



**KIDS' KORNER CHILDREN'S WAITING AREA - PERFORMANCE REPORT
CIRCUIT COURT OF LAKE COUNTY, ILLINOIS**

NINETEENTH JUDICIAL CIRCUIT COURT OF LAKE COUNTY, ILLINOIS
DIVISION OF JUDICIAL OPERATIONS – KIDS’ KORNER CHILDREN’S WAITING AREA

MISSION STATEMENT:

The mission of the Circuit Court of Lake County is to serve the public. The Court accomplishes this mission by providing a fair and responsive system of justice, committed to excellence, and fostering public trust, understanding and confidence. The Division of Judicial Operations supports the mission of the Court by providing an array of legal-related and supportive functions to both internal and external Court customers in a manner that advances public trust, understanding and confidence in the legal system. These supportive functions include services provided to the public designed to improve their access, navigation, and use of the legal system.

PROGRAM PURPOSE:

Kids’ Korner is a unit of the Division of Judicial Operations, which provides a safe, secure, and enjoyable supervised waiting area for children who are in the Lake County Courthouse to testify in court or those whose parents or guardians are conducting court business or must appear before the Court. Kids’ Korner protects children from the potentially confusing, frightening, or otherwise inappropriate adult business and behavior that is often referred to or displayed as part of the normal court process. More importantly, Kids’ Korner enables the Court and litigants to conduct their business in an orderly and timely fashion. The services of Kids’ Korner are available free of charge to families with children conducting business in the Lake County Courthouse.

These program goals adhere with the quality standards established for the Court as outlined in the 19th Judicial Circuit Strategic Plan (2009):

- *The Court facilities shall be safe, accessible and convenient to use.*
- *All who appear before the Court shall be given the opportunity to participate effectively, without undue hardship or inconvenience.*
- *The costs of access to the Court’s proceedings – whether measured in terms of money, time, or the procedures to be followed – shall be reasonable, fair and affordable.*

PROGRAM DESCRIPTION:

Kids’ Korner is the children’s waiting room located on the first floor of the Lake County Courthouse. Kids’ Korner was founded in 1994 to address the unique needs of children accompanying their parents while conducting business in the courthouse. Prior to opening Kids’ Korner, children in the courthouse were often left unattended in hallways or were present in courtrooms while their parents conducted court business. These children were at risk of being adversely impacted by the court proceedings going on around them, often created a distraction to the orderly process of court operations, and presented an obstacle to other court users. With fewer children present in the hallways and courtrooms, court time and resources could be utilized more efficiently and effectively. Kids’ Korner serves approximately 200 each month. Since its inception, Kids’ Korner has provided a safe, temporary respite to **over 47,000** children involved in the court system.

Kids' Korner serves children ranging in age from 2 to 12 years old in a comfortable and secure setting. Kids' Korner services are available from 8:30a.m. to 12:15p.m. and from 1:15p.m. to 5:00p.m. each day that the courthouse is open to the public. Due to safety concerns and space limitations, Kids' Korner is able to care for only nine children at a time; children are accepted into Kids' Korner on a first-come, first-served basis. Prior to leaving a child in Kids' Korner, the parent or accompanying adult must complete a registration form providing information about their child. For security purposes, the same adult dropping off the child must be the one who picks them up from Kids' Korner. The parent or accompanying adult must indicate where they will be in the courthouse. They are also provided with a portable non-audible pager, which will notify them to return to Kids' Korner if there is an emergency or serious problem regarding their child. They may not leave the courthouse for any reasons while their child is in the care of Kids' Korner.

The Kids' Korner space is a bright, cheerful room filled with toys, blocks, puzzles, art supplies, books, and other developmentally appropriate materials for children to play with while in the care of Kids' Korner. The activities offered promote beneficial learning experiences, including a children's computer center that offers age specific educational games. While at Kids' Korner, children are made to feel safe and secure. They receive sustained and encouraging adult contact and guidance from trained staff and volunteer caregivers. Each child visiting Kids' Korner chooses a book to take home as part of the "Give-A-Book" project, a community project designed to encourage parents to read with their children and to contribute to a life-long love of reading in children. During the holiday season, each child visiting Kids' Korner chooses a new stuffed animal to take home as part of the "Give-An-Animal-A-Home" project. The goal of this project is to help children feel secure during a stressful time in their lives. Kids' Korner's "Give-A-Blanket" project is a special way extra comfort is provided to children seen at Kids' Korner. Several local as well as national knitting/crocheting groups donate handmade blankets to Kids' Korner. This enables every child visiting Kids' Korner to choose a special blanket to take home during this stressful time.

The Circuit Court of Lake County received an achievement award for the Kids' Korner program in 2002 from the National Association of Counties (NACo). Lake County also received a NACo Achievement Award in 2007 for the Parent Paging System. The NACo Achievement Award Program is a noncompetitive national program that recognizes counties for improving the management of and services provided by county government.

The Kids' Korner website (<http://19thcc.lakeco.org/services/Pages/KidsKorner.aspx>) provides additional information on the program, facility, and volunteer opportunities, as well as several online projects for children. These online projects are available in both English and Spanish.

KIDS' KORNER PARENT SURVEY:

Kids' Korner assesses program performance through use of an annual Kids' Korner Parent Survey. The survey form is distributed to all parents or accompanying adults leaving their children in the care of Kids' Korner at the time the child is dropped off during the summer months, when more parents utilize the services of Kids' Korner. Respondents are encouraged to complete the survey and return it to Kids'

Korner upon conclusion of their court business, prior to leaving the courthouse with their child. Those unable to complete the survey during their visit to the courthouse are provided with a paid, self¹addressed envelope in order to return the survey. Approximately 10% of all completed surveys are returned via mail.

Kids Korner Parent Survey The current version of the Kids' Korner Parent Survey was implemented in March 2007. A performance goal of 80% Agreement (total percent of respondents indicating "Agree" or "Strongly Agree") was established for each of the service-related items on the survey, which was consistent with the performance goal recommended by the NCSC and other user surveys administered by the 19th Judicial Circuit.

The Kids' Korner Parent Survey is divided into two main sections: 1) Kids' Korner Services, and 2) Other Services in the Courthouse. The survey utilizes a 5-point Likert scale (Strongly Disagree, Disagree, Neutral, Agree, and Strongly Agree) in response to all service-related items. The seventeen Kids' Korner Services items are based on a previous survey of Kids' Korner parents (c. 2003) as well as several additional items addressing procedural issues, customer-service, and special projects of the program. Two additional, open-ended items allow respondents to specifically address what they found to be most helpful about Kids' Korner and what changes might help the program to improve its service. The sixteen Other Services in the Courthouse items are based in part on the National Center for State Courts (NCSC, 2005) Fairness and Access Survey¹, and supplemented with several additional internal service-related items. Several additional items disbursed throughout the survey provide demographic and customer-profile information regarding Kids' Korner users, which assist in the service delivery of the program and the training needs of Kids' Korner staff and volunteers.

