

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE
Developed - April 2007

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: 6/27/2007, Wednesday @ 10:30

DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: The Courts

1. **Describe the program, its purpose and goals.** To provide for the dispensation of justice in all legal matters brought before them.
2. **Who is the program intended to serve? Any person or business with a legal dispute in Winnebago County. How many are served?** We can only estimate based on the number of cases. (2006: 21,147 C/T/O, 1426 FA, 1595 CV, 5197 SC, 1987 Juvenile, 1342 Probate and 340 liens). Approximately 45,000 "new" people were served in 2006. The Courts also deal with post-judgment issues on old cases. In a macro sense, all the citizens of Winnebago County are served since access to justice is available to everyone, not just those who happen to seek a legal remedy in a particular year.
3. **Are the program benefits long-lasting and essential to the service populations?** Absolutely essential. There would be complete disregard for the law without the Courts, and they are required by the Wisconsin State Constitution as the third branch of government. Decisions of the courts affect the rights of business owners and individuals of the County on a daily basis.
4. **Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?** All of the programs are inter-related and decisions of the Courts sometimes affect other county departments and how they operate. The Circuit Court is the last stop for justice at this, the County, level. Individuals go on to the Appellate and Supreme Court from here.
5. **How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?**
Decisions of the circuit courts help provide the legal structure for other bodies of government to function within a cohesive system that includes such things as labor law, zoning, county and municipal ordinances, contract law, among many others.

Through the civil courts we depend on the efforts of Winnebago Conflict Resolution. Their efforts speed the civil court process for litigants and relieve court congestion which saves money for the litigants and the court system.

Through the criminal court system we work with the Safe streets Drug Court, the SSTOP, Teen Court and the VIP programs. These programs address drug and alcohol dependant violators and first time criminal law offenders. These programs reduce recidivism and thus reduce costs to the county. The jail cost is also decreased substantially through these programs.

6. **How do you determine/measure if this program has been effectively provided and implemented?** The legal body of the circuit judges, court commissioners, clerk of court, court administrator (and others) meet periodically to review court management issues and to resolve them as effectively as possible.
The Winnebago Conflict Resolution center consistently has a settlement rate in excess of 90%. The Safe Streets Drug Court and the SSTOP Programs are in their infancy. There is a mechanism to evaluate these programs which is on going. The Teen Court and VIP Program have historically posted low recidivism rates for participants.
7. **Could the county cost-effectively subcontract this program?** Not an option within the law.
8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** The Courts are #1, however they could not operate without the Clerk of Courts or the Commissioners. They would not operate efficiently without Family Court Counseling, Teen Court, VIP, or Mediation.
9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** There are alternative dispute resolution programs available for civil cases, however in most instances, this is tried by the parties before they get this far. The Court is the only forum for legal resolution in these matters.
10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** Not an option – constitutionally mandated.
11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**
12. **Is this program currently duplicated by another county department or provider in the community?** No
13. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** The Judges and the Clerk of Court participate in state committees that continue to look for ways to improve the system. These are on-going discussions with County and State representatives.

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DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

Records, indexes and files all official court records.

