

19th Judicial Circuit
Circuit Court of Lake County

Accomplishments – 2012 Strategic Plan Task Update

December 1, 2011 – November 30, 2012

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Strategic Plan Task Update

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STRATEGY A: **Develop and update a master facilities plan which documents courtroom and staff space needs.**

- Short Term Court Initiative (STCI) necessitated multiple relocations of offices including:
 - Center Courts area on 2nd and 3rd floors build out.
 - Relocation and consolidation of JIS offices.
 - Relocation of Kids' Korner.
 - Relocation of staff attorneys.
 - Relocation of Administrative Services Personnel.
 - Relocation of senior management team.
- Building of new courtroom on 1st floor begun. Target completion date December 21, 2012.
- Created a new office out of existing space with surplus furniture for Unit Managers in the Detention Center.

STRATEGY B: **Continue to improve the court's website with particular emphasis on interactive functionality that enables court users to transact business without the necessity of appearing in person.**

STRATEGY C: **Promote the expansion of and types of court services offered in the branch courts as a convenience and to improve accessibility by the public and the Bar.**

- Probate call relocated to Park City B.
- Reviewed, consolidate and reassigned multiple agencies traffic court calls in all 3 branch courts to provide additional time for judicial resources.
- Upgraded and installed assistive listening interpreter consoles in Juvenile Court.
- Wired and installed DVD/VHS player and laptop capability over a wall-mounted 50" plasma display in the Mundelein Branch Court for training and court electronic evidence media display. This replaced a burned out 32" CRT/VHS player mobile cart.

STRATEGY D: **Promote accessibility of court facilities by continually improving signage, directories, displays of calendars and receptionist services.**

- Received approval to hire a new full-time interpreter in FY13 to provide interpreter services in civil and family cases.
- Added Court's website and lawbar.org informational pages in the lobby display. In addition, Quick Response codes were added to these pages for ease of connecting directly to the sites.

STRATEGY E: **Effectively use technology to make the services of the court more accessible, secure, convenient to use and cost effective.**

- Developed a PowerPoint presentation of the material that is covered on the first day of the TONE orientation. All new employees now see the same material in a clear and consistent manner.
- The Adult Probation Division's Caseload Explorer focus group completed the training manual for Caseload Explorer (our case management and data system).
- Completed the transition to TRACKER juvenile case management for Detention to include daily logs, reports, visitation information, mail and phone call logs making them immediately accessible to all Division staff.
- Implemented the use of the digital pen to track volunteer/intern hours in the Juvenile Division.
- 12 new radios were purchased for staff enhancing safety and security as well as improving staff morale.
- A new lock system was installed and implemented in the Detention Center making the facility more efficient and secure.
- The Guard One Plus room monitoring system is currently being installed in the Detention Center to replace the current system which is outdated, more complicated to use and required frequent and costly repairs.
- Support the Disaster/Recovery plan by creating a virtual environment and redundancy of all systems at the main courthouse. This includes changing the backup environment to backup network data in larger storage capacity as backup practices.
- Setup an automated system to send out Birthday and Anniversary email cards to the employees and Judges of the 19th Judicial Circuit. This eliminated the upgrade of the software and printing of the cards for costs savings and effectiveness.
- Using the AIRS system as a guide, JIS created a new interface named STAIRS for employees to enter incidents. The system automatically emails the Directors and Supervisors.
- Started the creation and development of a content management system using Vision Internet to replace the existing Court's Daily.
- Directors, Assistant Directors, and Unit Managers furnished with new Dell 790 PCs with Windows 7 platform and MS Office 2010 software suite.
- All Juvenile desktops were replaced with new PCs equipped with Windows 7, 64-bit platform and MS Office 2010 software suite.
- Provided users with Office 2010 and Windows 7 technical and training resources.
- Installed MiFi wireless network using 4G technology for outside, contract Recovery Coaches.
- Installed network scanner/copier at Adult Probation front desk to facilitate new business process of scanning Court Orders into case management system.