¹ Due to the logistical requirements of conducting a court-wide Fairness and Access Survey the 19th Judicial Circuit performs a court-wide analysis only every three years, but includes select items from the instrument as part of regular user surveys in order to monitor progress and appropriately address concerns as they arise.

Kids Korner Parent Survey



KIDS' KORNER PARENT SURVEY

Dear parents,

Please fill out **both sides** of the following survey. Your responses are invaluable in helping us to improve our services. On behalf of the Kids' Korner staff, I would like to thank you for helping with this survey. Your input is important and very much appreciated.

Please return this survey to Kids' Korner upon completion.

Hon. John Phillips
Chief Judge, 19th Judicial Circuit

Have you ever visited Kids' Korner before? Yes No

How many children did you leave with Kids' Korner today? (number) (ages)

How much time did your child(ren) spend at Kids' Korner today? (hours)

How did you learn about Kids' Korner?

Which courtrooms or offices did you visit in the courthouse today? Courtroom (or Floor) Office

Please rate your agreement with the following statements about Kids' Korner Services (CIRCLE ONLY ONE ANSWER)

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Don't Know n/a
1. I was pleased with the care that my child(ren) received at Kids' Korner today.	1	2	3	4	5	n/a
2. I found Kids' Korner easy to locate.	1	2	3	4	5	n/a
3. The Kids' Korner staff were professional, courteous, and friendly.	1	2	3	4	5	n/a
4. The Kids' Korner room was warm and inviting.	1	2	3	4	5	n/a
5. The following information was clearly explained to me during the check-in procedure:						
a. Need for wristband	1	2	3	4	5	n/a
b. Need for an emergency contact	1	2	3	4	5	n/a
c. Adult checking child in must pick child up	1	2	3	4	5	n/a
d. Evacuation procedure	1	2	3	4	5	n/a
e. Prohibited from leaving the courthouse for any reason	1	2	3	4	5	n/a
f. Morning & afternoon closing time schedule	1	2	3	4	5	n/a
6. I felt that my child was safe in Kids' Korner.	1	2	3	4	5	n/a
7. The court procedure was better or easier for me because of Kids' Korner.	1	2	3	4	5	n/a
8. I would recommend Kids' Korner to others using court facilities.	1	2	3	4	5	n/a
9. Please give us your impressions of the automated check-in process:						
a. For returning parents: I found the new computerized check-in process to be more efficient.	1	2	3	4	5	n/a
b. For new parents: I found the computerized check-in process to be easy and understandable.	1	2	3	4	5	n/a
10. If your child previously received a book from our "Give-a-Book" project:						
a. This gift increased the time my child(ren) spent reading.	1	2	3	4	5	n/a
b. This gift increased the time that I spent reading with my child(ren).	1	2	3	4	5	n/a
11. What did you find most helpful about Kids' Korner?	12. What suggestions do you have that can help us to improve our service?					

Please rate your agreement with the following statements about Other Services in the Courthouse (CIRCLE ONLY ONE ANSWER)

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Don't Know n/a
1. I found the court's website to be useful.	1	2	3	4	5	n/a
2. Finding the courthouse was easy.	1	2	3	4	5	n/a
3. Finding parking in or around the courthouse was convenient.	1	2	3	4	5	n/a
4. My first impression of the facility was positive.	1	2	3	4	5	n/a
5. I felt safe with the security measures in the courthouse.	1	2	3	4	5	n/a
6. Once in the courthouse, I easily found the courtroom or office I needed.	1	2	3	4	5	n/a
7. I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	n/a
8. Court staff in other areas of the courthouse paid attention to my needs.	1	2	3	4	5	n/a
9. I was treated with courtesy and respect while conducting my court business.	1	2	3	4	5	n/a
10. The court makes reasonable efforts to remove physical and language barriers to service.	1	2	3	4	5	n/a
11. The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	n/a
12. The forms I needed for my court business were clear and easy to understand.	1	2	3	4	5	n/a
13. The public areas of the courthouse were clean and well-maintained.	1	2	3	4	5	n/a
14. I was comfortable with the seating available in the courthouse.	1	2	3	4	5	n/a
15. I was pleased with the service I received at the eating facilities in the courthouse.	1	2	3	4	5	n/a
16. I was pleased with the quality of the food served at the eating facilities in the courthouse.	1	2	3	4	5	n/a

What did you do at the court today?
(Check all that apply)

Search court records/obtain documents

File papers

Make a payment

Get information

Appear as a witness

Party to a legal matter

Accompany a friend or relative to court

Other: (specify) _____

What type of case brought you to the courthouse today?

Traffic/DUI

Criminal

Civil Matter

Divorce, child custody, or support

Juvenile matter

Probate

Small Claims

Other: (specify) _____

How do you identify yourself?

American Indian or Alaska Native

Asian

Black or African American

Hispanic or Latino

Native Hawaiian or Pacific Islander

White

Mixed Race

Other: _____

How often are you typically in this courthouse?
(Choose the closest estimate)

First time in this courthouse

Once a year or less

Several times a year

Regularly

What is your gender?

