

19th Judicial Circuit
Circuit Court of Lake County

Accomplishments – 2013 Strategic Plan Task Update

December 1, 2012 – November 30, 2013

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

- In an effort to increase staff engagement, the probation unit facilitates planning sessions for staff to have input. To streamline work and improve communication within the probation unit, planning resulted in changing nineteen probation officer's workstations. This change allowed for officers to gain backup in their absence and enhance the workflow, making the operations more efficient.
- Expanded the number of courtrooms by adding C-102 on the first floor(Family Division) which officially opened on January 14, 2013.
- Planning for the new courthouse expansion project continued throughout the year.
- Began updating the master facilities plan (2030 plus) for the Juvenile Complex. (i.e., courtrooms, Clerk, Public Defender, State's Attorney, and the like)

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.**

- Upgraded existing Court website from SharePoint 2007 to SharePoint 2010.
- Reorganized workflows for the Report of the Judiciary.

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.**

- Planning for Mortgage Foreclosure Mediation information sessions established and set to begin in January 2014.

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

- Full-time interpreter hired in March 2013 to cover civil cases.
- 19th Circuit Language Access to Justice Plan approved by the Circuit Judges September 2013.
- Developed, in conjunction with the County, a new juror parking lot set to open in 2014 began.

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

- The Database and Technology Analysis Focus Group has continued to meet regularly to develop processes with the technology within the Juvenile Division. This group has moved into a phase of sophistication from 2012 to enhance referral processing and the green initiative.
- The implementation of “Guard 1 Plus” room monitoring system was completed in the Detention Center, Intake and FACE-IT to replace the previous one that was outdated; more complicated and required frequent and costly repairs.
- The implementation of the TRACKER juvenile case management access/utilization for FACE-IT to include daily logs, visitation information, mail, phone calls and treatment records was completed making information more readily accessible, transparent and convenient for staff.
- The Juvenile Intake Unit has completed and implemented the voluntary supervision completion and informal letters as well as the Home Detention violation reports into TRACKER.
- Adult Probation Pretrial and Field Service Units along with Community Based Correctional Center conducted test runs with Zion Police on offender GPS tracking equipment.
- Computer forensic sweeps were conducted by Adult Probation Field Officers to insure compliance with statutory requirements for searches regarding probation violations and contraband.
- Implemented, re-tool, and re-design Court’s Daily using a new content management system (CMS).
- Established content editor user’s group to assist in updating divisional content in Court’s Daily.
- Deployed mobile devices for specific use by the circuit judges for remote access to internal resources at work such as: Judges benchbook; Westlaw; West KM; AIRS and; internal storage access.
- Re-engineered the internal process flow and automated the Loss/Damage Report form using Adobe LiveCycle.
- Developed and implemented Staff Attorney Intake process using Adobe LiveCycle.
- Completed and installed two new Nomad with high definition retrofitting two courtrooms.
- Re-calibrated all existing NOMAD units to ensure commonality in the technical platform within the courtrooms.
- Implemented court-wide Computer Lock-Screen to all workstations.
- Added emergency notifications on the Court’s Daily home page.
- Updated and problem solved streaming of the MS Office 2010 roll-out for the Law Library Wyse workstations (thin-client approach).

- Automated ALD (Assisted Listening Devices) inventory Checklist process using old iPhones.
- Completed Administrative Sanctions module in Caseload Explorer (January 2014).
- Implemented Biometric Time and Attendance clock for Interns & Volunteers both Adult Probation & Juvenile Probation Services.
- Completed and implemented the Compliance Module in Caseload Explorer.
- Completed training content Editor for Court's Daily in this division.
- Completed Psychological Services Resources Module in Caseload Explorer (November 2013). Discontinued the use of Symdata, an old MS Access database developed by Dr. John Dunne.
- Installed Q-Local instrument for use in FACE-IT by Program Director.
- Virtualized physical file servers to utilized resources efficiently and ease of maintenance for backup and redundancy.
- Implemented and deployed new backup system using Commvault and retiring the old backup tapes.
- Installed server based monitoring tool for network printers to allow for early detection of issues.
- Migrated all users from MS Exchange 2007 to version 2010.
- Completed “next court date” data exchanges (Integrated Justice project) between CRIMS and Caseload Explorer.
- Completed all areas of Detention Module in Tracker (Juvenile).
- Completed and implemented FACE-IT module in Tracker.
- A Lake County Adult Probation Officer assisted in the development and updates to the Illinois Probation and Court Services (IPCSA) website – the Statewide Probation and Court Services Association.
- An Adult Probation officer was instrumental in development and updating the Court's Daily Adult Probation section for our intranet.
- Adult Probation staff members developed a Caseload Explorer Manual and conducted training for all staff on our data and case management system known as Caseload Explorer.
- The Division of Psychological Services updated their database to include mandatory diagnostic categorization based on the new DSM-5 criteria for mental health diagnoses.

