

19th Judicial Circuit
Circuit Court of Lake County

Accomplishments – 2011 Strategic Plan Task Update

December 1, 2010 – November 30, 2011

January 31, 2012

Strategic Plan Task Update

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

- Exploration of suitable alternative court locations to accommodate additional judges to be added in December 2012.
- Improvements made to the break room and staff locker area at the Depke Juvenile Justice Complex to allow staff sufficient space and resources to access email and take breaks during the work day as well as creating a meeting and training room in a previously underutilized area.

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.**

- Daily publishing of updated information in the “Current Juror Information” section of the website.
- Published the 2011 Law Day Announcements, brochures and contest rules online. This saved paper and delivery costs. When the event was done, winners of the contest and their work was published and archived.
- Published the 2011 Girl-Wise announcement, brochures, registration information online. When the event was done, information about the event was published and updated.
- Juvenile Division unit descriptions were updated on the Circuit webpage.

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 Park City Branch court to accommodate foreclosure matters due to the increased volume of cases.
- Added additional court time to Park City Branch court to accommodate arbitration matters due to the increase volume of cases.
- Reviewed, consolidate and reassigned multiple agencies traffic court calls in Park City Branch Court schedule to provide for additional time for foreclosure and arbitration matters.
- Moved adoption matters to Depke Juvenile Complex and adoption matters are now assigned to Juvenile Court judges.
- Financial Compliance Program began at the Depke Juvenile Complex, which is being modeled after the Traffic/Misdemeanor Division compliance program.

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

- Three members of the management team attended court disability coordinator training sponsored by the Illinois Attorney General's office. The court now belongs to a statewide listserv to receive updates on issues related to accessibility.
- Installed interpreter's console in ten courtrooms.
- Updated ADA system at Adult Probation with new TTD/TTY phone with automatic printer and portable assisted listening system (PALS).
- Emergency shelter-in-place and evacuation route signs posted in Adult Probation facility.
- Reconfigured court administrative office to a more open arrangement to provide improved customer service.
- Coordinated installation of energy efficient lighting installed in chambers, jury rooms and administrative offices.

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

- The court received grant funding from the Illinois Criminal Justice Information Authority to purchase equipment such as laptops, computers, and a digital pen for the juvenile pre-employment program, making it easier to conduct job readiness training for youth in the community.
- Developed and implemented the use of Outlook calendar template in assigning cases amongst the Family Division Judges.
- Developed and implemented the use of Outlook calendar template in making request for audio/video technologies that includes the NOMAD system.
- Relocated and installed 3M wall system to enhance multimedia in the Adult Probation Conference Room D and the Juvenile Probation Facility.
- Integrated TIM Court database into existing Adult Probation case management system.
- Employed webinar and Skype technology as cost effective training alternatives.
- Installed network Scanner/Copier at North and Park City branch courts.
- Deployment of hardware and system tools to support the Disaster Recovery and Court's IT COOP plan. JIS implemented a new backup strategy that will support redundancy.
- Provided training resource at Lynda.com for use by the Judicial Assistants. This online resource will provide the ability to enhance their skills and knowledge of different back office products such as Adobe Professional, Microsoft Office Suites, Outlook and other systems.

- Worked with Automon to develop a template for the Administrative Office of the Illinois Courts (AOIC) Adult Probation and Community Service Monthly Reports so these reports can be accessed and revised as needed via Caseload Explorer and submitted within established time frames to the AOIC.
- Adult Probation Caseload Explorer Focus Group completed a full review of the case management system to align the program with day to day case supervision. The focus group is in the process of developing a Caseload Explorer user's guide to be incorporated in the Adult Probation Division manual .
- Juvenile Probation implemented the Database and Technology Analysis focus group (DATA) to explore utilization of new technology to improve service delivery. The Data group was the recipient of the Innovative Leadership Award presented by the Institute of Legal Legislative Policy, Center for State Policy and Leadership, University of Illinois at Springfield.
- The dragon software was installed and utilized by juvenile probation officers to reduce time preparing reports and documentation.
- For the first time, Skype was installed and utilized to assist a juvenile probation officer to provide case management to a minor residing outside of the United States.
- Detention Center implemented the use of the TRACKER software for purpose of documentation, report writing and communication within the Juvenile Division. Future plans are being finalized to implement this system in the FACE-It residential program.

