

19th Judicial Circuit  
Circuit Court of Lake County

# Accomplishment – 2010 Strategic Plan Task Update

December 1, 2009 – November 30, 2010

January 1, 2011

## **Strategic Plan Task Update**

**December 1, 2009 – November 30, 2010**

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

- Relocation of Probate and Arbitration calls to 10<sup>th</sup> Floor County Board Room.
- Exploration of suitable alternative court location in the Waukegan City Hall.
- Select judges and senior staff continue to work with the County's Judicial Facilities Review Committee. Two efforts were accomplished in this reporting period: (1) Participation in a differentiated case management workshop; and, (2) Participation in the preparation of a felony division differentiated case management plan.

**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.**

- Upgrades to our Juror Management System which were implemented in late 2009 have now been up and running for a year. Approximately 40(+)% of summons response forms are being completed and submitted online.

**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.**

- Added additional court time to Round Lake Beach traffic call due to volume of cases.
- Reassigned Hainesville court call to coincide with Grayslake calls.
- Provided probation officers access to juvenile probation case management, TRACKER and Adult Probation case management, Caseload Explorer systems.

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

- New and upgraded functionality assistive listening system installed in downtown courthouse and juvenile courtrooms.
- Sound system upgraded in courtroom C-221.
- Additional and improved public hallway seating added throughout main courthouse and juvenile complex.

- Emergency shelter-in-place and evacuation route signs posted in branch court facilities.

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

- Added West KM Government Express and Brief Tools to allow staff attorneys to search internal documents by keywords, KeyCites and phrases using West indexing feature. This tool also allows internal documents to be linked to the external Westlaw site to include opinions, citations, case law and other available documents.
- An electronically controlled security door was installed at the non-court public entrance which provides access to Juvenile Probation, the FACE-IT Residential Program, and other court agency offices. This entry is continuously scanned by security cameras sending images to video monitors. Public visitors gain admission by communicating with designated offices using the telephone provided.
- A new DVR with DVD recorder was installed in the Juvenile Detention central control room, replacing older, and less efficient VHS technology.
- A TRACKER focus group, created to address improvement and expansion of database usage, effectively decreased duplication of effort and maximized use of existing technology in the Juvenile Division, thus reducing costs and improving data entry quality.
- The Apex Digital Learning curriculum was implemented in Juvenile Detention and FACE-IT Program. Staff participated in a two-day training session to facilitate proper utilization of the new curriculum.
- With the Apex Digital Learning curriculum, 39 new thin-client technology workstations connected to a stand-alone local area network were installed for use of students, teachers and staff in Juvenile Detention and FACE-IT.
- On March 15, 2010 Caseload Explorer was implemented at Adult Probation replacing our Prober Data System. Caseload Explorer is not only a data system but is Adult Probation's case management system. Officers will enter all data on their cases which will enhance our data system and provide more comprehensive and efficient case work . The system will also expand the ability to track outcomes.
- A Caseload Explorer focus committee was developed to assist with providing consistent and timely training for officers. The focus group provides a systematic approach to case management and information sharing as well as developing consistency in data entry.
- The ROVERINK Program (digital pen) was updated to include print on demand or retrieval of previously completed bond reports for revision. The program allows for computerized bond reports for Courts and stores the reports electronically instead of having paper copies.
- Jury Management System enhancement enabled document imaging, whereby original summons response forms and supplemental documentation are scanned and stored electronically.
- Established the SMAART Key Performance Indicators (KPI's), incorporating each of the 10 CourTools Measures developed by the National Center for State Courts (NCSC), as a means to continuously measure and monitor court performance.