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

- Juvenile Probation staff participated in training events in excess of 450 hours. Training sessions were relative to their jobs as probation officers which included topics such as suicide

prevention, management/leadership workshops, substance abuse, trauma and CPR to name a few.

- Two probation officers, two support staff and five juvenile counselors received promotions via career path.
- The JR's Challenge program trainers were re-certified as trainers for new facilitators. This is a cost of savings for the Division. Facilitators receive ongoing training for emergency procedures. In addition, the course received an inspection and various aspects of the course were upgraded.
- The Youthful Offender Jobs Readiness Program received the 2013 Achievement Award from the National Association of Counties (NACo). As part of the team included Director of the Juvenile Division, Human Resource Director, JIS Director, and Assistant Director of Juvenile Probation, Unit Manager of Juvenile Probation, probation officer, and Research Analyst and two HR generalist.
- All staff in the Juvenile Division received CPR/AED/First Aide training which began in October 2013.
- Six detention staff members were re-certified as trainers in Handle with Care de-escalation and restraint technique allowing for continued in-house training of line staff and decreased liability through the use of a nationally recognized program.
- Six detention staff members were trained as facilitators for the Restorative Justice Peacekeeping Circles which is provided on a weekly basis for residents and in collaboration with community volunteers.
- Detention staff participated in on-going training throughout the year regarding the APEX Digital Learning curriculum utilized as the main educational curriculum in Detention and FACE-IT.
- Detention staff participated throughout the year in webinars sponsored by the National Center for Youth in Custody regarding various issues pertaining to issues relevant to the population including "Monitoring Conditions from the Inside and Out", "Mental Health and Trauma", "PREA" and "Family Engagement in Juvenile Justice".
- Two Adult Probation Officers provided Level of Service Inventory Assessment training to probation officers at the request of the Administrative Office of Illinois Courts. Multiple county probation officers were provided 14 hours of training.
- Thirty-four Adult Probation Officers participated in Effective Practices in Community Supervision Training Program (EPICS) developed by the University of Cincinnati which offers assistance with the development and implementation of case management strategies that target the criminogenic needs of higher risk offenders. The training consisted of twelve hours of classroom training and over 20 hours of coaching sessions and audio tape reviews. This training was provided by an Illinois Redeploy Grant.
- Eleven Adult Probation Officers received Career Path Promotions.
- Three JIS Staff received Career path promotions.