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

- An outside facilitator offered an on-site day-long ethics seminar to all staff and an on-site day-long confidentiality and legal liability seminar to probation and detention staff.
- An additional staff member completed the Court Executive Development program offered through the National Center for State Court's Institute for Court Management bringing the total number of certified court executives to five.
- Three JIS Staff completed the SharePoint module course in support of the new Court's Daily internal portal.
- The use of bar code reader to scan ID Badge to take attendance was deployed for mass training of Court employees. This process eliminates each employee submitting their attendance for verification. This also improves and strives to make the process efficient.
- Spanish language court interpreters held half-day training in October 2011.
- The court conducted its annual Judicial Training Day where the main topics were "Race, Ethnicity and Gender in the Judicial Process" and "Social Media and the Courts".
- Executive Director, Judicial Operations Director and JIS Director attended National Association of Court Management Annual Meeting.

- Westlaw webinars for judges, staff attorneys and library staff offered throughout the year.
- Westlaw Next orientation and training offered to judges, staff attorneys and library staff.
- The Judicial Research Analyst attended the Fourth Annual Public Performance Measurement and Reporting Conference at Rutgers University – Newark, and presented a conference paper on the SMAART Performance Management Program: *Establishing a Management Framework: Ensuring Your Strategic Plan Aligns with Your Performance Management Program*.
- A cooperative effort among the Director of Administrative Services, the Judicial Research Analyst, and JIS staff developed a framework and process for the development and distribution of Employee Training Evaluation results based on staff feedback to assist in the quality assurance of professional development opportunities for court employees.
- Adult Probation Training Committee set up two training programs for probation staff. In September 2011 Elder Abuse Training was conducted and in December 2011 an Eye Movement Desensitization and Reprocessing training was conducted by Community Youth Network for treatment for trauma victims. In addition, internal training was conducted for Adult Probation staff regarding Work Release and EMS Overview, Computer Search for Probation and Parole Officers, Thinking for A Change 3.0 and Sentinel EMS training.
- The Adult Probation Sex offender unit provided training to staff and treatment providers regarding new legislation for sex offender supervision and registration.
- The clinical staff of the FACE-IT program received the Ontario Domestic Assault Risk Assessment (ODARA) Domestic Violence certification.
- All Juvenile Complex staff attended mandatory training which included CPR/AED/First Aid, legal issues, ethics and confidentiality.
- Staff development training provided via the Illinois Probation and Court Services Association Conferences included sex offender issues, trends with new drugs that offenders are using, and youth as violent offenders. In addition staff attended training on topics such as bullying, TRACKER, how the brain forms new habits, legal updates on domestic violence, street gangs in Lake County, the effects of trauma on children and Thinking for Change 3.0 cognitive behavioral programming.
- Juvenile Complex staff participated in multiple webinars with presenters from around the country on related topics to cut down cost and travel time.

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

- The implementation of additional fees to support specialty courts allowed the Court to request two new specialty court positions in Adult Probation to support the three components of TIM Court: the drug court, the mental health court, and the new Veteran's Court. A third position will be added in 2012 if revenue projections are met.

- Completed 1st phase of new Caseload Explorer Case Management System of implementing and enhancing current business AP process, training all employees on use of system, incorporating all Probation Units including Psychological Services, and finalizing AOIC reports.
- Juvenile Probation and Detention Division expanded the use of the case management system, Tracker.
- Juvenile Probation and Detention Division developed and implemented a DATA Focus group that reviews and modifies process to streamline workflow, data integrity and utilized the maximum capability of the system.
- Supported technology resources and enhancement developed by the Juvenile Probation & Detention working group. The goal is to improve and streamline case processing and cost effective. Developed various reports in use by different areas.
- Supported the new Compliance program by enhancing the case management system to accommodate the requirements.
- Judicial Operations Division reorganized to provide for a Judicial Assistant to be assigned to each division.
- Probate mediation program developed and received approval from AOIC.
- Small Claims mediation program developed and received approval from AOIC.
- Arbitration Administrator who was jointly administering 19th and 22nd arbitration programs no longer administering 22nd program after they were approved for their own personnel.
- Veteran's Court established as part of the various specialty courts within the Circuit Court of Lake County.
- Developed a new case planning process for Drug Court integrating the LSI-R, psychological assessments, bond reports and GAIN substance abuse assessment. The project was done in collaboration with Haymarket Center.
- Realigned judicial resources within the Family Division to provide additional judge time for trials.