- Initiated ManagePro© software technology in order to strategically manage the work processes and projects identified as part of the SMAART Performance Management Program.
- Developed and implemented the Automated Incident Reporting System (AIRS) for Court's use.
- Added a "Persons of Interest" module to AIRS and implemented the system for Court's use.
- Implemented an online form for the Judicial Speakers Bureau to eliminate paper copies and for ease of reporting to AOIC.
- Upgraded the law library cataloging software to accommodate web publishing in 2011.
- Strategized the redundancy and efficiency of systems and maintenance to include servers, desktops and other peripherals.
- Digitized the COOP binder and made it available in USB flash drives to authorize personnel.
- Developed a JIS disaster recovery plan in conjunction with the COOP Plan.
- Developed a strategy in testing Windows 7 operating system, MS Office 2007 and MS Office 2010.
- Enhanced JIS Help Desk 24/7 support.
- Started the development and content management of the "Report of the Judiciary" that will be published in the Court's website in more up to date information. This replaces the annual report on CD's.
- Started server realignment and backup reconfiguration.
- Initiated server virtualization as a cost effective use of hardware and shared resources.
- Completed NOMAD Phase IV installation in Courtrooms C-220 & C-221 in March 2010
- Updated Judges Resource Guide regarding technological resources.
- Completed the installation of two liebert a/c units and emergency power connection.

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

- The automated training verification system developed in-house became fully functional. In addition, the bar codes on the employee IDs were scanned to record attendance at several in-house training events. These initiatives improved recordkeeping and will allow supervisors to ensure that staff meet all training requirements.
- Developed a web-based training evaluation form in order to enhance the level of feedback from training participants and to improve the quality of training opportunities for court staff.

- An outside facilitator offered an on-site day-long officer safety seminar to probation and detention staff.
- All staff attended training on the SMAART performance management program.
- Six juvenile detention staff completed cross-training with the juvenile probation unit to enhance professional development.
- In-house Juvenile Division trainers were once again re-certified to teach Handle With Care safe intervention techniques as well as First Aid, CPR and AED, which significantly reduces compliance re-training costs and expensive outsourcing. Jr's Challenge Program also completed facilitator staff re-training this year, and the trainer was re-certified during the 2<sup>nd</sup> quarter of 2010.
- The Adult Probation Training Committee provided in service training to probation officers on the “Most Commonly Abused Prescription Drugs”.
- Adult Probation certified trainers in Motivational Interviewing provided a booster training to adult probation staff. Each year updated training is conducted to improve evidence-based practice techniques.
- An adult probation officer attended Motivational Interviewing (MINT Training). MINT training is an international training organization and trainers came from all over the world to attend this training. This year training was in San Diego, California. This training provided the officer expertise to train other individuals as trainers of Motivational Interviewing.
- The 19<sup>th</sup> Judicial Circuit hosted the Illinois Probation and Court Services Association’s Spring Conference in Lincolnshire, Illinois. The conference provides workshops and training sessions on various topics for probation officers throughout the state of Illinois. Many of our officers conducted workshops for this conference which included Group Reporting, Smaart Performance Measures and sex offender programming. The College of Lake County provided volunteers to help at the conference.
- Psychological Services presented a workshop at the IPCSA conference entitled: Evaluation, Treatment, and Supervision of Intellectually Challenged Sex Offenders.
- Adult Probation officers were trained in the implementation of Caseload Explorer.
- Psychological Services presented to the State’s Attorney’s office on “Demystifying the DSM” and participated in a discussion on Voluntariness and Malingering.
- Orientation briefings on the Court’s Continuity of Operations Plan (COOP) were conducted
- Spanish language court interpreters held half-day training in October 2010.
- Facilitated a seven-part, web-based series for court staff and justice partners in evidence-based practices hosted by the Crime & Justice Institute (CJI) at Community Resources for Justice - *Using Science in Criminal Justice Practice to Achieve Better Results: A Series for Policy Makers, Criminal Justice Professionals and Stakeholders.*
- Technical staff attended a SharePoint training class to support the upcoming upgrade of Court’s Daily to a SharePoint technology.

- A court staff attended NIJ Technical Institute training with all expenses paid for by the Institute.
- Conducted NOMAD Technology and the 4<sup>th</sup> floor multimedia training to members of the Lake County Bar, State's Attorney and Public Defender
- Continue and expand training of judges and court staff to promote improved customer service, technical skills and professional development.
- Westlaw webinars for judges and library staff offered throughout the year.