PROGRAM: The Clerk of Courts – Filing

14. **Describe the program, its purpose and goals.** Pursuant to §59.40 Wis. Stats. the Clerk of Circuit Court shall file and keep all papers properly deposited with him or her in every action or proceeding unless required to transmit the papers. These records are kept, pursuant to Supreme Court Rule, up to 50 years.
15. **Who is the program intended to serve? Any person or business with a legal dispute in Winnebago County. How many are served?** We can only estimate based on the number of cases. (2006: 21,147 C/T/O, 1426 FA, 1595 CV, 5197 SC, 1987 Juvenile, 1342 Probate and 340 liens). Approximately 45,000 “new” people were served in 2006. The Courts also deal with post-judgment issues on old cases. In a macro sense, all the citizens of Winnebago County are served since access to justice is available to everyone, not just those who happen to seek a legal remedy in a particular year.
16. **Are the program benefits long-lasting and essential to the service populations?** Absolutely essential. There would be complete disregard for the law without the Courts, and they are required by the Wisconsin State Constitution as the third branch of government. Decisions of the courts affect the rights of business owners and individuals of the County on a daily basis.
17. **Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?** All of the programs are inter-related and decisions of the Courts sometimes affect other county departments and how they operate. The Circuit Court is the last stop for justice at this, the County, level. Individuals go on to the Appellate and Supreme Court from here. The courts would not be able to function without essential record keeping described above.
18. **How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?**
The documents that are record and maintained by the Clerks office are often referred to and requested years after the case is closed.
19. **How do you determine/measure if this program has been effectively provided and implemented?** The legal body of the circuit judges, court commissioners, clerk of court, court administrator (and others) meet periodically to review court management issues and to resolve them as effectively as possible.
20. **Could the county cost-effectively subcontract this program?** Not an option within the law.
21. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** The Courts are #1, however they could not operate without the Clerk of Courts

or the Commissioners. They would not operate efficiently without Family Court Counseling, Teen Court, VIP, or Mediation.

22. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** Not within the law.
23. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** Not an option – legally mandated.
24. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** We don't budget or record dollars spent on individual procedures within the department. The 3 programs that have been identified share equally the expenditures of the clerks office.
25. **Is this program currently duplicated by another county department or provider in the community?** No
26. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** The Judges and the Clerk of Court participate in state committees that continue to look for ways to improve the system. These are on-going discussions with County and State representatives.

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SCHEDULED REVIEW DATE: 6/27/2007, Wednesday @ 10:30

DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

Receiving and disbursing payments on filing fees, fines, forfeitures and restitution and the collection of delinquent payments

PROGRAM: The Clerk of Courts – Collections

27. **Describe the program, its purpose and goals.** Pursuant to §59.40 (3), (4) and (5) Wis. Stats. outline the requirements of the Clerk of Courts to receive and disburse funds as well as collect outstanding and delinquent debt.
28. **Who is the program intended to serve? Any person or business with a legal dispute in Winnebago County. How many are served?** We can only estimate based on the number of cases. (2006: 21,147 C/T/O, 1426 FA, 1595 CV, 5197 SC, 1987 Juvenile, 1342 Probate and 340 liens). Approximately 45,000 “new” people were served in 2006. The Courts also deal with post-judgment issues on old cases. In a macro sense, all the citizens of Winnebago County are served since access to justice is available to everyone, not just those who happen to seek a legal remedy in a particular year.
29. **Are the program benefits long-lasting and essential to the service populations?** Absolutely essential. There would be complete disregard for the law without the Courts, and they are required by the Wisconsin State Constitution as the third branch of government. Decisions of the courts affect the rights of business owners and individuals of the County on a daily basis.
30. **Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?** All of the programs are inter-related and decisions of the Courts sometimes affect other county departments and how they operate. The Circuit Court is the last stop for justice at this, the County, level. Individuals go on to the Appellate and Supreme Court from here. The courts would not be able to function without essential record keeping described above.
31. **How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?** Many of the dollars collected by the clerk of courts office go to other agencies including the State of Wisconsin, Sheriff’s Department, Human Services and local municipalities.
32. **How do you determine/measure if this program has been effectively provided and implemented?** The legal body of the circuit judges, court commissioners, clerk of court, court administrator (and others) meet periodically to review court management issues and to resolve them as effectively as possible.
33. **Could the county cost-effectively subcontract this program?** Not an option within the law.
34. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** The Courts are #1, however they could not operate without the Clerk of Courts

or the Commissioners. They would not operate efficiently without Family Court Counseling, Teen Court, VIP, or Mediation.

35. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** Not within the law.
36. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** Not an option – legally mandated.
37. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** We don't budget or record dollars spent on individual procedures within the department. The 3 programs that have been identified share equally the expenditures of the clerks office.
38. **Is this program currently duplicated by another county department or provider in the community?** No
39. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** The Judges and the Clerk of Court participate in state committees that continue to look for ways to improve the system. These are on-going discussions with County and State representatives.