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

- Replaced all workstations with thin clients at the Law Library and the Jury Assembly room to better service the clientele.
- Forms and procedures developed for pro-se users involved in probate matters.
- Westlaw training seminar held specifically targeting pro-se users.
- Developed materials for individuals interested in civil unions.

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

- Developed a brochure for the Juvenile Probation/Detention Services Job Program, a grant-funded program that provides employment opportunities to youth on probation.
- Judicial Forms Committee created from members of all divisions reviewed, revised and approved multiple forms from all divisions. Progress continues in this area.
- Mid-year, a comprehensive form and methodology to assess fines, fees, costs and restitution was developed and implemented.
- Late in the year, the fines, fees, costs and restitution order was automated to produce an Exhibit A reducing the time it takes to complete the order.
- Directors from Administrative Services, Adult Probation Services and Psychological Services, with the Judicial Research Analyst, collaborated to develop a Research Activities Policy to assist external researchers and students requesting to conduct research in the Nineteenth Judicial Circuit Court. A fillable request form is posted on the Court's website. In 2011, three requests for research were processed: Illinois Mental Health Courts Study, Loyola University; Analysis of Personality Variables of Sex Offenders, Argosy University (Dissertation); and Treatment Outcomes for Male Perpetrators of Intimate Partner Violence, Rosalind Franklin University.
- The Division of Adult Probation Services - Presentence Investigation Unit collaborated with the division director, assistant director of the unit, the Director of Psychological Services, AOIC and the Judicial Research Analyst to make revisions to the presentence investigation format in order to be consistent with evidence-based practices and use of the Level of Service Inventory – Revised (LSI-R) as practiced in other units within Adult Probation.
- In 2011 received a National Association of Counties Award (NACo) for the Lake County Pretrial Risk Assessment and Case Classification. The Lake County Pretrial Risk Assessment instrument was developed to determine risk level when an offender is before the Court for review of bond and for case classification of offenders placed on pretrial bond supervision.
- Adult Probation developed an audit procedure for review officer's use of motivational interviewing and case management to align with Evidence Based Practices. Supervisors sat in on intake interviews and office visits for officers in their unit and conducted reviews of the interview process. Supervisor also developed a case checklist for review of intakes, ongoing case plans and supervision strategies. In addition the Field Service unit audit form was developed.
- Updated the urinalysis testing procedure and implemented the admission of use form.
- The Juvenile Division developed an informational form to provide direction to parents on how to pay fees.
- Updated the Staff Position Paper template so that users may now identify a project's targeted strategic objectives and outline the solutions that meet best practices.

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

- Staff completed a research paper establishing benchmarks for performance measures for substance abuse treatment providers. The RFP for psychological service providers was amended to request adequate information to track performance in the future.
- The County Board implemented a neutral exchange fee to support services at the Family Visitation Center of Lake County, a program established in partnership with A Safe Place through a Safe Haven grant from the Office on Violence Against Women.
- Created wireless network for grant-funded, contract Recovery Coaches.
- Supported the audio/visual technology in the 2011 Mock trial tournament for educational outreach programs.
- The implementation of AIRS (Automated Incident reporting System) in the Courts brought wider interests in the State of Illinois Marshalls Office. The state would like to model the AIRS system to be implemented statewide. STIC, the Marshall's Office and the Lake County Courts are collaborating to get this system piloted and implemented.
- Arbitrator training held which added 23 attorneys to the roll of arbitrators eligible to serve in the 19th Judicial Circuit program.
- Adult Probation Staff participate in the Sex Offender Coordinating Council and are currently working with treatment providers and Court personnel to develop the “approved provider” list and sentencing guidelines.
- The Director of Psychological Services participated in the Lake County Sexual Assault Coordinating Council and the Lake County Domestic Violence Council. Accomplishments in 2011 include developing a questionnaire that targets specific information needed to provide comprehensive assessments of offenders.
- The Juvenile Division met with Judiciary and court personnel to formalize procedures for fee collection on probation service fees and detention per diem fees as it relates to the compliance program.
- Collaborated with the Lake County Sheriff's Department and developed an electronic notification system concerning the release of inmates from the Illinois Department of Corrections.

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

- The Court hosted two successful site visits from funding authorities: one from the Office on Violence Against Women regarding the court's Safe Haven grant and one from the Illinois Criminal Justice Information Authority regarding the juvenile pre-employment program.