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

- The Juvenile Division streamlined caseflow and acquisition of closing reports for the Early Service Program clients, which promotes completed files for service audits.
- Development of Minimum Caseload / Group Reporting in the Juvenile Division maximized staff time for higher risk cases, and reduced caseloads, travel time and travel expense.
- Divided Small Claims call into two separate calls.
- Began efforts to establish a Veteran's Court as part of the various specialty courts within the Circuit Court of Lake County.
- Created arraignment call in C-220 to ease movement of prisoners.
- Initiated a Time and Quality Study involving reports submitted by court staff to the court in criminal cases, including pretrial bond reports, presentence investigations, juvenile social histories, and psychological evaluations.

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

- Received authorization to convert a part-time position to a full-time position in the law library.
- Establishment of Guardianship Help Desk for self-represented litigants.
- Developed courtroom handout for Small Claims courtroom.
- Annual judicial training day devoted to training on how to deal with pro se litigants.
- Improve services and programs to assist self-represented litigants.
- Conducted Westlaw training for pro se users and students.
- Translated some court forms into Spanish to be used as samples for pro se users.

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

- Added a part-time staff attorney to address workload issues and shorten response times.
- The Juvenile Division reduced the need for interpreters and Language Line© usage by improved case assignment strategies.
- Juror summons and response forms were revised and a comprehensive summons insert was developed.
- All active Administrative Orders made available on Courts Daily.
- Comprehensive review of court forms report was completed. Judicial Forms Committee created from members of all divisions to review report and modify forms accordingly.
- Kids' Korner "Give-A-Book" brochure was revised to improve presentation and to be consistent with other materials.
- Updated Electronic Communications policy
- Adopted the Mobile Standards Policy through Administrative Order No. 10-42 for judicial and non-judicial employees.

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

- The Family Visitation Center of Lake County held a grand opening in October. The Center, funded through a Safe Haven Grant, provides supervised visitation and neutral exchange services.
- A grant-funded pre-employment program for juveniles became fully functional. Juveniles attend a job-readiness curriculum prior to being placed in grant-funded positions with local governments and private businesses.
- Juvenile Court stakeholders collaboratively established caseflow protocols regarding law change for 17-year-old misdemeanants.
- The Juvenile Division's community relationships and collaborations yield many benefits that enhance our youth programs, provide access to resources, and expand staff training opportunities. Examples include:
  - Continued exchange of services with OMNI Youth Services provided special opportunities at no cost to youth and families.
  - Community donations supported activities that enabled youth to gain social and cultural awareness and enrichment.

- Collaborations with North Chicago Police Department and North Chicago School District helped in facilitation of the Positive Community Take Over group for youth and families, promoting delinquent free lifestyles and healthy family systems.
- The Adult Probation Division is a member of the Lake County Sex Offender Coordinating Council. Staff are assigned to various subcommittees to enhance supervision, treatment and services to the Courts.
- The 19<sup>th</sup> Judicial Circuit developed research guidelines in order to collaborate with outside agencies and universities in conducting research. Currently in Adult Probation, three research studies are being conducted. Rosalind Franklin University is conducting a study regarding domestic violence offenders who have gone through the Lake County probation system. The study seeks to identify levels of recidivism in different classifications of offenders based on their completion of treatment. Loyola University is conducting research regarding a comprehensive assessment of Mental Health Courts in Illinois as well as conducting a comparison of different types of Mental Health Court programming and operations. In addition, Adult Probation is also conducting an outcome study of our “Moving On” Program for Women. Moving On is a 26 week cognitive-based program for high risk female offenders.
- An adult probation officer in the Pretrial Unit participated in a national focus group sponsored by American Probation and Parole Association and the Pretrial Justice Institute in Washington D.C. on December 13, 2010 to review the role of Probation and Pretrial Services.
- Adult Probation met with the Lake County Public Defender’s Office and provided a presentation on Pretrial Risk Assessment and Interstate Transfer of Cases.
- Internship at adult probation to student attending Waubonsee Community College legal interpretation program.

