

17th Circuit Court

Performance Measurement
Review

10-10-2023



**Kent
County**
Your Partner, Your Place

Presentation Overview



Alignment with Board Priorities



Department Strategic Goals



Key Performance Metrics



Significant Accomplishments



A Look Ahead

Performance Dashboard

goals are not meant to be exhaustive of the efforts that Kent County will engage in over the next five years. Instead, these are the priorities among dozens of others the County is and will be focused on in the months and years ahead. These items are included in the strategic plan because they are most directly tied to how the County will address public sentiment, remain competitive, and ensure it is a place where individuals and families can thrive, work, and play.

Strategic Alignment



On Track

Priority



High Quality of Life



Excellence in Service Delivery



Inclusive Participation



On Track

Effective Communications



Department Strategic Goals

- **Assist the local criminal Justice system by providing alternatives to incarceration.**
- **To effectively and efficiently collect court ordered financial sanctions**
- **To meet statutory and due process requirements for all matters before the court**
- **Provide a safe and secure environment for juveniles admitted to detention**
- **Reduce further delinquency in the targeted population**



Key Performance Metrics

Strategic Plan Priority: High Quality of Life

Strategic Plan Goal: To meet statutory and due process requirements for all matters before the court

Objective: Clearance Rates Criminal/Civil Cases

2022 Criminal Clearance Rates: 124%

2022 Civil Clearance Rates: 107%



Key Performance Metrics

Strategic Plan Priority: High Quality of Life

Strategic Plan Goal: To meet statutory and due process requirements for all matters before the court

Objective: Clearance Rates Family Division Cases

2022 Divorce Clearance Rates: 102%*

2022 Delinquency Clearance Rates: 104%

2022 Child Protective Cases Clearance Rates: 83%

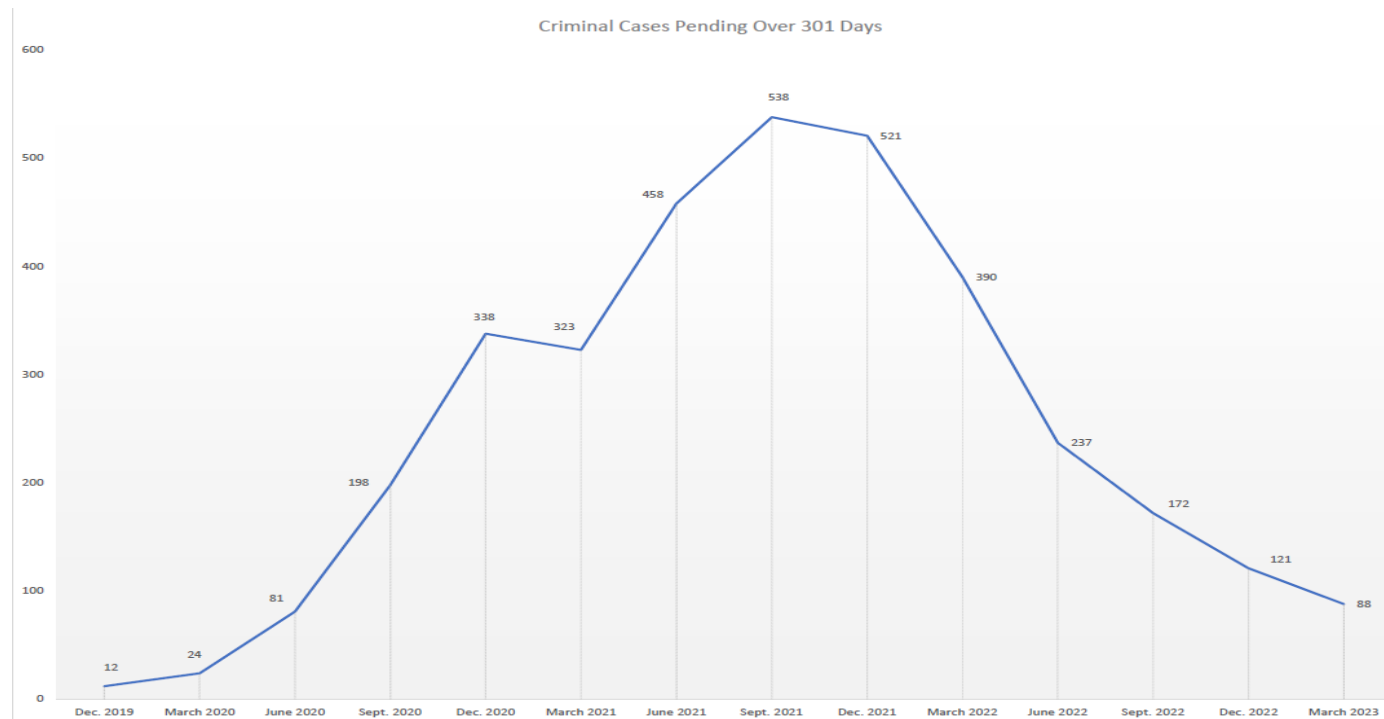


Key Performance Metrics

Strategic Plan Priority: High Quality of Life

Strategic Plan Goal: To meet statutory and due process requirements for all matters before the court