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DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

Maintaining court calendars.

PROGRAM: The Clerk of Courts – Calendars

40. **Describe the program, its purpose and goals.** In addition to maintaining the court calendars comes the record keeping of clerking court and updating the case record. This includes scheduling, filing documents and marking exhibits, taking minutes, adjourning and rescheduling proceedings and eventually disposing of the case.
41. **Who is the program intended to serve? Any person or business with a legal dispute in Winnebago County. How many are served?** We can only estimate based on the number of cases. (2006: 21,147 C/T/O, 1426 FA, 1595 CV, 5197 SC, 1987 Juvenile, 1342 Probate and 340 liens). Approximately 45,000 “new” people were served in 2006. The Courts also deal with post-judgment issues on old cases. In a macro sense, all the citizens of Winnebago County are served since access to justice is available to everyone, not just those who happen to seek a legal remedy in a particular year.
42. **Are the program benefits long-lasting and essential to the service populations?** Absolutely essential. There would be complete disregard for the law without the Courts, and they are required by the Wisconsin State Constitution as the third branch of government. Decisions of the courts affect the rights of business owners and individuals of the County on a daily basis.
43. **Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?** All of the programs are inter-related and decisions of the Courts sometimes affect other county departments and how they operate. The Circuit Court is the last stop for justice at this, the County, level. Individuals go on to the Appellate and Supreme Court from here. The courts would not be able to function without essential record keeping described above.
44. **How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?** Without the calendaring function, individuals would not know when to appear in court. Without record keeping of the actual hearings, there would be no record of what happened in court. Without the disposition recording, the courts orders would not be disseminated to the public. The calendaring function is an essential function to the administration of justice.
45. **How do you determine/measure if this program has been effectively provided and implemented?** The legal body of the circuit judges, court commissioners, clerk of court, court administrator (and others) meet periodically to review court management issues and to resolve them as effectively as possible.
46. **Could the county cost-effectively subcontract this program?** Not an option within the law.

47. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** The Courts are #1, however they could not operate without the Clerk of Courts or the Commissioners. They would not operate efficiently without Family Court Counseling, Teen Court, VIP, or Mediation.
48. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** Not within the law.
49. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** Not an option – legally mandated.
50. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** We don't budget or record dollars spent on individual procedures within the department. The 3 programs that have been identified share equally the expenditures of the clerks office.
51. **Is this program currently duplicated by another county department or provider in the community?** No
52. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** The Judges and the Clerk of Court participate in state committees that continue to look for ways to improve the system. These are on-going discussions with County and State representatives.

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DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: Family Court Commissioner

53. Describe the program, its purpose and goals.

To provide for the dispensation of justice in all legal matters brought before them. The Court Commissioner handles the initial actions in most of the cases, prior to sending them on to the circuit court. The goal of the commissioner is to get cases started and initial temporary orders implemented as early in the matter as possible.

54. Who is the program intended to serve? Any person or business with a legal dispute in Winnebago County. How many are served? We can only estimate based on the number of cases. (2006: 21,147 C/T/O, 1426 FA, 1595 CV, 5197 SC, 1987 Juvenile, 1342 Probate and 340 liens). Approximately 45,000 "new" people were served in 2006. The Courts also deal with post-judgment issues on old cases. In a macro sense, all the citizens of Winnebago County are served since access to justice is available to everyone, not just those who happen to seek a legal remedy in a particular year.

55. Are the program benefits long-lasting and essential to the service populations? Absolutely essential. There would be complete disregard for the law without the Courts, and they are required by the Wisconsin State Constitution as the third branch of government. Decisions of the courts affect the rights of business owners and individuals of the County on a daily basis.

56. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how? All of the programs are inter-related and decisions of the Courts sometimes affect other county departments and how they operate. The Circuit Court is the last stop for justice at this, the County, level. Individuals go on to the Appellate and Supreme Court from here.

57. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Decisions of the circuit courts help provide the legal structure for other bodies of government to function within a cohesive system that includes such things as labor law, zoning, county and municipal ordinances, contract law, among many others.