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

- Staff participated in the Phase II Education Design Committee for the Court Executive Development Program through the National Center for State Court’s Institute for Court Management.
- In collaboration with several Chicago-area collar county detention centers, Juvenile Detention staff planned and executed simulated-emergency training experiences through exchanges of staff. These exercises aided in developing interagency agreements in support of the Court’s Continuity of Operations Plan.
- A continuing collaboration of Juvenile Justice stakeholders facilitated the 7<sup>th</sup> Annual Girl-Wise Conference at the College of Lake County for more than 100 girls in 5<sup>th</sup> through 12<sup>th</sup> grade. In addition to specialized workshops for young women, an internet safety component for parents was presented by staff from the Illinois Attorney General’s office.
- The Juvenile Division coordinated a round-table discussion with a visiting Japanese juvenile judge and a representative from its juvenile probation offices.
- A portable display was created by the Division to enhance public education presentations regarding Juvenile Court operations.

- Numerous “job shadowing” experiences with juvenile probation officers and high school and college-level students have been facilitated.
- Many comprehensive tour requests and special presentations were accommodated by the Juvenile Division for various groups including school personnel, college-level and post-graduate interns, other county employees, college classes and instructors, and community groups.
- Judicial Operations and Administrative Services Divisions, as well as the Adult Probation and Psychological Services Divisions provided two separate presentations to the Gurnee Police Academy Alumni regarding our role in the criminal justice system.
- Psychological Services conducted a presentation regarding expert witness with sex offender cases to the Lake County Bar Association.
- Lake County hosted the first meeting of jury managers from judicial circuits within the 2nd Appellate District.
- Continued to monitor responses from jurors to the Jury Service Exit Questionnaire.
- Completed two cycles (Spring & Fall) of Client Surveys in Adult Probation Services, Juvenile Probation & Detention Services, Psychological Services, and the Compliance Unit (Judicial Operations).
- Submitted an article for publication in an upcoming edition of the professional journal *Court Manager* regarding the development and initiation of the SMAART Performance Management Program in the 19<sup>th</sup> Judicial Circuit.
- Three articles have been published in two separate national periodicals dealing with court management and probation program management.
- The Court continued to support the education and awareness of the judicial process by sponsoring two graphic novels to grades 6 – 12 throughout Lake County. This effort started with the first graphic novel entitled: Justice Cases Files 1 – The Case of Internet Piracy. The two graphic novels recently provided are entitled:
  - Justice Case Files 2 – The Case of Stolen Identity
  - Justice Case Files 3 -- The Case of Jury Duty
- Created a quarterly newsletter from The Circuit Court of Lake County to include a message from the Chief Judge, court announcements, and articles of interest. The first newsletter was published September 20, 2010 and distributed to township supervisors, senior centers, and county libraries. It was also introduced to Chief Judges and administrative staff of the Second Appellate District in October, 2010.
- Continue to improve external communications, especially with the public, Bar, funding agencies and justice partners.
- Conducted law library tours and orientation of services offered by William D. Block Memorial Law Library to students from College of Lake County and Columbia College.

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

- The Court received a grant from the US Department of Health and Human Services to provide recovery coaching to TIM Court participants. Planning activities are underway with implementation anticipated during the first quarter of FY '11.
- The Juvenile Division received a \$5,000 grant for new kitchen equipment (milk cooler, refrigerator, and replacement shelving for large walk-in cooler) in the Juvenile Detention facility.
- Costs of county-paid residential placements were reduced by committing youth to the Department of Children and Family Services as part of juvenile probation sentencing, realizing savings of approximately \$648,000.00 in calendar year 2010 (over 1.3 million dollars since June 2008).
- The Division of Psychological Services group testing program was optimized to include computer-based assessment to further improve efficiency and reduce the cost of psychological assessments.