Objective: Backlog in Criminal Cases



Significant
Accomplishments
Circuit Court

Treatment and Support
Court Certification

Jury Payment

Juvenile Probation

Recidivism rates

Detention Staffing



Department Strategic Goals (FOC)

- **Provide stability for children through custody and parenting time investigations referred by the Court and through alternative dispute resolution.**
- **Assist the Court in entering timely and appropriate child support orders.**
- **Assist the Court by readily identifying and commencing action on those cases in need of child support enforcement and utilize innovative solutions to address non-compliance.**
- **Be responsive to community concerns about Friend of the Court personnel and operations, and to educate and engage those who have a Friend of the Court case through effective community outreach.**
- **Deliver exceptional customer service by answering inquiries promptly and accurately.**



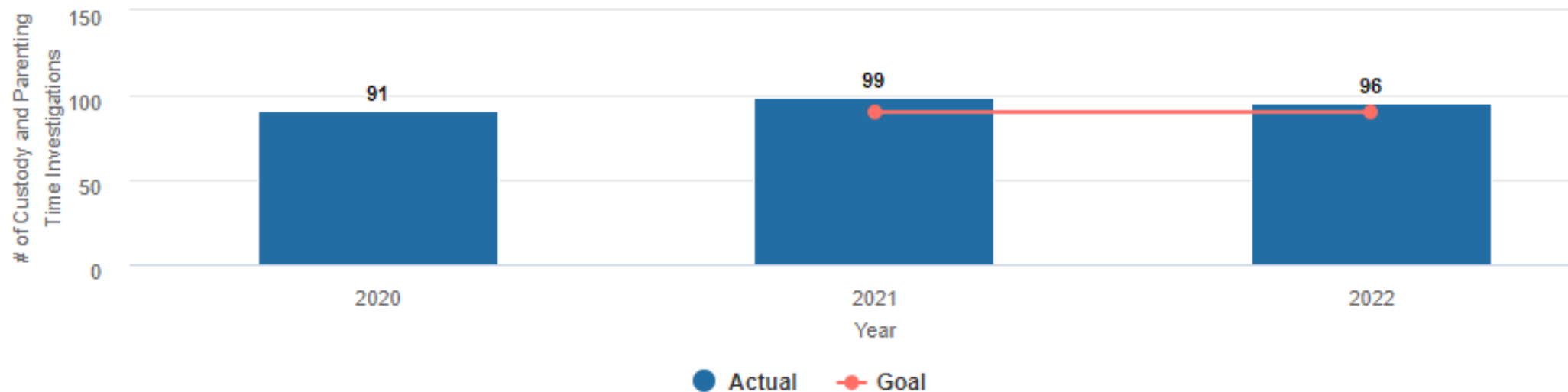
Key Performance Metrics

Strategic Plan Priority: High Quality of Life

Strategic Plan Goal: Provide stability for children through custody and parenting time investigations referred by the Court and through alternative dispute resolution.

Objective: 90% of all court referrals for custody and parenting time investigations will be completed within 90 days.