- Provided special keyboards, larger monitors, keyboard holders for ergonomic demands.
- Implemented CaptureX pen technology to monitor Intern service hours.
- Incorporated Onbase software to Pretrial Canon copiers for electronically archiving Pretrial records.
- Completed specifications for the COMPLIANCE module as an added feature of the Caseload Explorer system.
- Started pilot project involving ePad signature pen technology and portable scanner into Public Service process.
- Started first data exchange with Court Appearance in Integrated Justice project interfacing Circuit Clerk records to the Caseload Explorer system.
- Started in-house scanning of Pretrial 2010 files.

STRATEGY F: **Continue and expand training of judges and court staff to promote improved customer service, technical skills and professional development.**

- Provided a 6-month supervisory training program called Leadership Academy to provide the new unit managers with the skills they would need to succeed in their new positions. The training program consisted of 47.5 hours of training in a classroom setting, online training courses, critical review essays, a staff position paper, and assessments on computer skills emphasizing proficiency with case management databases.
- Implemented TotalTesting system for testing applicants and in-house (Unit Manager Testing) functions.
- Provided technology platform for Unit Manager curriculum and 1st graduating class.
- Annual judicial training day held in October. Topics included High Performance Courts, Judicial Misconduct and How We Communicate; Judicial Safety; Cameras in the Courtroom; Developments in Technology; Hearsay and Confrontation Clause Update.
- Interpreters conducted and attended half-day seminar. Topics included Deferred Action for Childhood Arrivals; Interpreting Nonstandard Language; 402 Conferences; ALIC (Assistive Listening Interpreter Console).
- The Division of Psychological Services provided an in-service training to Adult Probation regarding Suicide: Risk, Recognition, and Prevention. Brochures were created that list pertinent contact information and phone numbers to aid during crisis intervention.
- The Judicial Research Analyst attended the Fifth Annual Public Performance Measurement and Reporting Conference at New Jersey Statehouse, and presented a conference paper on the SMAART Performance Management Program: *Judicial Branch Performance Management - Lessons Learned from the First 500 Days of the SMAART Program.*

- Facilitated several SMAART Brown Bag Training sessions for court managers offered through BlessingWhite, Inc., a global consulting firm dedicated to creating sustainable high-performance organizations:
 - Strategic Planning
 - Employee Engagement
- The Adult Probation Training Committee orchestrated the following training programs to Probation Officers
 - In service presentation regarding the Mary Pat Maddox Center about residential programming for women.
 - Training by the Illinois Attorney General's Office regarding Sexually Violent and Sexually Dangerous Predator's Act
 - Evidence Based Practices – Protective Factors
 - Set up free medical screening services for probationers by having the Rosalind Franklin University Community Care Connection Program be available at the Probation Department for three hours in September 2012.
 - In service presentation by Gateway Foundation regarding "Current Trends in Substance Abuse".
- Thirty-two Adult and Juvenile Officers received 20 hours of training sponsored by the Midwest Counterdrug Training Center on "Survival Spanish for Probation Officers".
- Fourteen Adult and Juvenile Probation Officers attended a 16 hours training conference by Project Safe Neighborhoods" Anti-Gang Summit".
- Director of Adult Probation participated on the Administrative Office of the Illinois Court Advisory Committee regarding Probation Service Fees Policies and Guidelines. Training was then provided to Adult Probation staff on the implementation policy and procedure regarding collection of out of county collection of probation service fees.
- Division of Psychological Services Therapists provided an in service training to Adult Probation Officers on "Suicide – Risk, Recognition and Prevention".
- Adult Probation Officers participated in an Evidence Based Practices Booster Training on Case Planning. In addition, new employees from both Adult and Juvenile Probation participated in 20 hours Evidence Based Practices training on Motivational Interviewing.
- Adult Probation Officers participate in training by the Illinois State Police regarding updates on Offender Registration Laws.
- An Adult Probation Officer and Therapist from the Psychological Services Division participated in a train the trainer program though SAMHSA's Gain Center for "How Being Trauma Informed Improves Criminal Justice Responses". They will provide training to staff in 2013.
- Adult Probation Officers received recertification in the use of Pepper Spray.
- The Juvenile Division received recertification in the use of Pepper Spray, JR's Challenge facilitation and CPR.