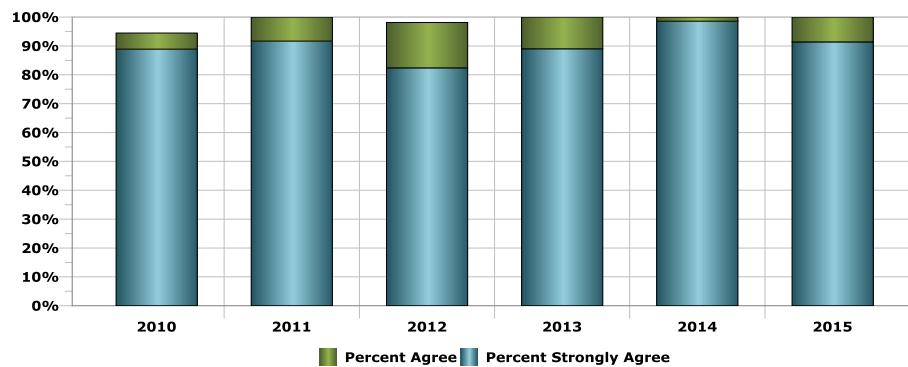
Female

Male

A. Kids' Korner Services:

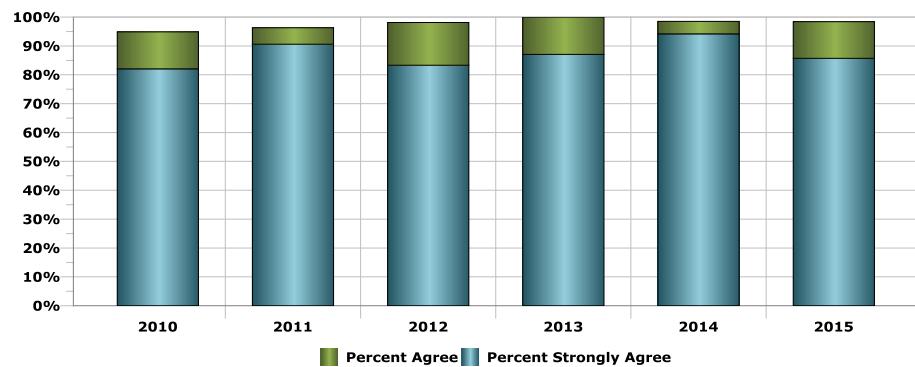
KIDS' KORNER CHILDREN'S WAITING AREA

I was pleased with the care that my child(ren) received at Kids' Korner today.



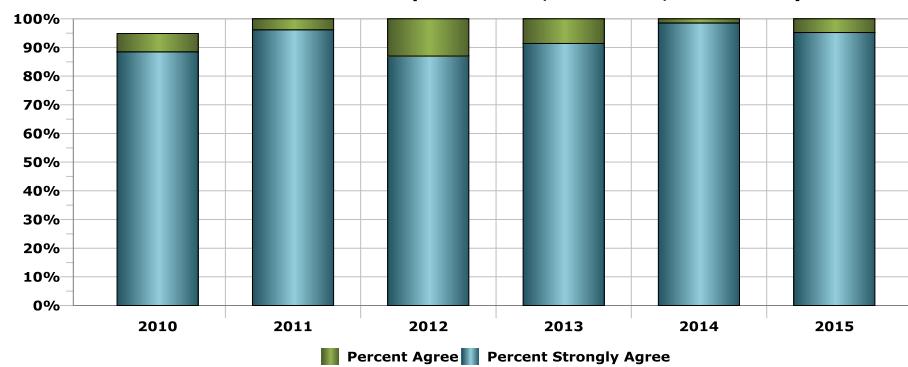
KIDS' KORNER CHILDREN'S WAITING AREA

I found Kids' Korner easy to locate.



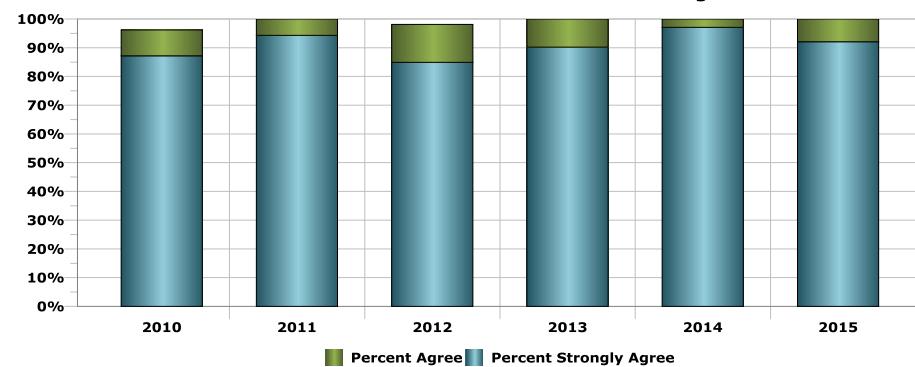
KIDS' KORNER CHILDREN'S WAITING AREA

The Kids' Korner staff were professional, courteous, and friendly.



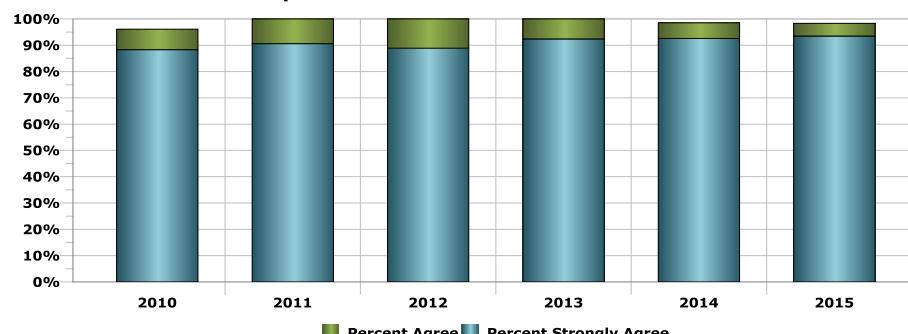
KIDS' KORNER CHILDREN'S WAITING AREA

The Kids' Korner room was warm and inviting.



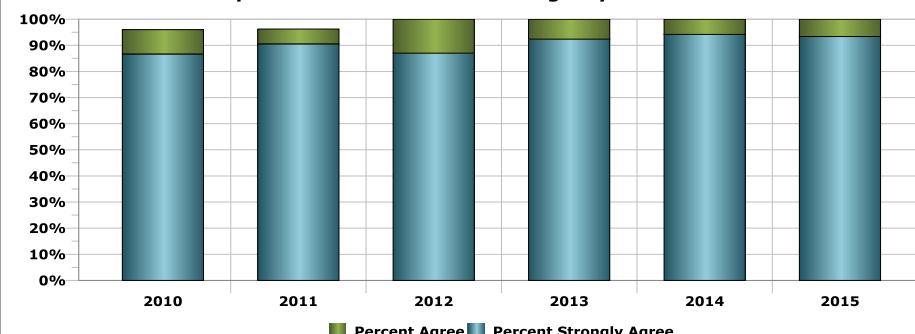
KIDS' KORNER CHILDREN'S WAITING AREA

The following information was clearly explained to me during the check-in procedure...Need for a wristband.



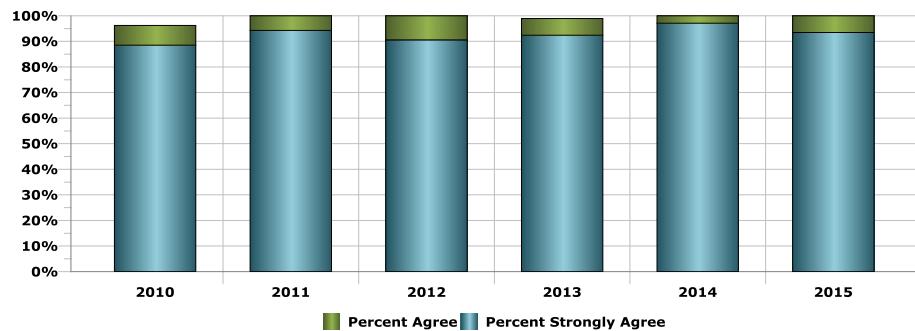
KIDS' KORNER CHILDREN'S WAITING AREA

The following information was clearly explained to me during the check-in procedure...Need for an emergency contact.