of Custody and Parenting Time Investigations Completed



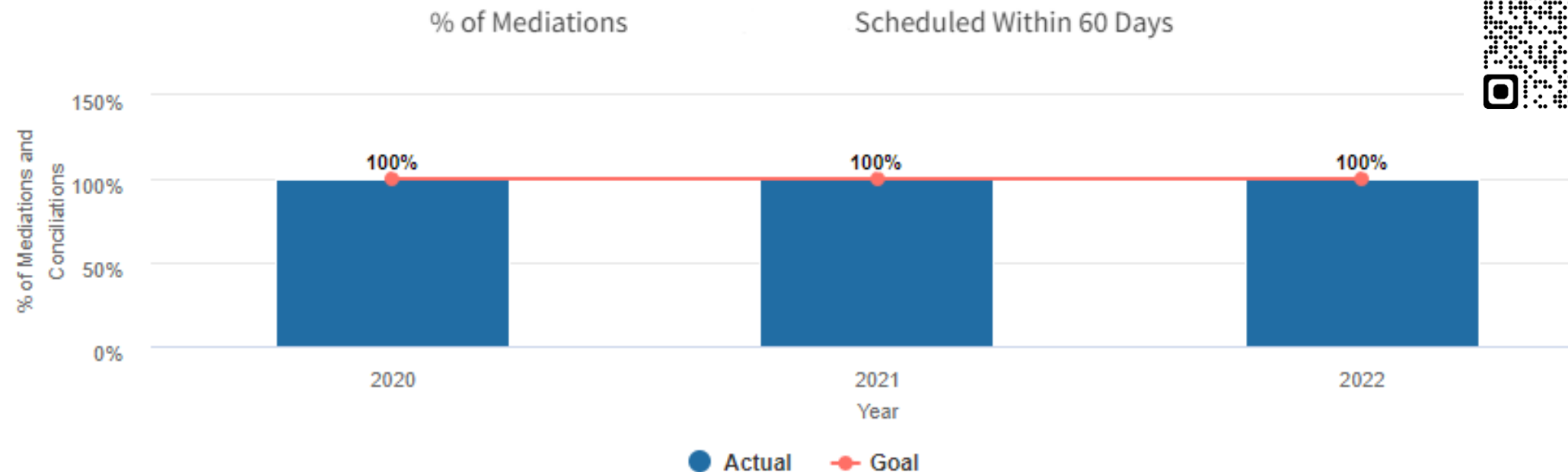


Key Performance Metrics

Strategic Plan Priority: High Quality of Life

Strategic Plan Goal: Provide stability for children through custody and parenting time investigations referred by the Court and through alternative dispute resolution.

Objective: 90% of mediations will be scheduled within 60 days.





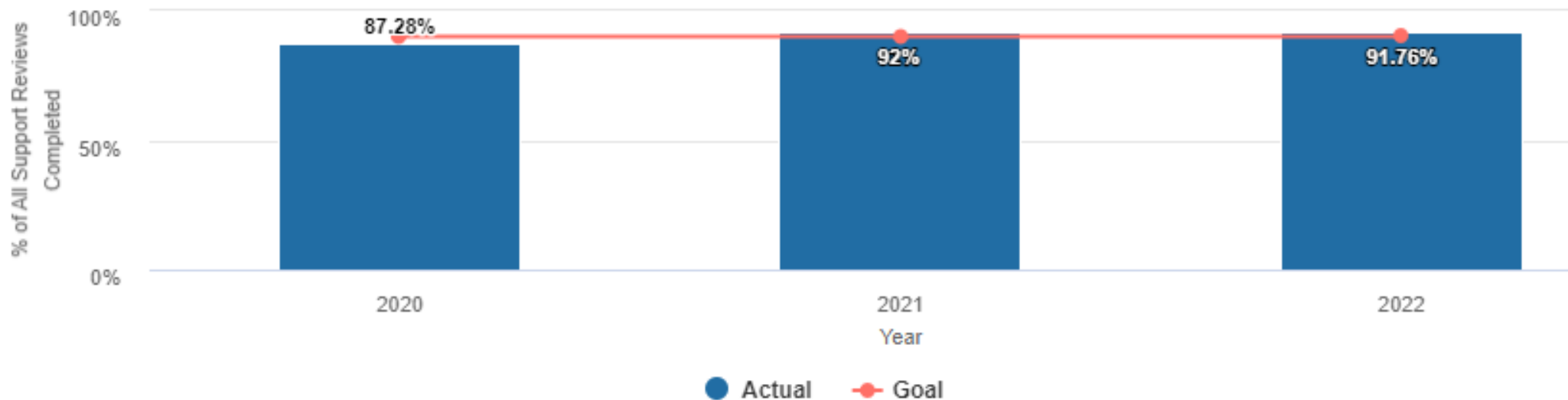
Key Performance Metrics

Strategic Plan Priority: Excellence in Service Delivery

Strategic Plan Goal: : Assist the Court in entering timely and appropriate child support orders.

Objective: 90% of all support reviews will be completed within 90 days after information is received.

