



# Get SMAART

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Nineteenth Judicial Circuit, Lake County, Illinois  
[www.19thcircuitcourt.state.il.us](http://www.19thcircuitcourt.state.il.us)

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## Call for Proposals

Although it has been some time since our last issue of the *Get SMAART* Newsletter (June 2010), there has been a great deal of progress with the SMAART Program. Our current 500-Day Plan began July 1<sup>st</sup>, 2010. Each of the divisions has been working with a number of SMAART projects during this initial period, which will wrap up on December 31, 2011.

SMAART is primarily a staff-driven process. Staff at all levels of the organization are encouraged and invited to contribute project suggestions for inclusion in the next 500-Day Plan, which will run from January 1, 2012 through June 30, 2013. Projects should be of short duration - generally 6 to 12 months; though larger projects may be divided into "chunks" to fit within the 18-month cycle. SMAART Projects include:

- New Projects that address specific strategy areas of the 19<sup>th</sup> Judicial Circuit Strategic Plan  
[http://www.19thcircuitcourt.state.il.us/resources/Documents/Reports/StrategicPlan\\_012009web.pdf](http://www.19thcircuitcourt.state.il.us/resources/Documents/Reports/StrategicPlan_012009web.pdf)
- Formal Evaluations of existing programs or services

Staff-initiated SMAART project proposals are submitted using the Staff Position Paper Format found on the Courts Daily webpage.  
[http://courts.lakeco.org/daily/helps/WritingStaffPositionPapers\\_051307.pdf](http://courts.lakeco.org/daily/helps/WritingStaffPositionPapers_051307.pdf)

This form should be reviewed by the division's SMAART Team representative to assure that the project meets the requirements of a SMAART project and is aligned with the objectives and strategies of the court's strategic plan. The project proposal is then submitted to the division director for final authorization and approval in order to assure that staff and organizational resources are adequately available to support the needs of the project and the daily activities of the division are not disrupted.

Further information regarding the development of projects or evaluations for consideration under the SMAART Performance Management Program can be found in the SMAART Program Users Guide:

[http://www.19thcircuitcourt.state.il.us/resources/Documents/Smaart/SmaartUserManual\\_120109.pdf](http://www.19thcircuitcourt.state.il.us/resources/Documents/Smaart/SmaartUserManual_120109.pdf)

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## SMAART Team

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## Achieving Public Trust and Confidence

*"Pursuing a mission without achieving results is dispiriting;*

*Achieving results without a mission is meaningless."*

*Frances Hesselbein  
President and CEO  
Leader to Leader Institute*

Central to the Vision and Mission of the Nineteenth Judicial Circuit is fostering Public Trust and Confidence in the judicial system. In order to achieve a fair and accessible system of justice and to ensure public safety, a high-performance court organization must fulfill its responsibilities and deliver court services within the context of the Trial Court Performance Standards (National Center for State Courts, 1997). These standards serve as a methodology by which to measure how well the court organization is performing.

Public Trust and Confidence are achieved when a court organization conducts its business and develops programs within this contextual framework, and demonstrates that it effectively and efficiently provides Access to Justice; Expedition and Timeliness; Equality, Fairness, and Integrity; and Independence and Accountability. Each of these core standards includes a number of measurable objectives:

- Access to Justice
  - Public Proceedings
  - Safety, Accessibility, and Convenience
  - Effective Participation
  - Courtesy, Responsiveness, and Respect
  - Affordable Costs
- Expedition and Timeliness
  - Case Processing
  - Compliance with Schedules
  - Prompt Implementation of Law and Procedure
- Equality, Fairness, and Integrity
  - Fair and Reliable Procedures
  - Juries
  - Court Decisions and Actions
  - Clarity
  - Responsibility for Enforcement
  - Production and Preservation of Records
- Independence and Accountability
  - Independence and Comity
  - Accountability for Public Resources
  - Personnel Practices and Decisions
  - Public Education
  - Response to Change

A high-performance court organization knows the results that are important to achieve, seeks indicators of how well it is performing, and has established an approach to determining the highest priorities for change. The agenda of a performance management system aligns the strategic focus of the court organization with a broad range of court activities. Court employees at all levels of the organization, therefore, need to be engaged in this process. Every individual that works for the court contributes to the success of court functions and the overall performance of the court organization.

## Did You Know...

The Court Employee Survey has moved to an 18-Month cycle...the next employee survey will roll out in April 2012. In addition to this change, the Senior Management Team is revising the survey to include select items from the *Federal Employee Viewpoint Survey* (in addition to the current NCSC *CourTools* items) These changes will allow us to better assess staff opinions, implement improvement plans, and compare our results with other government organizations.

The Client Services Survey is now on a 12-Month cycle. Additionally, beginning in May 2012 the current survey will be used only in the Division of Adult Probation Services and the Division of Juvenile Probation and Detention Services. Alternate surveys will be developed for use in other divisions.

## SMAART News...

The SMAART Performance Management Program has been the subject of two national publications by the National Association for Court Management (NACM). Read these on the SMAART Program Website...

[http://www.19thcircuitcourt.state.il.us/resources/Pages/smaart.aspx#smaart\\_reports](http://www.19thcircuitcourt.state.il.us/resources/Pages/smaart.aspx#smaart_reports)

The SMAART Program, projects, and research have been presented to local and national audiences at a number of recent conferences...

Illinois Probation and Court Services Association (IPCSA), April 2010 Spring Conference  
Illinois Criminal Justice Information Authority (ICJIA), March 2011 Board Meeting  
American Probation and Parole Association (APPA), July 2011 Annual Training Institute

Upcoming...

Lake County Criminal Justice Coordinating Council (CJCC), August 2011 Council Meeting

The Fourth Annual Public Performance Measurement and Reporting Conference  
*Performance Measurement: Teaching, Training and Action*, September 23-24, 2011  
Rutgers University - School of Public Affairs and Administration, Newark, NJ

## Next Issue Preview...

The SMAART Team currently meets on a quarterly basis throughout the year, the fourth Wednesday in January, April, July, and October. In order to provide staff with timely and accurate information regarding the SMAART Program, the *Get SMAART* Newsletter will be issued the following month...February, May, August, and November.

As our initial 500-Day project cycle will be winding down and a new cycle will be starting up with the close of this calendar year, November's issue will focus on the status of divisional SMAART Projects, a discussion of how individual project outcomes impact the organization's overall measurement of performance, and lessons learned from the initial 500-day period.