- JIS provided network printers on each floor for courtroom use to print Exhibit A. This will provide the ease of translation and use by the litigants as far as costs, fines and fees for certain cases.
- Cooperated with researchers from Rosalind Franklin University to develop outcome measures for the Domestic Violence Treatment study and collected recidivism data for study participants.
- Presented outcome data demonstrating the success of the Division of Adult Probation Service's Cognitive Outreach Groups (COG) and the Group Reporting Project to the Lake County Criminal Justice Coordinating Committee in August 2011.
- Provided an overview and statistics regarding the various programs and services provided by the Division of Juvenile Probation and Detention Services to the Lake County Criminal Justice Coordinating Committee in November 2011.
- Adult Probation hosted or set up site visits for Kane and Mc Henry County Courts Services regarding our Domestic Violence Unit, Group Reporting Program and our Cognitive Outreach Programs
- Adult Probation Officers conducted two workshops at the American Probation and Parole Association Summer Conference in Chicago, IL. The workshops include our Group Reporting Program and the Cognitive Outreach Groups.
- Adult Probation officers conducted "Thinking for a Change" training to the Northern District of Illinois Courts: Probation Division.
- The Adult Probation Director presented on the Cognitive Outreach Program (COG) to the Illinois Sentencing Advisory Council in Springfield, in May 2011.
- Adult Probation Director and Judicial Research Analyst presented Evidence Based Programming in Adult Probation to the Board of Directors for the Illinois Crime and Justice Authority in Chicago in July 2011. The presentation included an overview of the Cognitive Outreach Groups (COG) and Group Reporting Project.
- Assistant Director of Adult Probation participated in a workshop panel on Veteran's Court at a conference sponsored by the Veteran Family Services of Lake and McHenry County in September 2011.
- Adult Probation and Psychological Service Staff are members of the Court Service workgroup for the Governor's Taskforce on Health Care Reform.
- Adult Probation's Police Relations Committee held their first annual "Picnic with Probation" open house and invited the Chiefs of Police. Presented an overview of probation to the Chiefs, provided lunch and presented an award to Sgt. Brian Mullen from Waukegan Police to recognize his collaborative work with probation.
- Developed an Intern and Volunteer Committee to include staff from all divisions of the 19th Judicial Circuit to streamline the process of our Internship and Volunteer programs.
- Staff from both Adult and Juvenile Probation participated in intern fairs at several colleges and universities to provide career planning and recruitment as well as an overview of internship programs in the 19th Judicial Circuit.

- Adult and Juvenile Probation staff updated the Safety Procedure Manual.
- The Directors of Adult Probation and Psychological Services provided an informational program to the Gurnee Police Academy Volunteer Program.
- Psychological Services Juvenile Resource Liaison collaborated with Lake County coalitions and youth serving agencies to assure youth involved with the juvenile court system are informed of eligible community services. Most notably, the Drug Alcohol Intensive Outpatient Program that NICASA has received a federally funded grant for 2011-2013.
- Psychological Services was involved in a Lake County Task force regarding Behavioral Health's funding cuts made by the State and how it has impacted County service programs. Focus groups investigated and made recommendations to the Task Force.
- Detention Superintendent was a participant on the update committee for the Department of Juvenile Justice standards along with members of Department of Corrections, Department of Juvenile Justice and the Illinois Juvenile Justice Commission.
- As members of the Juvenile Officer's Association of Lake County, Juvenile Probation/Detention staff collaborated with local law enforcement and agencies at their bi-monthly meetings addressing related juvenile issues in the county.
- The Detention Superintendent and the Assistant Director of Juvenile Probation held sub-committee chairs positions as members of the Illinois Probation and Court Services Association.
- As members of the Juvenile Justice Council support was received from the Council for the Job Readiness Program grant and the Girl Wise Conference for 2011.
- Through the Community Grant received by the States Attorney's Office the Girl Wise committee received additional supplies utilized to supplement the annual conferences.
- As a member of the Lake County Gang Task Force, a juvenile probation officer received regular updates of gang activity in the county. This information was provided to Juvenile Probation staff to aid in case planning efforts.
- Through continued communication with justice stake holders, strong working relationships have been developed between the Juvenile Job Readiness Program and Lake County Public Works Department. Two youth successfully completed the program and were hired as permanent Lake County employees.