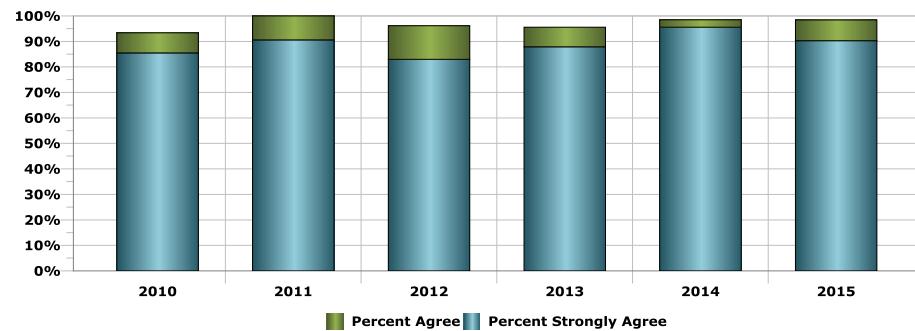
KIDS' KORNER CHILDREN'S WAITING AREA

The following information was clearly explained to me during the check-in procedure...Adult checking child in must pick child up.



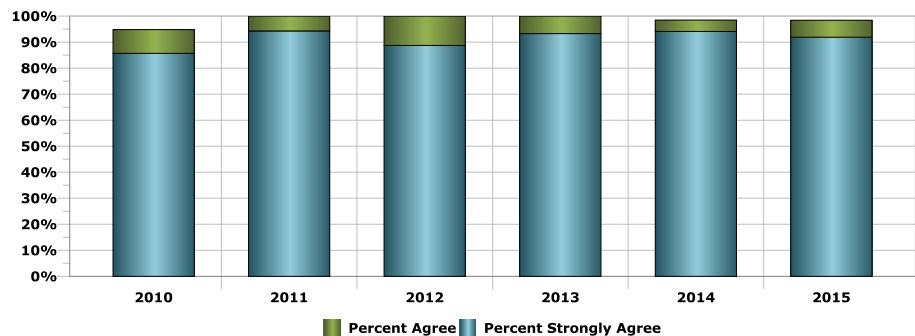
KIDS' KORNER CHILDREN'S WAITING AREA

The following information was clearly explained to me during the check-in procedure...Evacuation procedure.



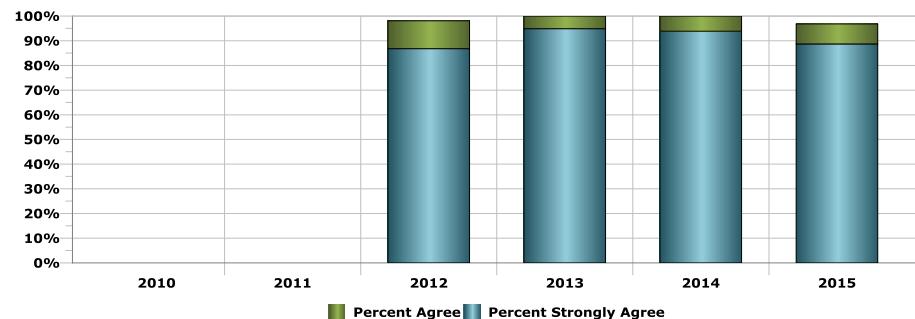
KIDS' KORNER CHILDREN'S WAITING AREA

The following information was clearly explained to me during the check-in procedure...Prohibited from leaving the courthouse for any reason.



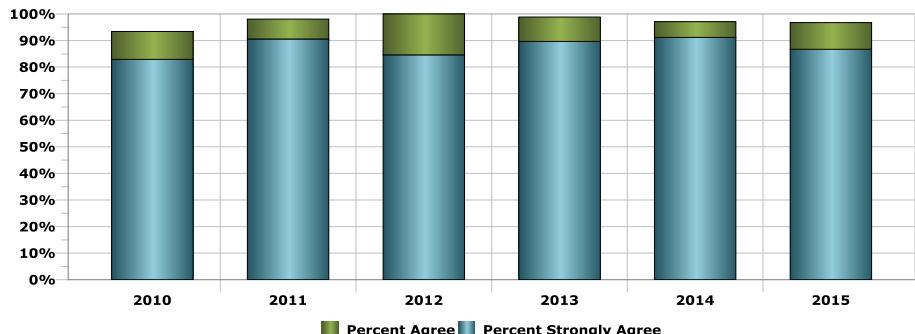
KIDS' KORNER CHILDREN'S WAITING AREA

The following information was clearly explained to me during the check-in procedure...Inform Kids' Korner of any changes in courtroom assignment or movement within the courthouse.



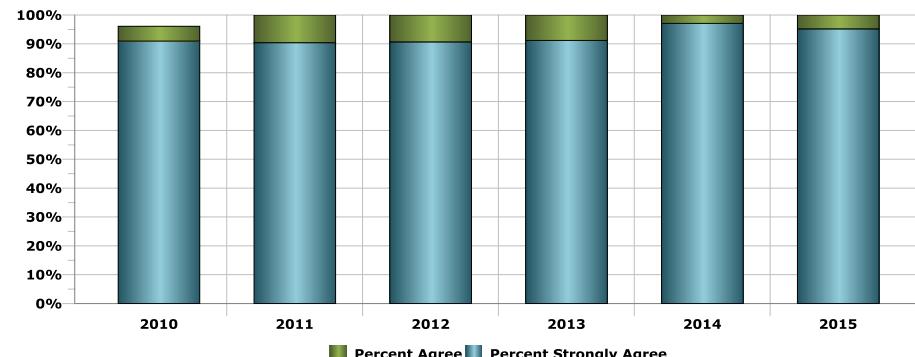
KIDS' KORNER CHILDREN'S WAITING AREA

The following information was clearly explained to me during the check-in procedure...Morning & afternoon closing time schedule.