- The Juvenile Division staff completed over 2,800 hours of training which included but not limited to topics such as substance abuse, fetal alcohol syndrome, brain development, interstate compact on juveniles, TRACKER, teen dating violence, gangs, mental health and trauma.
- The Juvenile Detention and FACE-IT programs implemented a more intensive training in the “Handle with Care” physical restraint technique including an increase in the quality and length of quarterly sessions from 4 hours to 8 hours and more focus placed on de-escalation techniques to enhance the safety of both staff and residents in Detention and FACE-IT.
- The Juvenile Division DATA group was expanded to include more staff at every level resulting in improved communication and accessibility to information.
- Two JIS Technical Staff attended the National Information Exchange Model (NIEM) basic training skills in preparation to concepts of data sharing and implementation not only in the Court’s system but also with other court related Divisions such as Pretrial and Probation.
- Upgraded the Adobe LiveCycle to the latest version. This will be used to automate the business processes for internal functions such as HR processing, IT related resources and Court forms.
- Upgraded each of the 37 Judge’s chambers from analog to digital cable transmission.
- Created the new Court Manager’s E-Toolbox Blog website to provide up-to-date training and reference resources for the new Unit Managers and administrative management team. The site allows managers to create pages to share with their colleagues on management and personnel matters.
- Received and prepared 4 new NOMAD systems to augment the existing 5 units – total of nine units available for checkout. These four units are enhanced to allow near wireless laptop connectivity.
- Designed and tested a true wireless HD quality laptop connectivity for the NOMAD System. This portable system allows up to 4 laptops to be switchable into the NOMAD’s audio and visual systems.
- Facilitated training and software customization in Caseload Explorer system to incorporate daily drug testing operations in the Adult Probation business process.
- Created customized Mental Health Court Performance Measures Assessment tool and developed weekly back-up process and monthly reporting to National Center for State Courts.
- Implemented TotalTesting system for testing applicants and in-house (UM Testing) functions.
- Started and promoted the use of existing technology such as webinars and Skype technology as a cost effective training alternatives.
- Started to implement the capability and training of West Knowledge Management to the Family Division judges.
- Adult Probation Officers received training by the Judiciary regarding the new comprehensive Sentencing Orders.

- Adult Probation Officers participated in a Presentation by Rosalind Franklin University on their research project regarding “Treatment Outcomes for Male Perpetrators of Intimate Partner Violence”.
- Three Pretrial Officers attended and 8 hour training on Detecting Danger sponsored by the Midwest Counterdrug Training Center in Iowa.
- An Adult Probation Officer participated in the National Center for State Courts Institute for Court Management Fellows Program.

STRATEGY G: **Improve caseflow and reduce delay by implementing the caseflow management plan.**

- Moved foreclosure call to main courthouse from branch court.
- Split foreclosures and chancery call amongst two judges.
- Implementation of new Courtroom Schedules for the Family Division which create Trial Call weeks for each courtroom and utilize standardized Case Management Orders for family matters. The new schedule for each courtroom consists of two (2) trial weeks and two (2) non-trial weeks.
- Compressed branch court schedules to provide for more efficient use of judicial resources.
- The Juvenile Court altered the DCFS and delinquent calendar schedule to improve the overall flow of cases.
- The Juvenile Division acquired the administrative process for Adoptions and updated the manual and workflow for the Juvenile Court.
- Created an Intensive Case Management Task Force to examine the entire ICM process and present recommendations to the Judicial Facilities Review Committee.

STRATEGY H: **Improve services and programs to assist self-represented litigants.**

- Small Claims mediation program began.
- Designed and published a small claims mediation brochure to distribute to pro se litigants.
- Received continuation funding for Access and Visitation mediation program for never married parents.
- Forms translated into Spanish made available to pro-se litigants in Law Library.
- Family Law Mediation Software training provided to pro se users.
- Updated Adobe LiveCycle to the latest version to accommodate the needs for prose court forms.