- An Adult Probation Officer became a Fellow of the Institute for Court Management through the National Center for State Court Training Program.
- An Adult Probation Assistant Director provided a presentation to the Illinois Judicial Regional Seminar Conference on Evidence Based Practice Initiatives for DUI Judges.
- The Adult Probation Internal Training Committee set up training for Officers that included: Inpatient and Beyond (Recovery Panel), Firearms Restriction training provided by Judge Strickland, Alcohol Anonymous Ungarbled, Webinar – Gateway – Advanced Treatment for Opiod and Alcohol Dependence, Webinar – Gateway – Heroin and Opiod Treatment – Insight Into an Epidemic.
- Two Pretrial officers received their Pretrial Professional Services Certification through the National Association of Pretrial Services (NAPSA).
- Two Adult Probation Officers provided training to over 200 police officers in Lake County regarding a probation officer's role in supervising domestic violence cases and Bischof cases (Felony Violation of Order of Protection).
- Adult Probation staff participated in CPR/AED certification training and PREA certification.
- The Adult Probation Drug Testing Committee developed an informational brochure for staff and Judges regarding drug testing procedures.
- The Division of Psychological Services provided in-service training to Adult Probation staff on aspects of recognizing suicidal clients and suicide prevention.
- The 19th Judicial Circuit's Research Activity Policy received the 2013 Achievement Award from the National Association of Counties (NACo). The development team included Director of Psychological Services, Director of Adult Probation, Director of Administrative Services and Senior Research Analyst.
- Hosted Spring meeting of the 2nd Appellate District. Presentation on Nationwide Perspective & Governance, Issue Identification of Judicial Technology.
- Interpreters conducted and attended half-day seminar. Topics included Lost in Translation, Legal Interpreter Certification and Interpreting in Civil Courts- Small Claims, Family and Foreclosures.
- Annual judicial training day-and-a-half held in October. Topics included CPR, defibrillator, and emergency first aid training, Active Shooter, Self-defense, Pre-Trial Services, Cameras in the Courtroom, Standards for Sealing and Impounding Confidential Information in Court Filings.
- National Center for State Court technical assistance training conducted for criminal division judges regarding caseload.
- Completed Family Division Judges training on Westlaw Next and West KM.
- Started Civil Division Judges training on Westlaw Next and West KM.
- Continue to use LYNDA.COM and share with interested users. The subscription is managed by JIS.

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

- The Custody Review Team consisting of members of every unit in the Juvenile Division was reinstated on a weekly basis to assist in service provision and follow-up of youth in custody as well as expedition of movement through the court system.
- Intensive case management developed for use in felony courtrooms.
- Adult Probation's Group Reporting Program expanded to include groups on Saturday Mornings at North Branch Court in Round Lake Beach, IL.

STRATEGY H: **Improve services and programs to assist self-represented 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.
- Foreclosure mediation program developed for assisting homeowners who have been served with a notice of foreclosure.
- Checklist developed for Law Library litigants seeking dissolution to expedite forms delivery.

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

- The Clerk of the Circuit Court took on the responsibility for the procedures related to fitness restoration for Juveniles which was previously managed by the Juvenile Division. The process was finalized this year through the use of a committee chaired by the Juvenile Judges with representation of all departments in the Juvenile system.
- Development of a pre-screen intake process at Adult Probation to ensure customer service, expedite the intake process, track data for the Administrative Office of the Illinois Courts and assist clients in crisis.
- Adult Probation Division implemented an updated case review process for all case carrying officers. A review sheet was developed for our case management process.
- Developed and implemented Track Determination form for use with felony division cases.
- Multiple Adult Probation Committees have been established and have been very active in establishing and implementing procedures in the Division. Committees include Less for Less, Caseload Explorer, Occupational Hazard Committee, Drug Testing, Green Team, Police Relations, Gender Specific Supervision, Safety and Cognitive Outreach Groups.

STRATEGY J:

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

- The Clerk of the Circuit Court took on the responsibility for the procedures related to fitness restoration for Juveniles which was previously managed by the Juvenile Division. The process was finalized this year through the use of a committee chaired by the Juvenile Judges with representation of all departments in the Juvenile system and in collaboration with service providers in the community.
- Adult Probation, with contributions from the Lake County Bar Association, set up a Clothing Room for probationers and their families. The Clothing room provides clothing for job interviews, work clothes, winter coats and children's clothes and toys.
- Six Adult Probation Officers received awards through Illinois Probation and Court Services Association for Distinguished Service and Dedication to Profession.
- In June 2013, Lake County Adult Probation hosted our Annual Police Relations Luncheon with local law enforcement agencies. Annual Award recipient was Chief Wayne Brooks of Zion Police Department for his support and assistance to Lake County Adult Probation.
- Lake County Adult Probation Sex Offender Unit implemented meetings with the SAO and Sex Offender Community Treatment Providers in order to collaborate on casework, court ordered conditions and treatment requirements.
- Adult Probation Internship Committee trained and supervised eleven interns from various universities during the year. Schools include: University of Illinois – Champaign, Western Illinois, Chicago School of Professional Psychology, Governor State and Dominican University.
- In March, 2013, two Adult Probation Cognitive Outreach Group facilitators provided training to Lake County Behavioral Health staff on cognitive behavioral restructuring interventions for criminal thinking.
- Rosalind Franklin University staff gave a presentation to Domestic Violence Treatment Providers on the results of their research on Domestic Violence Offenders on probation. They also compiled several articles regarding the results of our data.
- Director of Adult Probation was appointed to the Supreme Court Probation Advisory Board for three years and elected co-chair of the Board.
- Multiple jurisdictions around the state have requested site visits to look at programs developed in Adult Probation for potential implementation in their jurisdictions. Programs visited include Group Reporting, Cognitive Outreach Groups, Pretrial Services and Specialty Court.
- Senior Research Analyst co-authored with faculty and graduate students from Rosalind Franklin University: *Reliability and Validity of a Behavior-Based Typology to Classify Family-Only and Generally-Violent Perpetrators of Intimate Partner Violence* (publication pending).