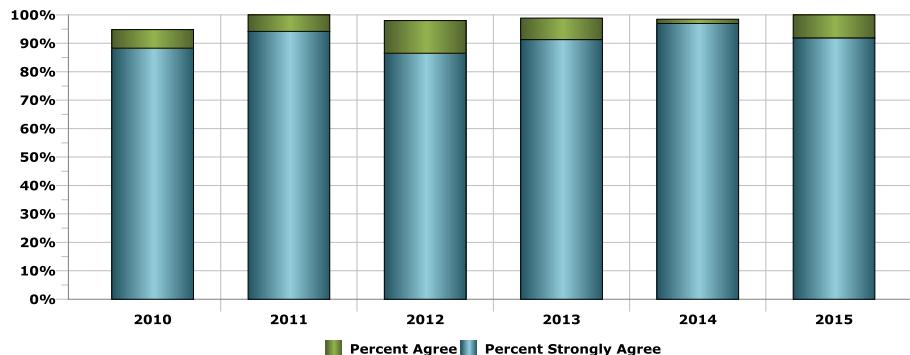
KIDS' KORNER CHILDREN'S WAITING AREA

I felt that my child was safe in Kids' Korner.



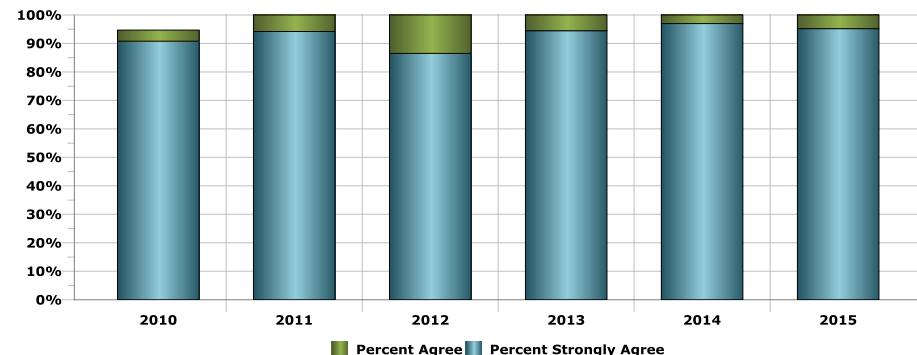
KIDS' KORNER CHILDREN'S WAITING AREA

The court procedure was better or easier for me because of Kids' Korner.



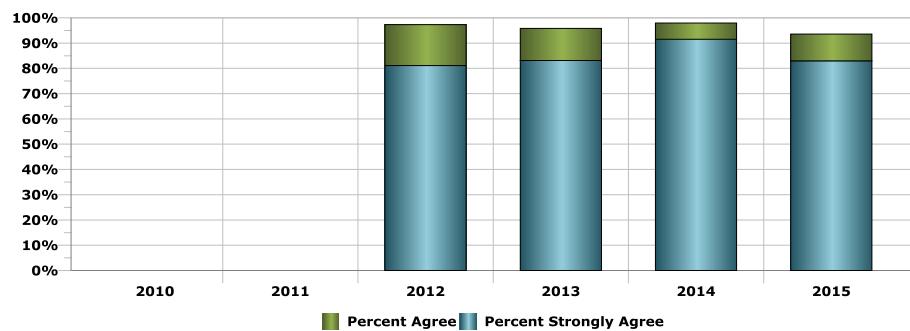
KIDS' KORNER CHILDREN'S WAITING AREA

I would recommend Kids' Korner to others using court facilities.



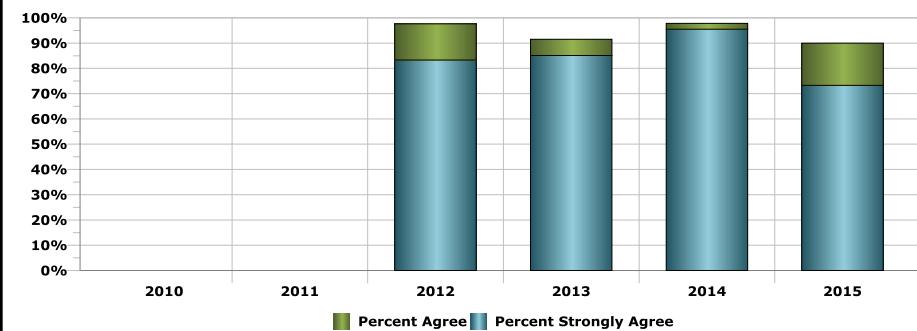
KIDS' KORNER CHILDREN'S WAITING AREA

(For returning parents) I found the new computerized check-in process to be more efficient.



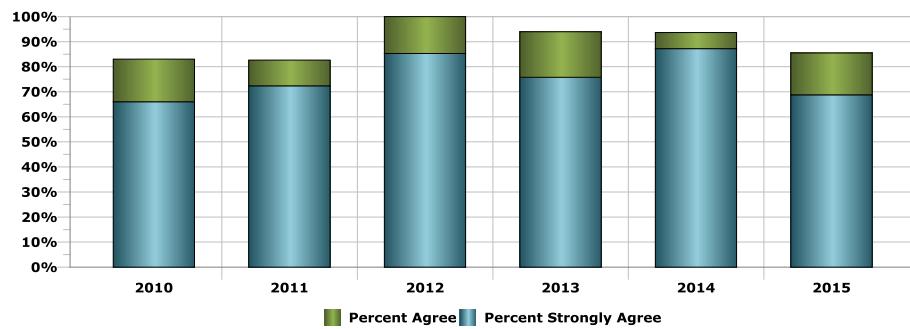
KIDS' KORNER CHILDREN'S WAITING AREA

(For new parents) I found the computerized check-in process to be easy and understandable.



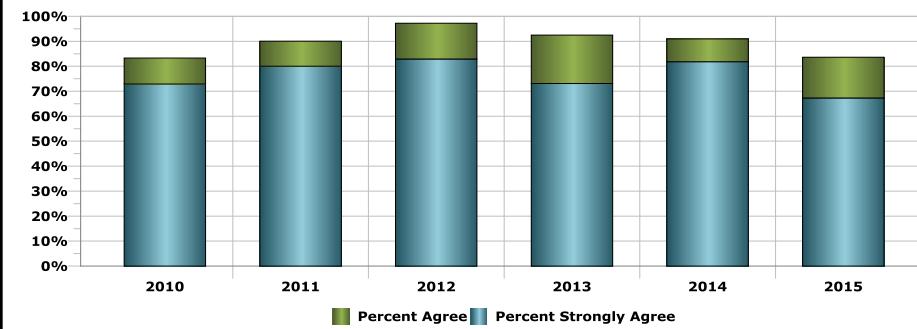
KIDS' KORNER CHILDREN'S WAITING AREA

If your child previously received a book from our "Give-a-Book" project...This gift increased the time my child(ren) spent reading.