STRATEGY I: **Improve court forms and procedures to promote ease of use by judges, court staff, the public and the Bar.**

- Published a revised edition of the employee handbook in order to streamline the material and make the sections easier to read.
- Developed a new exit packet that includes an employee exit survey and a form to track the return of all county property issued to employees.
- Judicial Forms Committee created from members of all divisions reviewed, revised and approved multiple forms from all divisions.
- Criminal Division created new comprehensive Sentencing Orders incorporating costs and fee sheet into Orders.
- Created TIM Court Data Collection Instrument for regular use by program staff, administrative assistant, and program coordinator for the collection, reporting and presentation of specialty court data – Drug Court, Mental Health Court, and Veterans’ Treatment Court dockets.
- The sentencing format of the social investigation report was revised to incorporate statutory changes for youth committed to the Department of Juvenile Justice.
- Revised the client information sheet in the Juvenile Division so that all Division staff utilize one consistent form.
- Revised the Custody Summary Report in TRACKER to be more succinct and informational for Juvenile court hearings and staff.

STRATEGY J: **Collaborate with stakeholders, ancillary justice agencies and private support providers to ensure that judges have sufficient information to make informed decisions.**

- Partnered with the Lake County Bar Association to design and establish a small claims mediator training program.
- Reviewed and facilitated several Requests to Conduct Research by independent researchers in advance of approval by the Chief Judge.
 - *Juvenile Disproportionate Minority Contact (DMC) Statewide Assessment* – Illinois Criminal Justice Information Authority (ICJIA).
 - *Treatment Outcomes for Male Perpetrators of Intimate Partner Violence* – Rosalind Franklin University of Medicine and Science.
 - *Analysis of Personality Variables of Sex Offenders: Contact versus Non-Contact Offenders* – Argosy University.
 - *Identifying the Common Predictors of Court Appearance and Risk to Public Safety: The Development of a National Court-Based Pretrial Risk Assessment Model* – Luminosity, Inc; St. Petersburg, FL.
 - *Effective Treatment and Supervision of Juvenile Sexual Offenders* (formal request not submitted) – Illinois Juvenile Justice Commission, and Loyola University – Chicago, School of Law (Civitas Child Law Center).

STRATEGY K: **Continually improve external communications, especially with the public, Bar, funding agencies and justice partners.**

- Met with staff from Lake County and the Lake County Health Department on several occasions to discuss the need for additional funding to provide treatment services to court clients. Received \$175,000 in additional funding for FY13.
- Judges involved in multiple speaking engagements to school, civic, bar and judicial educational programs.
- Judges participated in public outreach events including Law Merit Badge, High School Mock Trial Tournament, College Mock Trial Tournament, Law Day U.S.A., Naturalization Ceremony, Juror Appreciation Week, Senior Law Day, Red Ribbon Rally and Veterans History Project.
- Conducted and released results of the *2012 Lake County Court Employee Survey*, which focused on: Employee Work Experiences, Human Resources Management Practices, and Employee Engagement Factors.
- Examined the performance and released the results of the SMAART Performance Management Improvement Project: *Youthful Offender Job Readiness Program* from the Division of Juvenile Probation and Detention Services.
- Examined and released the results of the *Moving-On/Gender-Specific Cognitive Outreach Groups (COG) Comparison Study* from the Division of Adult Probation Services to the Administrative Office of the Illinois Courts (AOIC).
- Our Adult Motivational Interviewing Trainer provided community outreach training to the Lake County Interagency Council for their Pregnant and Parenting Teen Collaboration Group. She also conducted Motivational Interviewing to Focus House and Ogle County Probation in Rochelle IL
- Two Adult Probation Officers conducted two workshops on Motivational Interviewing at the Fall Conference of Illinois Probation and Court Services Association.
- Two Adult Probation Officers presented on the Court System and Probation Supervision to a criminal justice class of students at Harper College as well as to a group of high school students.
- An Adult Probation Officer conducted two one-hour training sessions with the Zion Police Department on Effective Communication with a Motivational Interviewing Perspective.
- An Adult Probation Officer conducted Interstate Compact Training on updated rules and regulations for out of state transfer cases to Adult Probation Officers.
- An Adult Probation Officer presented on Probation as a Career to local area high school students at the Lake County High School Technology Campus.
- The Director and two Assistant Directors of Adult Probation presented on Probation Supervision to the Lake County Bar Association's Annual Criminal Law seminar in Milwaukee, WI.
- An Adult Assistant Director presented on the Veteran's Treatment and Assistance Court at the Illinois Specialty Courts Conference in Decatur, IL.