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

- As part of the building stronger relationships with juvenile justice stakeholders, various law enforcement agencies were invited to the Juvenile Complex for a meet and greet and a tour. This year agencies that participates included the Zion Police Department, the Lake County Sheriff's Office, Mundelein Police Department and the Highland Park Police Department. The effort has enabled better communication between the Juvenile Division and the Agencies.
- An Associate Judge and Juvenile Probation Officer co-facilitated a workshop entitled, "Teen Dating Violence." The audience was comprised of approximately 60 Deans of Students from various high schools within the state of Illinois.
- The Juvenile Division hosted the bi-monthly Juvenile Officer's Association luncheon and members in attendance were provided a tour of the Juvenile Complex. Twenty-five staff maintains memberships in this association in an effort to stay well-informed of current trends in the county and participate in training events sponsored by the association as well as improve communications with local law enforcement. Two probation officers serve as board members.
- In an effort to maintain strong working relationships with the many departments within the Juvenile Complex, the JRs Challenge Program was offered to staff from the different departments. Therese various departments included the State's Attorney's Office, Public Defender and the Circuit Clerk staff. This event was supported by the Director and his staff, Juvenile Court Judges and other staff in the complex.
- The annual Girl Wise Conference was held on at the College of Lake County, Grayslake Campus. This event occurs annually and is supported by a multitude of agencies and their participation. This year the conference served in excess of 100 students (Junior High and High school age) and 43 parents.
- Public speaking by Juvenile Division staff included a presentation to a Criminal Justice class at The University of Wisconsin Parkside by the Detention Superintendent.
- Continued involvement by the Juvenile Division in the Juvenile Detention Alternatives Initiative (JDAI) sponsored by the Annie E. Casey Foundation took place including attendance at a conference in May by the Director, Superintendent, Assistant Director of Probation and Chief of the Juvenile Trial Division.
- The Detention Center residents submitted entries to the "National Unlocked Poetry Contest" sponsored by National Center for Youth in Custody and one resident was an award recipient.
- The Juvenile Division continues involvement in the Illinois Probation and Court Services Association (IPCSA) including board membership and committee involvement.
- Thirty-two 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 Black 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.

- Lake County Adult Probation Officers conducted statewide Cognitive Outreach Training for 34 Probation Officers throughout the State of Illinois.
- Adult Probation instituted the new probation service fee guidelines for transfer case collection procedure per Administrative Order.
- Several Adult Probation Officers are involved in various committees of the Illinois Probation and Court Services Association.
- The Adult Probation Public Service Unit dispatched public service crews for emergency help in filling sandbags during flooding situations in 2013.
- New jury orientation video produced by the 19th Circuit.
- Pursuant to entry of Illinois Supreme Court Order M.R. 2634, the 19th Judicial Circuit made application with the Supreme Court for extended media coverage within the circuit which now includes the use of cameras in the courtroom. The application was approved and local rule 21.06 was passed in January 2013.