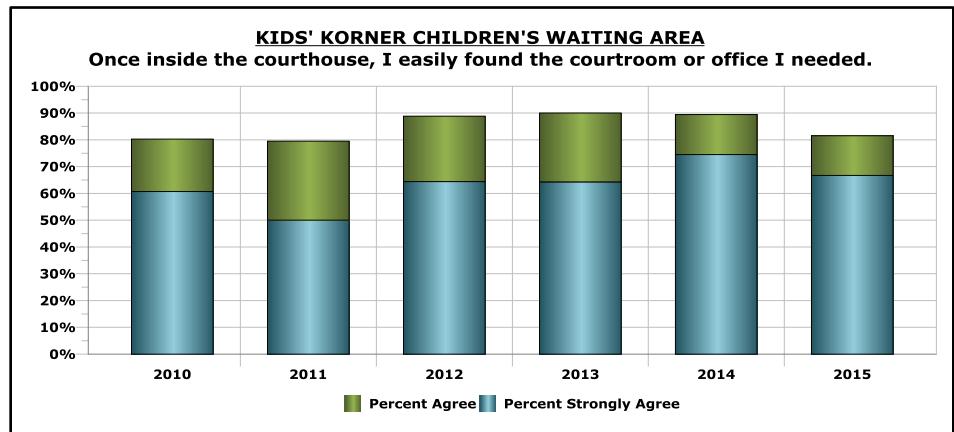
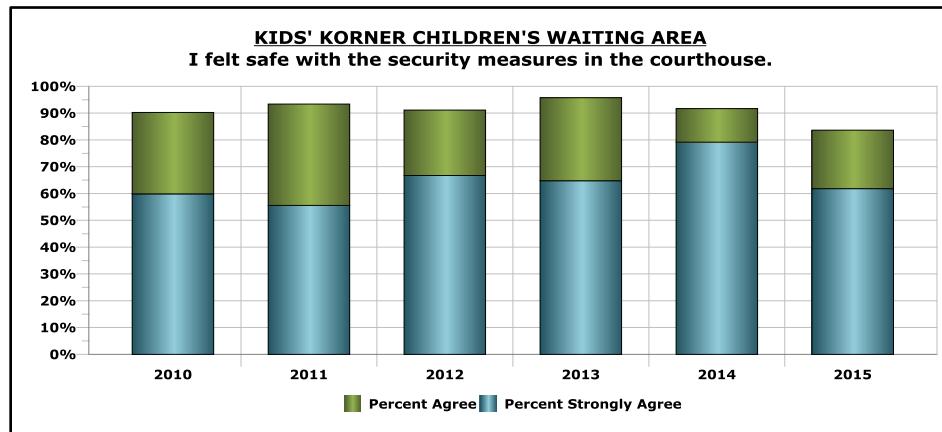
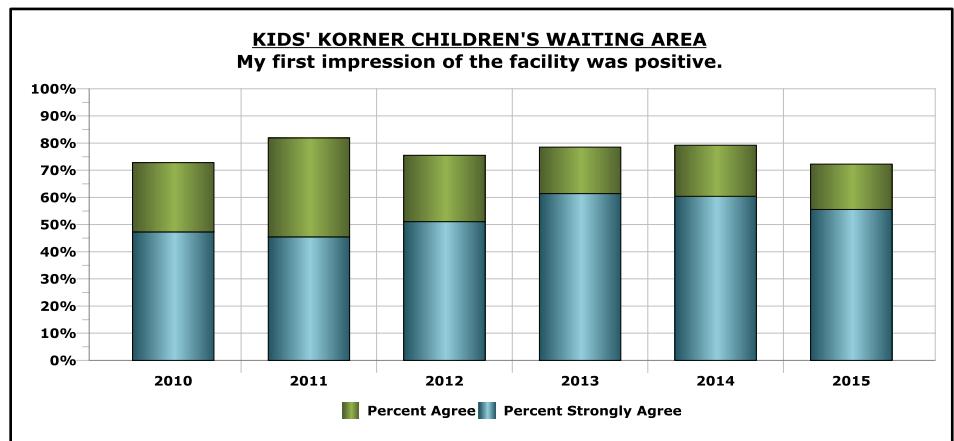
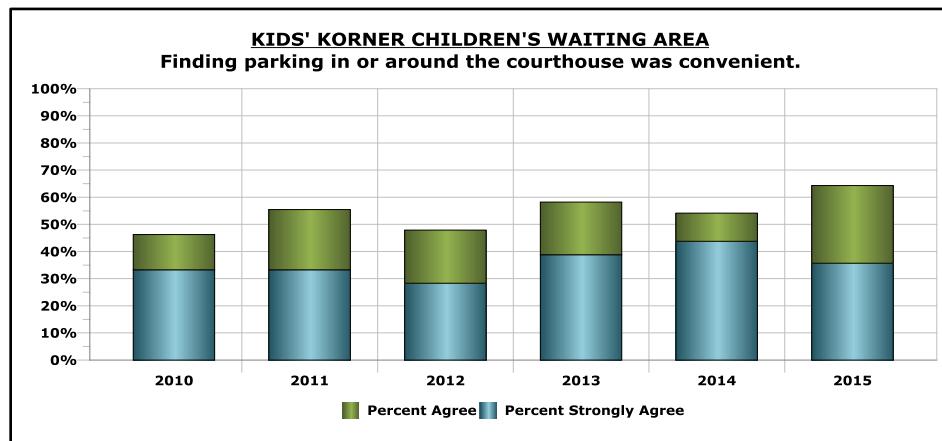
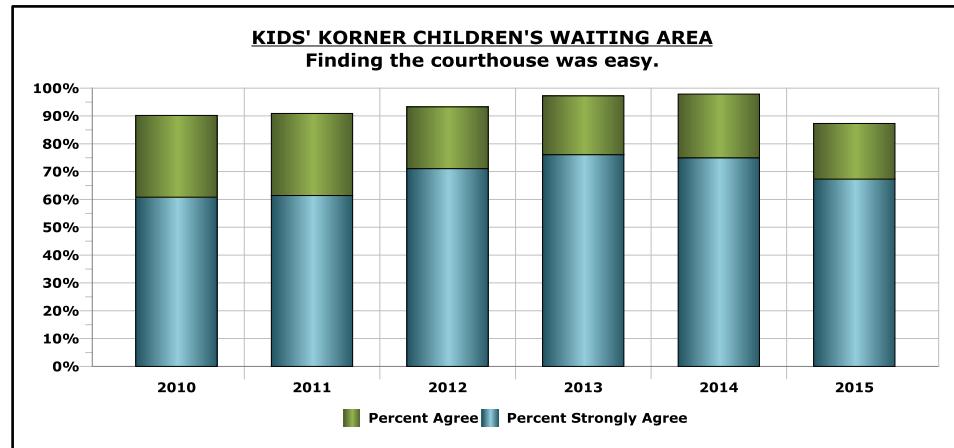
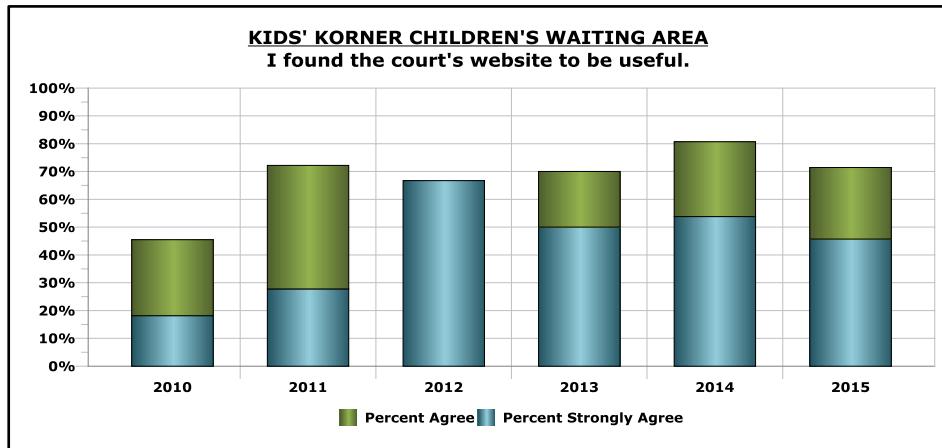