- Adult Probation along with the College of Lake County and Lake/ McHenry Veterans and Family Services participated in Mental Health First Aid Training along with our Veteran Mentors for our Veteran's Treatment and Assistance Court (V-TAC).
- Adult Probation Division held their Second Annual Police Appreciation Luncheon and honored the Lake County Sheriff's Department Warrants Division for their support. The Division also recognized Lake County State's Attorney Michael Waller for his collaboration and support.
- The Adult Probation Field Service Unit conducted special community contacts with probationers in order to monitor compliance with special court ordered conditions.
- The Juvenile Division continues to barter services with Omni Youth Services to reduce cost to the County.
- Three Juvenile Division representatives participated in two panel presentations which focused on mental health issues of youth who are detained in detention centers and on probation and strategies to service this population.
- The Juvenile Division committed eight youth to the DCFS for out of home placement with an approximate cost savings to the county of \$540,336.00.
- The 9th Annual GirlWise conference, a collaboration with numerous community stakeholders, was held for junior high and high school age girls at the College of Lake County in Grayslake Illinois. Attendance for year 2012 was 97 and total participation for the past nine years has been 795 girls.
- Juvenile Division representatives take an active role with membership and committee standing with the Juvenile Officer's Association, Illinois Probation and Court Services Association and the Juvenile Justice Counsel.
- The Juvenile Division continues to conduct service reviews with agency providers to ensure quality delivery of services.
- The Detention Center and FACE-IT continued to partner with the Vernon Hills Area Library resulting in increased in-house services and the continuation of two grants allowing for the purchase of many new books and replacement of out-dated materials with new and updated resources.
- Tours of the Juvenile Division were provided to students enrolled in local college criminal justice classes, professional groups, interns, volunteers and other County/Circuit departments throughout the year in an effort to educate the public and others regarding Division services.
- The Detention Center staff organized presentations for African American History Month, Women's History Month and Hispanic Heritage Month including speakers from the community and court system as part of the residents' education program.
- Installed a new Polycom Soundstation conference phone in the Training Room to provide better use of communication during webinars and other online training requirements.

STRATEGY L: **Contain the cost of litigation and court services to ensure equal access.**

- Received \$226,173 in continuation funding from the Office of Violence Against Women to work with A Safe Place to strengthen and enhance services at the Family Visitation Center of Lake County. This grant will provide additional bilingual services and allow for the expansion of facility hours to reduce the waiting list for supervised visitations.
- Received a new \$189,693 grant from the Bureau of Justice Assistance to hire a clinical psychologist to complete the psychological evaluations for TIM Court clients. This will reduce the time it takes for clients to move out of the jail and into the TIM Court program. The psychologist will also provide psychotherapy to TIM Court participants and collaborate with other community-based services.
- Received a third and final year of funding for the SAMHSA drug court grant which funds Recovery Coaches to monitor the aftercare of TIM Court clients.
- Received an additional year of funding, \$85,000, for the juvenile pre-employment program, with funds supporting a part-time coordinator and employment opportunities for youth.
- Received an additional year of funding, \$45,000, to provide mediation services to never-married parents in an effort to increase child support collections.
- Received funding from the Bureau of Justice Assistance and the National Drug Court Institute for a travel scholarship in the amount of \$4,250.00 to assist with expenses to attend the Veterans Treatment Court Planning Initiative (VTCPI) in Orange County, California. Ten members of the Veteran's Treatment and Assistance Court Program attended the training.
- The Juvenile Division designed an orientation for parents and youth with regards to JR's Challenge programming which included a component for fee collection.
- A pilot compliance program was established within the Juvenile Division with existing staff from the Judicial Services Division resulting in a 48% increase in probation service fee collection and 61% increase in restitution collection. The increased collection in fees and restitution collections totaled \$51,912 over the same period in 2011.