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

- The Juvenile Division re-signed an agreement with Omni Youth Services to provide programs and services to juvenile clients in exchange for use of the Jr's Challenge program by Omni staff and juvenile clients, which results in a cost savings to both agencies.
- A grant re-application for the Youthful Offender Job Readiness Program was submitted and approved. This program is entering its fourth year of receiving grant monies.
- Our Specialty Court Program had the following offenders complete probation successfully in 2013 – Drug Court – 16, Mental Health Court – 3 and Veteran's Treatment and Assistance Court – 7.
- Lake County Adult Probation Public Service Unit received a 20 years of Service Award for Adopt-A-Highway from the Lake County Department of Transportation for participation from 1993-2013.
- Affordable Care Act Training was conducted for Adult Probation staff. Directors of Psychological Services and Adult Probation participated in a subcommittee with the Governor's Task Force on the Affordable Care Act implementation process.
- Adult Probation was awarded two Adult Redeploy Grants in 2013 to provide treatment to high risk offenders, recovery coach services and recovery home services to specialty court offenders and provided training to probation officers.
- A two-year Drug Court Enhancement grant was awarded from BJA that allowed the hiring of a staff psychologist dedicated to servicing the Specialty Court, primarily Drug Court. The staff psychologist is in the Division of Psychological Services and serves on the Drug Court team providing consultation, psychological evaluations, individual, and group psychotherapy.

- The Division of Psychological Services created a therapy practicum externship opportunity for doctoral level psychology students in which they obtain training and supervision while providing therapeutic services to Court clients.

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

- The North Chicago group, Positive Community Take Over (PCTO) held its 15th graduation for youth that participated. The graduation is held in the City Hall in North Chicago. Those in support of the program included the Juvenile Court Judges, Juvenile Probation, North Chicago Police Department, the North Chicago School District and citizens of North Chicago.
- In an effort to maintain good working relationships with service agencies in the community and stay abreast of best practices programs that they provide, collateral agencies are invited to speak to the probation staff. This year agencies that participated included the Crew Program, Nicasa, Omni Youth Services, Lake County Health Department, One Hope United and the Youthbuild Program.
- Adult Probation Officers facilitated over 14 Cognitive Outreach Groups in 2013 to high risk offenders. Over 1400 high risk probationers have completed COG groups since it began in 2002.
- Lake County Adult Probation's Group Reporting Program developed a Community Outreach Presentation Series for adult probationers.
- Adult Probation Pre-Intake Unit developed a uniform criminal background check procedure and interview process.
- A new staff psychologist with specialized training in conducting sex offender evaluations joined the Division of Psychological Services and is completing the necessary training for SOMB certification.
- The Division of Psychological Services has expanded its clinical psychology and social work training program to include students that assigned to work with juveniles in Detention and in the FACE-IT program rather than utilize a contracted service provider.
- Affordable Care Act - The Division of Psychological Services collaborated with the Health Department to provide an enrollment specialist at the Adult Probation/Psychological Services location to aide in registering Probation clients that qualify for Medicaid under the new Affordable Care Act.
- The Division of Psychological Services collaborated with the Lake County Health Department and Rosalind Franklin University for their psychiatry residents to provide five psychiatry hours per week at no cost for our Court clients in acute need. Without this service our clients could be on a wait list of up to eight to 12 weeks before obtaining a medication evaluation.
- Conducted Court Services Client Survey in divisions of Adult Probation Services (adult probationer) and Juvenile Probation & Detention Services (child & parents). An online version of the survey was also created for this cycle to increase accessibility and honest feedback to the survey items.

- Created and released the document *Pillars of Employee Engagement* for use by court managers in preparation of the 2014 Lake County Court Employee Survey.
- Created and released the document *Performance through Engagement Toolbook* by the Executive Director, Director of Administrative Services and Senior Research Analyst for use by court managers.
- Released the following SMAART Performance Management Reports:
 - *Circuit Court of Lake County Research Activity Policy* (Court Administration)
 - *Juvenile Group Reporting* (Division of Juvenile Probation & Detention Services)
 - *Women's First Program* (Division of Psychological Services)
- Conducted the *Access and Fairness Survey* (CourTools Measure 1) in each of the Lake County branch court facilities, Depke Juvenile Justice Complex, and Main Courthouse.