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

- The Court established a green team with representatives from each major campus. Team accomplishments in 2010 included facilitation/expansion of recycling at Adult, Juvenile and the main courthouse, the establishment of a green column in the employee newsletter, daily emails to the organization during earth week with green tips and reminders, and the addition of a green award to the annual employee awards program.
- Established a strategy of replacing fax machines with the Right Fax capabilities in support of the green team initiatives.
- Comprehensive substance abuse education was implemented in the Juvenile Detention Center utilizing a community volunteer thus reducing service costs while still addressing a crucial need of youth in custody.
- The Juvenile Division received a fully funded Pre-Employment Block Grant in 2010, which provided pre-employment training and job placement for youth on probation. Grant funding for continuous programming in 2011 was approved, including part-time staff.
- The Juvenile Detention Center improved nutrition and reduced costs related to residents by frying less food.
- The Juvenile Detention facility continued to provide quality care by maintaining or following updates in laws and adapting to changes in standards by regulators: ISBE (Illinois State Board of Education), DOJJ (Department of Juvenile Justice), LCHD (Lake County Health Department), and DHS (Department of Human Services) which resulted in successfully passing various required annual inspections.

- An evidence-based domestic violence treatment program for juvenile offenders and family members, was implemented utilizing existing Psychological Services staff thereby eliminating the cost of providing outside vendors.
- The “Read Me a Story” program has been implemented in Juvenile Detention which helps resident youth maintain communications with their children and siblings.
- In collaboration with the College of Lake County and the Probation Volunteer Program, a tutoring program to enhance academic skills of youth on juvenile probation has been developed.
- Hulse Detention Center and the FACE-IT Residential Program received a \$2,000 grant (increased from \$500) from the Lois Lenski Covey Foundation. In collaboration with the Vernon Area Library the grant will continue to enable these programs to obtain new books for youth to read.
- In an effort to increase payment of fees and improve court attendance, compliance phone calls are made to Juvenile Probation client families.
- A brochure created by the Juvenile Division is distributed following detention hearings to inform and remind client families of their obligation to make detention fee payments.
- In an effort to speed the processing of police referrals to the juvenile justice system a process has been developed to track referrals that are sent to the State’s Attorney’s office for final actions using the TRACKER database.
- Staff members of Psychological Services obtained ODARA certification and are now qualified to conduct risk of violence assessments as required by the Bischof Law.
- Conducted second public access and fairness survey in all court facilities.
- Access and Visitation Center located in Mundelein opened in November 2010.
- Parent survey distributed to and collected in Kids’ Korner April & October 2010.
- Concentrating on Literacy and Families, Kids’ Korner had 3 special events for kids and parents around reading and family reading theme.
  - Celebrated Dr. Seuss Birthday, March 2010 by participating in “Read Across America”.
  - “Wild About Animals” month, July project. Kids chose a book about an animal they wanted to learn about.
  - Family Reading Night” on November 18, 2010 encouraged our families to read together on Nov. 18, and distributed “Fall into Reading” bookmarks to go with the books chosen by the kids to take home.
- Circuit Court’s Continuity of Operations Plan was published and provided to required stakeholders. All staff received orientation briefing on the need and concept of operations during a major incident.

- Emergency procedures and guidelines for remote court facilities was published and distributed to all key staff at each location.
- Version 2.0 of the Circuit Court of Lake County's High Profile Trial Management Book was published, posted to the Judicial Electronic Benchbook and distributed to the members of the Illinois Conference of Chief Judges.
- Revised the client survey and developed a plan for monitoring of the Youthful Offender Program (YOP) in Adult Probation Services – a program designed to reduce recidivism among first-time DUI offenders under the age of 21.
- Completed a 10-year retrospective of programs, services, and data collection efforts in the Division of Juvenile Probation and Detention Services.
- Continue to improve court operations and service delivery of the judicial branch in Lake County.
- Family Law software training on November 16, 2010 and November 18, 2010 for attorneys and family lawyers.