STRATEGY M: **Continually improve court operations and service delivery of the judicial branch in Lake County.**

- Implemented the *Reshaping the Organization* plan as 18 staff from the Adult, Juvenile, and Judicial Operations divisions were promoted to the position of unit manager. Unit managers supervise fewer employees than the Assistant Directors did under the old structure, allowing for increased communication within the various units and improved employee engagement and satisfaction.
- The Division of Psychological Services hired a new Senior Clerk that will be responsible for developing and managing the collection of fees for select treatment groups provided by Psychological Services, Adult Probation, and Juvenile Probation. As of November 1, 2012 \$12,375.00 of new revenue has been collected.

- Clinical staff of the FACE-IT program designed a substance abuse treatment program for residents designated the Recovery Skills Group to begin implementation on December 1, 2012 with the goal of reducing substance abuse recidivism upon release to the Aftercare Program.
- Updated the *Training of New Employees (TONE) Program* survey for improving the orientation and training of new hires to the Circuit Court of Lake County.
- Revised and implemented new user surveys for court customers in the following areas:
 - *Kids' Korner Parent Survey*
 - *Law Library Patron Survey*
- Examined and released the results of the *2012 Client Services Survey* in the division of Adult Probation Services and Juvenile Probation and Detention Services.
- The Adult Probation Division has implemented a focus group called “Less with Less” to assist in streamlining division procedures and functions to reduce redundancy and move towards a more efficient and effective systematic approach to probation case work tasks.
- Adult Probation Officers facilitated nineteen Cognitive Outreach Groups for high risk probationers with 122 probationers successfully completing the program.
- The Juvenile Division began a Spanish speaking Orientation Group for youth and parents.
- The Juvenile Probation Unit implemented “planning sessions” with unit staff to target improvements related to feedback received from the Employee Engagement survey.
- The Juvenile Division continues to provide in-house services at no additional cost to the county which include Annual GirlWise Conference, Positive Community Take Over group in North Chicago, JR’s Challenge programming and the Orientation Group.
- The Victim Assistance Probation Officer of the Juvenile Division facilitated victim panels during the past year.
- The Juvenile Division participated in the development of the Circuit’s internship program to improve coordination with colleges and universities and to improve the experience of Division interns.
- The Juvenile Division has representation on the Police Relations Committee and is currently conducting outreach with local police departments.
- The Juvenile Offender Job Readiness Program benefited one additional youth (two youth in the previous year) to obtain permanent full time employment with the Grayslake Public Works Department. This goal was obtained due to the work experience the minor gained during his time in the program.
- An enhanced Behavior Management Program and updated rules for residents in the Detention Center was implemented. The program incorporates a more restorative justice approach, making the individual residents more accountable for their actions and giving more incentives for positive behavior
- Superintendent of Juvenile Detention participated in workgroup to complete the revision of the Illinois Department of Juvenile Justice inspection standards with representatives from DJJ, DOC, 2 other Detention Centers and Illinois Juvenile Justice Commission.

- Installed NOMAD capability into Jury Assembly Room that displays onto the existing three monitors.
- Replaced the three 5 year old 42" main plasma displays with new, larger, energy efficient 55" plasma displays into Jury Assembly Room. Note: Two of the 42" displays will be reutilized as wall-mounted media stations. The third display was reutilized as a mobile Polycom Video Conferencing cart.
- Installed upgraded HD quality DVD player that displays simultaneously on the three HD plasma displays.
- Upgraded from analog to digital cable television transmission on the three main Jury displays and the display in the jury canteen.