KIDS' KORNER CHILDREN'S WAITING AREA

If your child previously received a book from our "Give-a-Book" project...This gift increased the time that I spent reading with my child(ren).

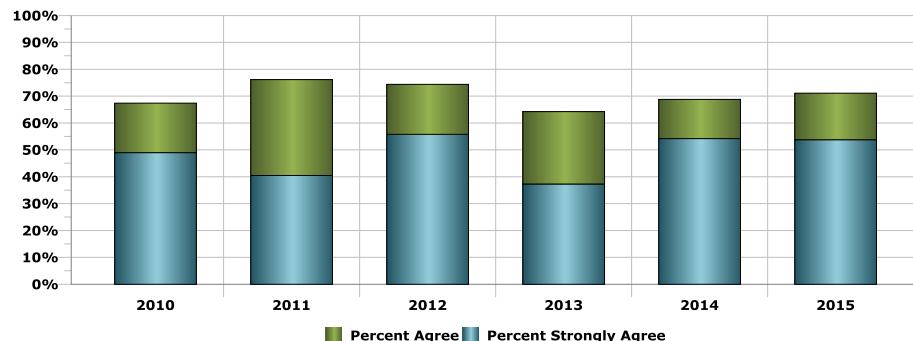


B. Other Services in the Courthouse:



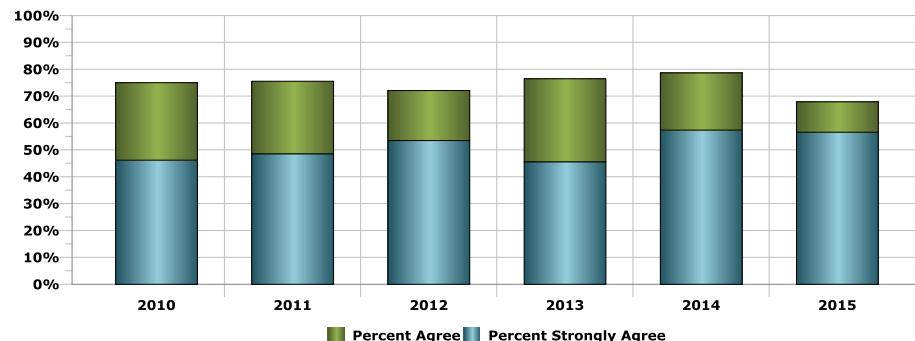
KIDS' KORNER CHILDREN'S WAITING AREA

I was able to get my court business done in a reasonable amount of time.



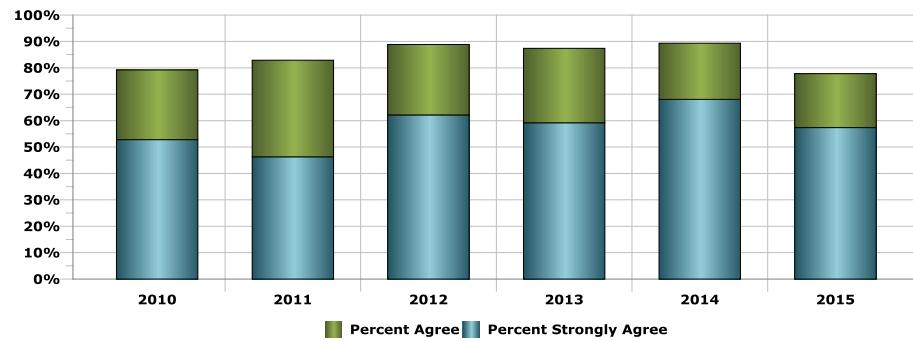
KIDS' KORNER CHILDREN'S WAITING AREA

Court staff in other areas of the courthouse paid attention to my needs.



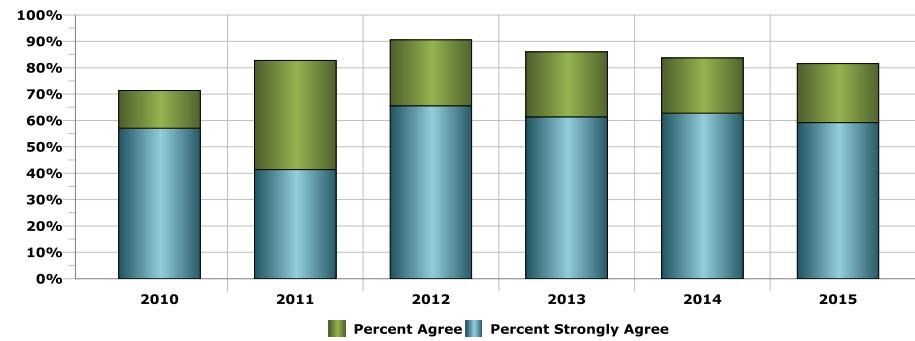
KIDS' KORNER CHILDREN'S WAITING AREA

I was treated with courtesy and respect while conducting my court business.