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

- The Court received an additional year of funding for the juvenile pre-employment program, with funds supporting a part-time coordinator and employment opportunities for youth.
- The Court's grant to provide mediation services to never-married parents in an effort to increase child support collections was renewed.

- Implemented the use of Total Testing (a testing tool) to rate the skills of applicants regarding computer knowledge of back office suits.
- Implemented the use of video conferencing to monitor a client that is currently out of the country.
- The Division of Psychological Service's Assistant Director of the FACE-IT program facilitated and received the Lincolnshire Garden Club Grant award in support of the horticulture program and the Great Story Book Grant.
- The three year grant awarded to Drug Court by SAMHSA continues to be monitored by the Community Resource Liaison of Psychological Services. As part of the grant, Recovery Coaches were implemented and they manage the ongoing Alumni Group.

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

- The *Reshaping the Organization* plan was refined with key components approved by the County. The Court will create unit manager positions to serve as first-line supervisors while decreasing the number of assistant directors in the organization.
- The Court's green team continued to meet in 2011. Team accomplishments included the establishment of a poster contest for the youth in detention to support Earth Week, the publication of timely articles in the employee newsletter, and a successful lunch and learn program about e-readers.
- Fully integrated RightFax technology while decommissioning some older fax machines.
- Deployed and replaced existing public workstations with thin client technology in the Jury Assembly Room and the Law Library. The thin client technology is easier to maintain, the up time is faster so the service delivery to the constituents is better served.
- Updated the infrastructure of the public wireless network. A web filtering system was added for user's protection.
- Started the deployment of new workstations with Windows 7 and Office Suite 2010. Both platforms will enhance the support and integration of all system interface with all the underlying systems.
- In February, Kids' Korner Celebrated National Children's Dental Health Month distributing donated toothbrushes, toothpaste, & floss to each child visiting that month.
- In March, Kids' Korner celebrated reading and Dr. Seuss' birthday and initiating "Read Across America" as the theme, every child visiting Kids' Korner chose a Dr. Seuss book to take home.
- The SMAART Performance Management Team met quarterly with representation from each of the court's six divisions; among the accomplishments of this work group were revisions to the SMAART Action Plan template, developing procedures for staff project submissions for the second 500-day plan, and completing internal training events related to program measurement.

- Completed data collection for an outcome study of the Division of Adult Probation Services' Moving On Program for female offenders, which demonstrated that the recidivism rates associated with this program are identical to those achieved with the female Cognitive Outreach Groups (COG).
- Completed the second annual Client Services Survey in May 2011 in the Divisions of Adult Probation Services, Juvenile Probation & Detention Services, Psychological Services and Judicial Operations' Compliance Unit. Based on these outcomes, the Senior Management team decided that future applications of the current survey format will be conducted only in Adult Probation and Juvenile Services.
- The Senior Management Team developed outcome measures to assess Employee Engagement and adjusted this survey to an 18-month cycle based on feedback received to open-ended items on previous Employee Satisfaction Surveys and focus groups completed within each of the divisions.
- The Division of Psychological Services developed expanded executive measures for the court organization, which is reported to the County on a quarterly basis.
- The Division of Psychological Service's Assistant Director of the FACE-IT program developed and facilitated the Juvenile Domestic Violence Perpetrator Group.
- Psychological Service's Women FIRST group (one of the SMAART 500 Day Programs) has held 24 sessions and continues to grow as a constructive resource to adult female probation clients.
- The Division of Psychological Services has employed a senior clerk that will be responsible for collecting program service fees including fees for the Anger Management Group, Domestic Violence Assessment/Group, and Cognitive Outreach Groups (COG).
- Through collaboration with Juvenile Justice Stakeholders in Lake County, the 8th Annual Girl Wise Conference was held at the College of Lake County on April 30, 2011. In addition to the Juvenile Court Judges of Lake County, Circuit Judge Valerie Boettle-Ceckowski and Associate Judge Sarah Lessman attending, from the McHenry County Juvenile Court, Judge Maureen McIntyre was in attendance with juvenile probationers from her jurisdiction. A parent component was added to the programming for the first time as well.
- In conjunction with the College of Lake County Judicial Services Division, a four hour curriculum was developed and is being offered through the CLC court programs to provide needed resources to branch court judges. The curriculum is titled the Behavioral Choices Module. Cases that can be referred are misdemeanor and ordinance violations directed to the branch courts by local police and diversion cases referred through Juvenile Probation/Detention Services.