation & Supervision	X				
Client Satisfaction Survey		X			
COG Program Evaluation				X	
Correctional Program Checklist					X
Employee Engagement Survey			X		
Employee Exit Survey					X
Employee Training Evaluation					X
FACE-IT Program Report					X
Junior's Challenge Report					X
Jury Service Exit Questionnaire	X				
Kids' Korner Parent Survey			X		
Law Library Patron Survey					X
Mentoring	X				
Pretrial Risk Assessment				X	
Psychological Services Clinical Report		X			
Research Activities Proposals					X
SMAART Projects					X
SMAART Snapshots					X
TONE Program Evaluation		X			
Miscellaneous					X

# Administrative Office of the Nineteenth Judicial Circuit

## Lake County





## CHIEF JUDGES: 1964 - 2016

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2016 - Present	Judge Jorge L. Ortiz (1/04/16 - present)
2014 - 2016	Judge John T. Phillips (1/06/14 - 1/03/16)
2012 - 2014	Judge Fred Foreman (5/1/12 - 1/05/14)
2010 - 2012	Judge Victoria A. Rossetti (5/1/10 - 4/30/12)
2008 - 2010	Judge James K. Booras (5/8/08 - 4/30/10)
2007 - 2008	Judge David M. Hall (12/1/07 - 5/07/08)
2004 - 2007	Judge Christopher C. Starck (12/1/04 - 11/30/07)
2002 - 2004	Judge Margaret J. Mullen (12/1/02 - 11/30/04)
2000 - 2002	Judge Jane D. Waller (12/1/00 - 11/30/02)
1998 - 2000	Judge Henry C. Tonigan (12/1/98 - 11/30/00)
1996 - 1998	Judge Raymond J. McKoski (12/1/96 - 11/30/98)
1994 - 1996	Judge Stephen E. Walter (12/1/94 - 11/30/96)
1992 - 1994	Judge John R. Goshgarian (12/1/92 - 11/30/94)
1990 - 1992	Judge Charles F. Scott (12/1/90 - 11/30/92)
1988 - 1990	Judge Bernard E. Drew (12/1/88 - 11/30/90)
1986 - 1988	Judge Fred A. Geiger (12/1/86 - 11/30/88)
1984 - 1986	Judge William D. Block (12/1/84 - 11/30/86)
1983 - 1984	Judge Jack Hoogasian (1/1/83 - 11/30/84)
1981 - 1982	Judge Robert K. McQueen (1/1/81 - 12/31/82)
1979 - 1980	Judge John J. Kaufman (1/1/79 - 12/31/80)
1977 - 1978	Judge Fred H. Geiger (1/1/77 - 12/31/78)
1975 - 1976	Judge Harry D. Strouse, Jr. (1/1/75 - 12/31/76)
1973 - 1974	Judge Lloyd A. Van Deusen (1/1/73 - 12/31/74)
1968 - 1972	Judge LaVerne A. Dixon (1/1/68 - 12/31/72)
1964 - 1968	Judge Glenn K. Seidenfeld (1/2/64 - 12/31/67)

## KEY CONTACTS

### ADMINISTRATIVE OFFICE:

<b>Division of Judicial Operations</b>	847.377.3600
Richard Krause – Director	847.377.3817
Court Reporters – Marianne Ligenza	847.377.3904
Court Interpreters – Marianne Ligenza	847.377.3819
Alternative Dispute Resolution	847.360.5747
Compliance Program	847.377.3807
Jury Commission	847.377.4600
Jury Info Line	847.377.JURY (5879)
Judicial Speakers Bureau	847.377.3818
Kids' Korner	847.377.3825
Law Library	847.377.2800
<b>Division of Adult Probation Services</b>	847.377.4504
Rose Gray – Director	847.377.3686
Public Service Program	
Pretrial Services	847.377.4506
<b>Division of Juvenile Probation &amp; Detention Services</b>	847.377.7800
Robert Cesar, Director	847.377.7904
<b>Division of Psychological Services</b>	847.377.4504
Dena Traylor, Director	847.377.3675
<b>Division of Administrative Services</b>	847.377.3820
Mary Stevens, Director	847.377.3809
<b>Division of Judicial Information Services</b>	847.377.3600
Winnie Webber, Director	847.377.3822
<b>Core Support Units</b>	847.377.3600
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Robert Verborg, Principal Research Analyst	847.377.3726
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