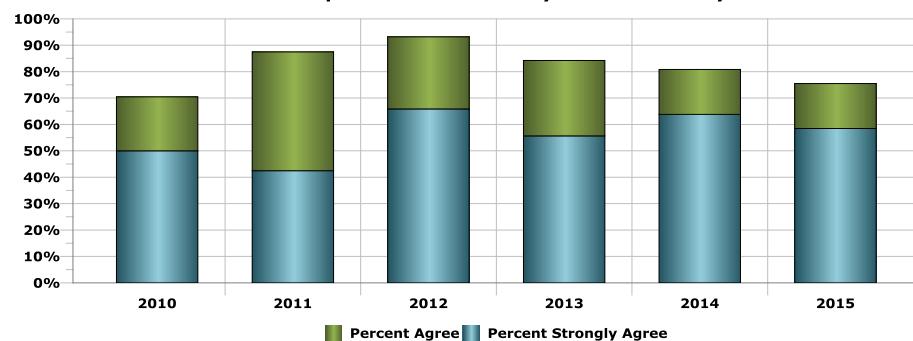
KIDS' KORNER CHILDREN'S WAITING AREA

The court makes reasonable efforts to remove physical and language barriers to service.



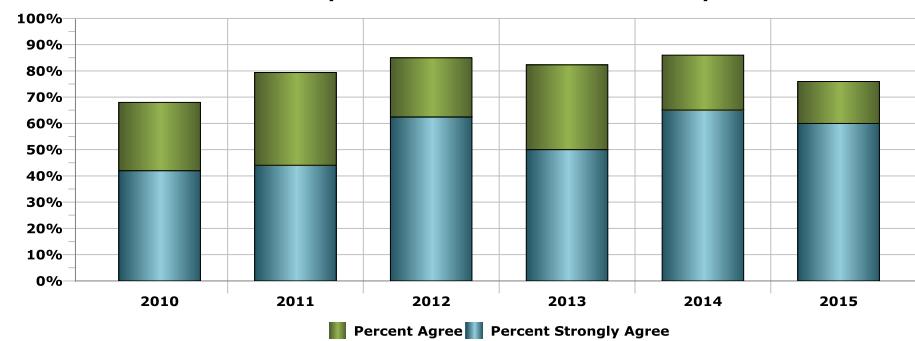
KIDS' KORNER CHILDREN'S WAITING AREA

The court's hours of operation made it easy for me to do my business.



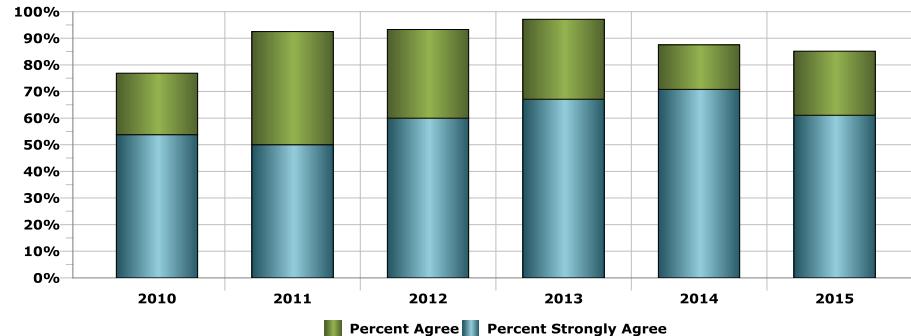
KIDS' KORNER CHILDREN'S WAITING AREA

The forms I needed for my court business were clear and easy to understand.



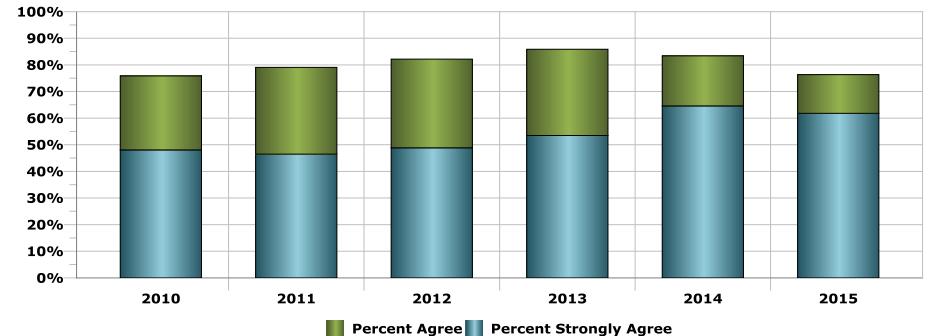
KIDS' KORNER CHILDREN'S WAITING AREA

The public areas of the courthouse were clean and well-maintained.



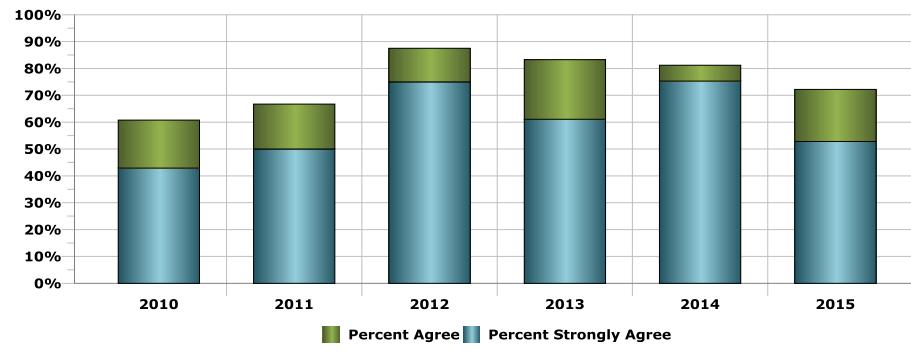
KIDS' KORNER CHILDREN'S WAITING AREA

I was comfortable with the seating available in the courthouse.



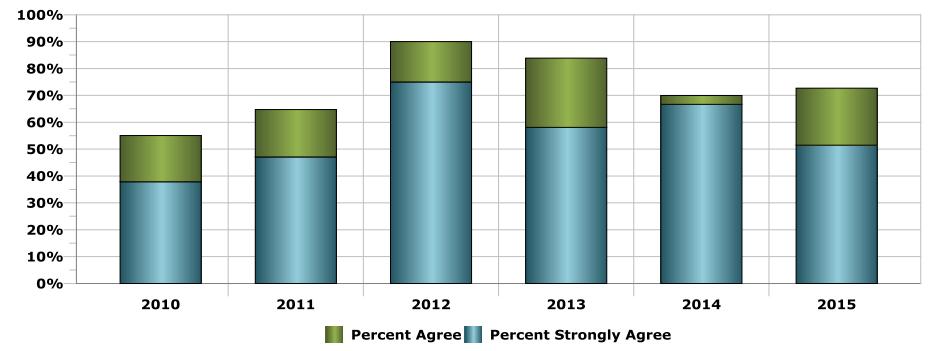
KIDS' KORNER CHILDREN'S WAITING AREA

I was pleased with the service I received at the eating facilities in the courthouse.



KIDS' KORNER CHILDREN'S WAITING AREA

I was pleased with the quality of food served at the eating facilities in the courthouse.



Consumer Demographics:

