

Circuit Court of Cook County Performance Metrics

Department 440
Juvenile Temporary Detention Center

4/6/2017

Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center

Department Number and Name:	440-Juvenile Temporary Detention Center	Program Description: Human Resources, Legal, Investigation and Management	Ensures that youth are housed in safe and humane conditions, JTDC complies with all state and federal mandates. Manages Human Resources services including the payroll processing, hiring process, AOIC compliance and oversee the performance management process. Provide supervision for JTDC legal matters litigation and labor management. Responds to discovery requests and legal complaints, supervises the employee discipline, and processes employee grievances. Conducts a comprehensive and fair investigatory process when alleged violations of the JTDC, Court, or County policies and procedures or other infractions are alleged.
Program Name:	Administration		
FTE:	82.5		

OUTPUT METRICS (<i>count of work units processed or produced, persons served, etc.</i>)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Number of staff positions filled during the period	27	36	32	21
2	Number of Paychecks Processed (Cook County Time)	NA	NA	1,358 (FY16 4th QT)	17,654
3	Staff Race/Ethnic %	White 13% Non-White 87%	White 13% Non-White 87%	White 13% Non-White 87%	White 12% Non-White 88%
4	Staff by Age Group	21 to 25 = 14 26 to 30 = 104 31 to 35 = 142 36 to 40 = 113 41 to 45 = 100 46 to 50 = 122 51 to 55 = 66 56 to 60 = 55 61 to 65 = 28 66 to 70 = 9 > 70 = 2	NA	21 to 25 = 14 26 to 30 = 97 31 to 35 = 132 36 to 40 = 109 41 to 45 = 96 46 to 50 = 116 51 to 55 = 62 56 to 60 = 56 61 to 65 = 28 66 to 70 = 9 >70 = 2	NA

Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center

OUTPUT METRICS (*count of work units processed or produced, persons served, etc.*)

#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
5	Number of Employee Discipline referrals processed	235	200	199	210
6	Number of Labor Relations/Employee Grievances Filed	42	100	225	280
7	Litigation Support Services completed	53	58	40	58
8	Investigations conducted for reported infractions	290	N/A	232	260
9	Number of PREA Resident Assessments	3,923	N/A	3,371	4,118

EFFICIENCY METRICS (*cost per unit, work units processed per staff person, cycle time to complete work unit, etc.*)

#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Time to Fill Position from posting to onboarding	192 days	320 days	173 days	158 days
2	Number of Pay Discrepancies(Cook County Time)	NA	NA	225 (FY16 4th QT)	240
3	Employee discipline case processing time	10 hours	11 hours	11 hours	11 hours
4	Employee grievances case processing time	17 hours	17 hours	7 hours	6 hours
5	Litigation Support request processing time	14 hours	13 hours	18 hours	13 hours

**Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center**

OUTCOME METRICS *(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)*

#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Rate to Fill of Open Positions	84%	NA	89%	100%
2	Retention Rate	88%	NA	93%	95%
3	Payroll Proficiency Rate(Cook County Time)	NA	NA	83%	98%
4	Rate of completed employee discipline per year	99%	N/A	100%	100%
5	Rate of Employee Grievances completed per year	90%	N/A	89%	100%
6	Rate of Litigation Support completed per year	100%	100%	100%	100%

Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center

Department Number and Name:	440-Juvenile Temporary Detention Center	Program Name:	Classification and Intake	FTE:	596.5
Program Description					
The JTDC complies with all federal and state mandates and follows the 2014 standards for secure detention facility, entitled CHAPTERS . The CHAPTERS standards developed by the Annie E. Casey Youth Law Center and the Center for Childrens Law and Policy provide an overview of operation at the JTDC.					
CLASSIFICATION AND INTAKE - Is responsible for intake and admission of residents providing required orientation including Prison Rape Elimination Act (PREA).					
ACCESS - JTDC provides access to family engagement, effective case management, visitation and resident releases.					
PROGRAMMING - JTDC ensures residents receive educational services, transportation, recreation, religious services, volunteer services, positive behavior management and gender responsive programming.					
TRAINING AND SUPERVISION OF STAFF - JTDC provides training for staff that meet federal and state mandates. Ensures that staff receive training that meet all Administrative Office of the Illinois Courts (AOIC) mandated requirements. Provides quality assurance to ensure compliance with legal mandates.					
ENVIRONMENT - JTDC ensures the safety and security of 650,000 sq. ft. secured detention facility. Also provides emergency preparedness based upon Homeland Security standards. The JTDC maintains, cleans and sanitizes the facility including the living units, offices, gyms and kitchen.					
RESIDENT BEHAVIOR MANAGEMENT - administer daily behavior programming for residents, administer daily rewards for residents, administer behavior management rules and consequences for residents, conduct due process hearings for resident rule violations, coordinate resident grievances, plan, coordinate and administer resident behavior plans as appropriate for rule violations and violent behavior.					
SAFETY - monitor and protect the facility, staff, residents, and visitors, respond to crisis situations, administer the standards of the Prison Rape Elimination Act (PREA), inventory radios, keys, and equipment to ensure the security of the facility, monitor and coordinate everyone and everything that enters and exits the secure areas of the facility to prevent the introduction of contraband and maintain security, search for and seize any contraband introduced into the secure facility, conduct residents counts as required by detention standards, coordinate all movement within the secure areas and investigations of abuse, neglect and retaliation.					

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	# of Admissions Processed	3,923	3,923	3,371	4,118
2	# of Releases Processed	3,972	3,972	3,397	4,117
3	Resident % by Race Breakdown	Black - 81% Hispanic - 15%	NA	Black - 80% Hispanic - 15%	NA
4	Resident Breakdown Length of Stay by Gender in number of days	Male -21 days Female -13 days	Male -21 days Female -13 days	Male - 31 days Female - 18 days	Male - 47 days Female - 23 days
5	Resident % by Gender Breakdown	Male - 92% Female - 8%	Male - 92% Female - 8%	Male - 92% Female - 8%	Male - 92% Female - 8%
6	Implementation of Effective Case Management total hours per year	N/A	N/A	215,350	348,575
7	Avg. Caseload/per Caseworker	130	137	112	137

Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center

OUTPUT METRICS CONTINUED					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
8	Internal PREA Allegations	29	N/A	32	30
9	PREA Referrals and Multi-Disciplinary Team Meeting	121	N/A	177	175
10	Hours of Large Muscle Exercise offered to residents per year	117,895	N/A	91,250	139,430
11	# of Staff Trained	698	703	648	679
12	# of Volunteers Trained	215	225	255	280
13	# of Staff PREA Trained	478	703	647	679
14	Video Events Captured and Archive from system	2557	2557	2007	2282
15	Behavior Management Program hours provided per Center a year	282,948	334,632	258,420	334,632
16	Resident Disciplinary Due Process Hearings	5667	5184	4885	5616
17	Resident Grievances	2453	2453	1842	844
18	Work Orders submitted to maintain 650,000 sq. ft. physical plant (carpenters, plumbers, electricians, etc.)	3,901	3,901	7,289	8476

Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center

EFFICIENCY METRICS <i>(cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)</i>					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Per Diem Cost	\$431	\$431	\$520	\$520
2	Time to process PREA resident assessments, in hours	0.18	N/A	0.21	0.17
3	Time to process internal PREA allegations, in hours	23.66	N/A	21	23
4	Time to process PREA referrals and conducts Multi-Disciplinary Team Meetings, in hours	7.46	N/A	4	4
5	Video Captures processed per video analyst	1,279	1,279	1,003	1,141
6	Hearings Conducted Per Hearing Officer	1,133	1,250	1,221	1,404
7	Average Resident Grievance Response Time (Days)	2	3	3	3
8	External Transportation (moves)	813	813	1,041	1,041
9	Internal Transportation (moves)	130,369	130,369	117,139	149,587
10	Emergency and Non-emergency responses	1,892	1,892	1,146	1,146
11	External Transportation (moves) per staff	2	2	3	3
12	Internal Transportation (moves) per staff	13	13	12	12
13	Daily Emergency and Non-emergency responses per staff	5	5	3	3
14	Work Orders submitted per staff for 650,000 sq. ft. physical plant	1,950	1,950	3,644	4,238
15	Training Hours Provided per Year	45,451	45,451	51,319	57,000

Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center

OUTCOME METRICS <i>(percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)</i>					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Rate of residents who complete Orientation Process per year	100%	100%	100%	100%
2	Rate of successfully completed PREA Resident Assessments	100%	100%	100%	100%
3	Rate of successfully completed Internal PREA Investigations	100%	100%	100%	100%
4	Rate of successfully completed PREA Referrals and Multi-Disciplinary Team Meetings	100%	100%	100%	100%
5	Estimated Rate of Large Muscle Exercise Participation	90%	100%	90%	100%
6	Rate of Compliance with Federal PREA Training Standards	68%	100%	96%	100%
7	Rate of Training Compliance with Detention Standards	55%	100%	74%	100%
8	Rate of RMIS useage for admissions	N/A	100%	100%	100%
9	Orientation Process	100%	100%	100%	100%
10	Rate of Residents participating in Behavioral Management Program	100%	100%	100%	100%
11	Due Process Hearings Completed Within 4 Hours	84%	100%	89%	100%
12	Parent Satisfaction Survey	NA	100%	83%	100%
13	Social Climate Scale - Safety Subscale	54	55	56	56
14	Social Climate Scale - Activity Subscale	53	53	55	55
15	Social Climate Scale - Order/Organization Subscale	54	54	55	55

**Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center**

Department Number and Name:	440 -Juvenile Temporary Detention Center	Program Description: CCHHS Cermak	Conducts crisis interventions, provides medical assessments and services to all residents including dental care, scheduling of external appointments, and follow up. Medically required direct care supervision of residents on crisis watch and/or other medically required supervision. Provide psychological and psychiatric assessment and follow up services. Provide psycho-educational groups and individual mental health services to all residents. Also provides health and mental health educational services.
Program Name:	Health and Mental Health Care		
FTE:	CCHHS FTEs and not in JTDC's FTE appropriation.		

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	# of Dental Services provided	5,890	N/A	5,946	6,000
2	# of Nursing Health Assessment completed	10,461	N/A	10,034	10,000
3	# of Nursing Sick Calls completed	10,562	N/A	9,305	10,000

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)					
#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Daily average number of patients served per dentist	11	N/A	9	10
2	Daily Average number of Nursing Health Assessment completed per nurse	5	N/A	5	6
3	Average Daily Nursing Sick Calls completed per nurse	14	N/A	15	20

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)					
#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Overall Patient Satisfaction	N/A	N/A	91%	95%
2	Number of Asthma Patients	42	N/A	55	Reduce asthma-related incidents by 80%

Circuit Court of Cook County
Performance Metrics
Department 440 - Juvenile Temporary Detention Center

Department Number and Name:	440-Juvenile Temporary Detention Center	Program Description:	Conducts crisis interventions, provides medical assessments and services to all residents including dental care, mental health services, transportation to appointments, and medically required direct care supervision of residents on crisis watch and/or other medically required supervision, provide mental health services to all residents.
Program Name:	Health and Mental Health Care	Isaac Ray Center	
FTE:	Contract cost not County FTE		

OUTPUT METRICS (count of work units processed or produced, persons served, etc.)

#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Mental Health Follow Up Counseling Sessions Conducted	5,065	5,616	6,228	5,616 (if avg. residents on MHFU status remains at 108)
2	Psychiatric Follow Up Visits conducted	889	988	1,117	988 (if avg. residents being treated remains at 38)
3	Clinical Rounds completed	16,510	9,855	16,584	9,855

EFFICIENCY METRICS (cost per unit, work units processed per staff person, cycle time to complete work unit, etc.)

#	Metric name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Clinical Contacts per Clinical FTE	2,223	1,750	2,263	1,750
2	Clinical Contacts Per Mental Health Clinical FTE	2,099	1,500	2,138	1,750
3	Clinical Contacts Per Psychiatry FTE	3,143	2,500	3,286	2,750

OUTCOME METRICS (percentage of success accomplishing a program's primary task, customer satisfaction survey results, etc.)

#	Metric Name	2015 Actual	2016 Target	2016 Actual	2017 Target
1	Rate of Compliance with Chronic Disease Treatment Protocols	N/A	100%	100%	100%
2	Youth Satisfaction Survey Results (Overall Satisfaction)	N/A	70-80%	78%	80-90%
3	Number of Psychiatric Hospitalizations	11	10-20	11	10-20