% of All Support Reviews Completed Within 90 Days After Information Is Received





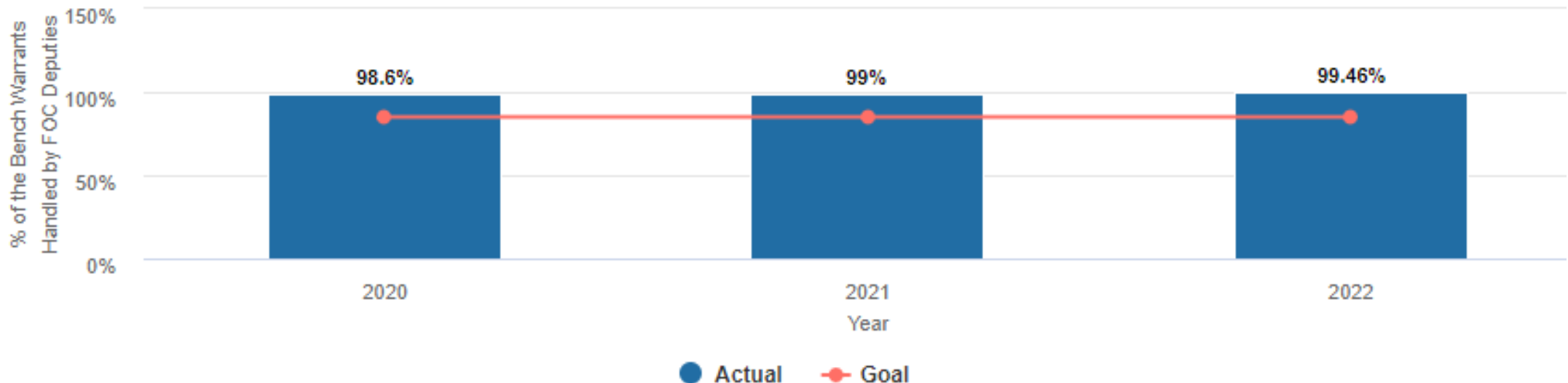
Key Performance Metrics

Strategic Plan Priority: Excellence in Service Delivery

Strategic Plan Goal: : Assist the Court by readily identifying and commencing action on those cases in need of child support enforcement, and utilize innovative solutions to address non-compliance.

Objective: 85% of bench warrants handled by FOC deputies will be resolved without arrest.

% of the Bench Warrants Handled by FOC Deputies that Were Resolved Without Arrest



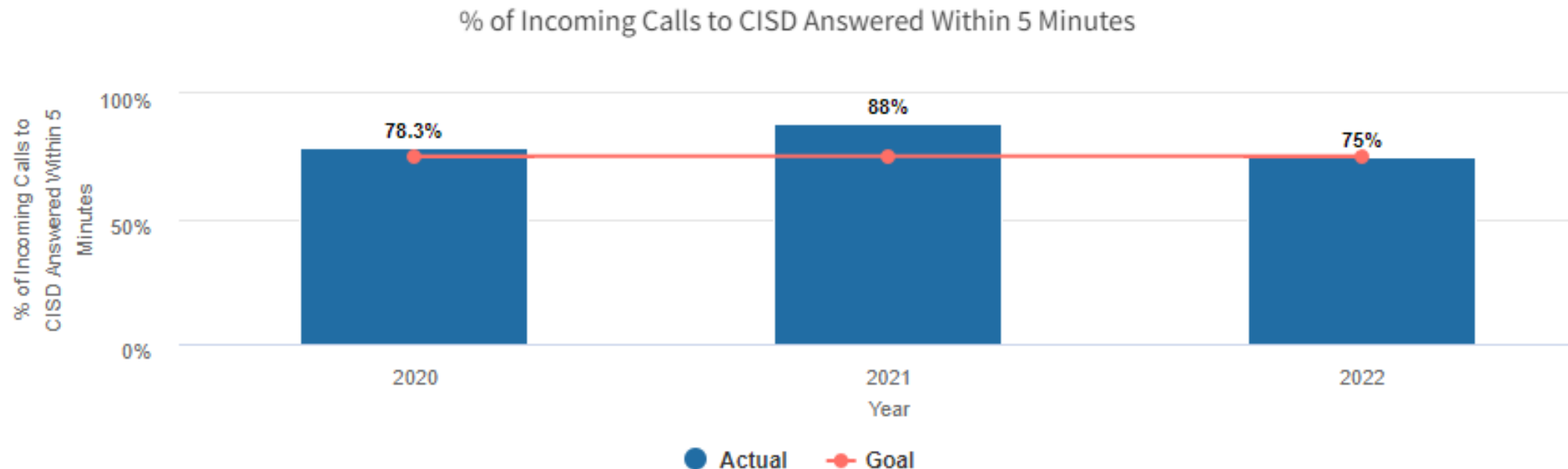


Key Performance Metrics

Strategic Plan Priority: Effective Communication

Strategic Plan Goal: Deliver exceptional customer service by answering inquiries promptly and accurately.

Objective: 75% of calls to the Client Information Services Department will be answered within 5 minutes.



FOC Significant Accomplishments:

Resources for Parents Program (RPP) Re-Launched in June 2022

RPP: An intensive case management program helping parents identify and overcome barriers:

 ★★★★★ · 10 Jun 2022

My worker was great she was a great listener as well as resourceful on a scale of 1-10 i give her a 10...

 ★★★★★ · 23 Aug 2022

Laura was so helpful and listened to me. She gave me a lot of helpful resources too.

 ★★★★★ · 20 Jan 2023

FOC did an excellent job of working with me until I was able to secure gainful employment.

 ★★★★★ · 22 Feb 2023

The person that covered my initial assessment was very informative and helpful and made me feel very optimistic about the program. I would recommend the program to others

 ★★★★★ · 05 Sep 2023

This time around, I was skeptical about receiving any help, but was proven wrong. I was able to communicate my concerns and concerns addressed right away for a positive outcome. I really felt like my caseworker cared about her professional status as well for my child. Helping me gathering information, and her research of resources that should boost my knowledge and experience in the best field on working, and being stabilize as a good father. 🙌 I really appreciate the help.

 ★★★★★ · 15 Sep 2023

I really appreciate Pamela Harmon. Very professional, and prompt! Resourceful educated, nice, thoughtful and got me in a work program to get me back on track to maintain a positive attitude and employment opportunities to start back working again.

FOC Significant Accomplishments:

Month	Scheduled	Held	Percent Held
JAN	52	30	57.69%
FEB	65	47	72.31%
MAR	71	59	83.10%
APR	57	50	87.72%
MAY	63	57	90.48%
JUN	67	61	91.04%
JUL	76	60	78.95%
AUG	84	69	82.14%
SEP	47	39	82.98%
OCT	51	44	86.27%
NOV	74	61	82.43%
DEC	61	53	86.89%
TOTAL	768	630	82.03%

Online Telephone Appointments



- ★★★★★ · 05 Feb 2022
- This worker works very well, she is timely in her call, clear and concise with her answers to my questions, polite and willing to work with me. I am highly satisfied with her management of our case. ★★★★★ · 08 Feb 2022
- ★★★★★ · 08 Feb 2022
- Mike was very professional and knowledgeable guided me in the right path
- ★★★★★ · 10 Feb 2022
- The meeting was on time. The representative was kind, listened to me issues, gave me feedback on what to do next, and offered to move other issues up or over to the person in charge of that area. This is the best experience I have ever had with them.
- ★★★★★ · 15 Feb 2022
- I was very pleased with the knowledge and understanding by the case worker assisting me today.
- ★★★★★ · 22 Feb 2022
- Meeting was very insightful. The FOC rep was able to clarify the misguided information I received and was able to give the best possible advice they could give. I felt the call was a huge help and greatly appreciated the effort given in the feedback I received.
- ★★★★★ · 05 Apr 2022
- Super kind and helpful. Great listener and able to guide me
- ★★★★★ · 07 Apr 2022
- We scheduled a phone appointment for answers to questions we were having trouble finding. Mike helped us. He was informative, patient & kind--a refreshing change from FOC days past. :) At the time, the soonest we could schedule an appt was 3 weeks out, I believe.
- ★★★★★ · 26 Apr 2022
- Best experience I've ever had with FOC!
- ★★★★★ · 19 Apr 2022
- I did not expect this, but they exceeded expectations, and deserve the stars!
- ★★★★★ · 08 Jun 2022
- I was nervous to meet because I didn't want to bother FOC. But the gentleman who called was kind, and after listening to my concerns, walked me through my options. I appreciate his helpfulness.
- ★★★★★ · 28 Jul 2022
- The worker was extremely helpful and knowledgeable. I'm so thankful he was able to answer all my questions and advise of next steps.
- ★★★★★ · 14 Jul 2022
- The caseworker was prompt, professional and very kind.
- ★★★★★ · 19 Oct 2022
- Extremely helpful and understanding... Not the same FOC of 20 years ago. Thank you for all the help.
- ★★★★★ · 03 Nov 2022
- Eric was very polite, listened, and gave information in a very kind way!
- ★★★★★ · 15 Dec 2022
- FOC agent was punctual and answered my questions appropriately. Happy to use the phone scheduling service. Thanks
- The call was very informative, my caseworker explained everything I needed to know.

FOC Significant
Accomplishments:
Community Outreach

Resumed Community Outreach in June-December 2022:
21 Outreaches



Challenges: 17th Circuit & FOC

Lack of suitable placement options for youth in the juvenile justice system.

Uncertainty with case management system at state level

Juvenile Justice Reform Legislation

Juvenile Justice Set Aside Legislation

FOC:

Unanswered questions regarding medical incentives.

State-level system changes to MiCSES.



Thank you