58. How do you determine/measure if this program has been effectively provided and implemented?

The legal body of the circuit judges, court commissioners, clerk of court, court administrator (and others) meet periodically to review court management issues and to resolve them as effectively as possible.

59. **Could the county cost-effectively subcontract this program?** No. Without the commissioners, initial temporary orders would not be heard in a timely manner which could lead to serious ramifications to the litigants and to the community.
60. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** The Courts are #1, however they could not operate without the Clerk of Courts or the Commissioners. They would not operate efficiently without Family Court Counseling, Teen Court, VIP, or Mediation.
61. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** There are alternative dispute resolution programs available for civil cases, however in most instances, this is tried by the parties before they get this far. The Court is the only forum for legal resolution in these matters.
62. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** Not an option – constitutionally mandated.
63. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**
64. **Is this program currently duplicated by another county department or provider in the community?** No
65. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** The Judges and the Clerk of Court participate in state committees that continue to look for ways to improve the system. These are on-going discussions with County and State representatives.

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DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: Court Commissioner

66. Describe the program, its purpose and goals.

To provide for the dispensation of justice in all legal matters brought before them. The Court Commissioner handles the initial actions in most of the cases, prior to sending them on to the circuit court. The goal of the commissioner is to get cases started and initial temporary orders implemented as early in the matter as possible.

67. Who is the program intended to serve? Any person or business with a legal dispute in Winnebago County. How many are served? We can only estimate based on the number of cases. (2006: 21,147 C/T/O, 1426 FA, 1595 CV, 5197 SC, 1987 Juvenile, 1342 Probate and 340 liens). Approximately 45,000 "new" people were served in 2006. The Courts also deal with post-judgment issues on old cases. In a macro sense, all the citizens of Winnebago County are served since access to justice is available to everyone, not just those who happen to seek a legal remedy in a particular year.

68. Are the program benefits long-lasting and essential to the service populations? Absolutely essential. There would be complete disregard for the law without the Courts, and they are required by the Wisconsin State Constitution as the third branch of government. Decisions of the courts affect the rights of business owners and individuals of the County on a daily basis.

69. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how? All of the programs are inter-related and decisions of the Courts sometimes affect other county departments and how they operate. The Circuit Court is the last stop for justice at this, the County, level. Individuals go on to the Appellate and Supreme Court from here.

70. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Decisions of the circuit courts help provide the legal structure for other bodies of government to function within a cohesive system that includes such things as labor law, zoning, county and municipal ordinances, contract law, among many others.

71. How do you determine/measure if this program has been effectively provided and implemented?

The legal body of the circuit judges, court commissioners, clerk of court, court administrator (and others) meet periodically to review court management issues and to resolve them as effectively as possible.

72. **Could the county cost-effectively subcontract this program?** No. Without the commissioners, initial temporary orders would not be heard in a timely manner which could lead to serious ramifications to the litigants and to the community.
73. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** The Courts are #1, however they could not operate without the Clerk of Courts or the Commissioners. They would not operate efficiently without Family Court Counseling, Teen Court, VIP, or Mediation.
74. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** There are alternative dispute resolution programs available for civil cases, however in most instances, this is tried by the parties before they get this far. The Court is the only forum for legal resolution in these matters.
75. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** Not an option – constitutionally mandated.
76. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**
77. **Is this program currently duplicated by another county department or provider in the community?** No
78. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** The Judges and the Clerk of Court participate in state committees that continue to look for ways to improve the system. These are on-going discussions with County and State representatives.

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DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

To help citizens resolve their disputes effectively, expeditiously and with compassion and thus serve as an alternative to the courts to resolve disputes..

PROGRAM: Winnebago Conflict Resolution Center, Inc.

79. Describe the program, its purpose and goals.

WCRC provides free mediation services to Winnebago County residents using a roster of 50 community members who are trained volunteer mediators to mediate cases referred by the courts, county agencies and individuals. The disputants participate in a mediation session, a process in which they tell their side of the dispute, hear the other person's side and are helped by the mediators to reach a resolution of all the issues resulting in a written agreement dismissing the court case without need for further court proceedings.

80. Who is the program intended to serve? How many are served?

In 2006 WCRC conducted 391 mediations with a 93% settlement rate directly involving over 1000 county residents. WCRC also provides conflict resolution training and advice to all county departments and refers clients to other agencies for additional services.

81. Are the program benefits long-lasting and essential to the service populations?

Yes, by settling their disputes out of court parties are able to save money, time and emotional stress by talking responsibility for the outcome which directly benefits their families, employers and creditors. When two people are in conflict their whole family, workplace, community or social network can be negatively affected. When the conflict is resolved their entire network feels the ripples of the peace between them.

82. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

Yes, WCRC is an integral part of the Winnebago County Court System taking referrals from Civil, Family, Small Claims, Probate and Criminal Court, Human Services, Juvenile Intake and Restitution offices, Child Support, the Housing authority, the sheriff's department and the DA's victim/witness programs..

83. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

In 2006 WCRC mediated 2 cases referred from Probate court, 17 restraining orders, 33 pre or post divorce cases, 8 large claims civil cases, 6 criminal restitution cases (1 adult and 5 juvenile), 2 family disputes referred by the district attorney's office, 36 evictions and 287 small claims cases. These mediations took these cases off the court calendar alleviating the staff and court's workload as well as helping people resolve their disputes effectively, expeditiously and with compassion. We are currently disposing of 60% of the small claims hearing calendar by settling these cases in mediation. In addition, in a study of people who took part in mediation and those who did not, 80% of those who mediated, whether they settled or not, felt that the court system met their needs. Of those who did not mediate,

only 20% felt the court system met their needs. By providing mediation, people believe the county court system is much more of a service to them.

84. **How do you determine/measure if this program has been effectively provided and implemented?** We keep records of our caseload which continues to grow and our settlement rate which is consistently at 93%
85. **Could the county cost-effectively subcontract this program?** Yes, we are subcontractors and the county could not provide the services of 50 volunteer mediators doing 400 mediations annually with only 1 ½ paid staff for anywhere near \$60,000 without subcontracting.
86. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**
87. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** This is a non-profit entity from the community that we contract with.
88. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** The court system would be seriously overburdened and the need to add another circuit court branch with increased staff would become immediately obvious. The cost of conducting and staffing hearings and trials for an additional 400 cases annually would be far greater than \$60,000 considering the cost of increased staff, benefits, offices and courtroom space.
89. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** County funding for this program is \$60,000 and has not increased in over 4 years. County funding comprises 70% of the total annual budget (the total annual budget is \$85,000), yet county referrals comprise 99% of the total caseload.
90. **Is this program currently duplicated by another county department or provider in the community?** No.
91. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** We have started using email for newsletters and notices to our mediators to cut down on postage. We recycle scrap paper. Because we are a non-profit agency, our budget is as tight as possible. We pay no medical or life insurance, have no pension plan and use only volunteer mediators. Our county funding covers only 70% of the budget. We raise the additional \$25,000 through grants, trainings and out-of-county mediation fees.

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DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: Family Court Services – Educational/Intake Program

92. Describe the program, its purpose and goals.

Parent Education Group (PEG) is a monthly, three-hour educational program for divorcing and separated parents in Winnebago County. The program is required for parents who have a placement dispute as a prerequisite to mediation. Any Judge or Court Commissioner under 767.401 can also order it when appropriate. The program provides parent with information on how divorce affects children, ways for parents to help their children adjust to their break up, parenting plans, co-parenting and conflict resolution.

Prior to participation in physical placement mediation, clients must attend an orientation program held once a month. The orientation program provides the same information as the PEG program but in a condensed version.

Family Court Services has an intake responsibility during office hours. We handle phone calls and walk-ins that are not open cases but need information on a Family Court issue regarding their children, co-parenting or family matter. We are the first line of contact for Family Court clients and will guide them to resources in the community as well as our own mediation program for resolution of their problem. The office handles about 20-30 of these calls or walk ins each week.

93. Who is the program intended to serve? How many are served?

The PEG program is a required prerequisite. See attachment for number of cases and people served.

94. Are the program benefits long-lasting and essential to the service populations?

The information our clients receive in the educational program will often change their minds on disputed issues. They come to the program resenting the fact that they have to be there and leave with a much more positive outlook. Our evaluations of the program consistently state that the information was very helpful and they were glad to have the opportunity to participate. Other times the information is sufficient for the couple to resolve their custody/placement dispute without utilizing mediation. People frequently have misinformation about divorce, custody, placement, etc. and this program clarifies and informs in an efficient group format.

95. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

As mentioned it is required for people before they begin mediation. With this accomplished, we know that both parents have the same understanding of how their children are affected by their behavior, how important it is to reduce conflict and cooperate and understand the options the law provides to divorced and paternity families.

96. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

The information alone can eliminate the need for mediation.

97. How do you determine/measure if this program has been effectively provided and implemented?

Every participant fills out an evaluation at the end of the 4-hour program. The feedback is used to revise future presentations. The evaluation seeks to determine attitudes of the group as well. Did they find it beneficial? Would they change anything? It is anonymous to allow for participants to be forthcoming.

98. Could the county cost-effectively subcontract this program?

There are professionals in the community who offer a parent education program. It is not known if it would be cost-effective or not. It would not be possible to contract the intake duties.

99. State the numerical ranking of this program compared to all programs in your department and briefly explain.

The PEG program and physical placement orientation exist in conjunction with court ordered mediation. The educational aspect was added to enlighten the parents so that mediation is more successful and we have found that to be true. If the educational aspect were eliminated, the mediators would spend more time in the individual sessions explaining all the things that are covered in the group format. This approach jeopardizes the neutrality of the mediator which is not a desired outcome.

100. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

There is a parent education program for never married parents through Family Services in conjunction with the child support agency. It is specific to that population. Conceivably this agency as well as other non-profit agencies in the community could provide a Parent Education program if asked to develop one.

It would not be efficient to look to other providers to handle phone counseling intake calls.

101. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

There are no legal or liability issues to the County if the PEG group were eliminated. The ramifications would be in the success of mediation as previously mentioned.

102. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

Clients pay \$10 to attend the PEG program. The impact of staff spending 4 hours a month on presenting the PEG program to about 30 people is well worth the outcome that we see in mediation sessions. While it cannot be measured except subjectively, the program substantially alters the perceptions of these parents from wanting to fight and contest their children's placement to one of wanting cooperation. Telephone intake has much the same effect in that Family Court clients are usually calling when they are upset and emotional. Staff is trained to handle difficult clients by listening and offering solutions for them to pursue. As with the educational group, it is not possible to measure what the callers would do if they did not have a counselor respond to them but in our experience the problem would escalate to an undesirable outcome.

103. Is this program currently duplicated by another county department or provider in the community? No.

104. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

PARENT EDUCATION GROUP ORIENTATION

| 2003 | | 2004 | | 2005 | | 2006 | | JAN-MAY 2007 | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------------------|---------|
| NUMBER OF | | NUMBER OF | | NUMBER OF | | NUMBER OF | | NUMBER OF | |
| CASES | CLIENTS | CASES | CLIENTS | CASES | CLIENTS | CASES | CLIENTS | CASES | CLIENTS |
| 165 | 330 | 175 | 350 | 171 | 342 | 167 | 334 | 103 | 206 |

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE
Developed - April 2007

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: 6/27/2007, Wednesday @ 10:30

DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: Family Court Services – Mediation Program

105. Describe the program, its purpose and goals.

Mediation is mandatory in Wisconsin for clients who have a custody or placement dispute. 767.405 of the statutes outlines the establishment of Family Court Services and the duties and responsibilities of the Director of Family Court Services.

In Winnebago County we have three types of mediation programs that are differentiated by their focus.

- The first category is physical placement mediation. These cases typically come to FCS with various parenting disputes, ie. establishing guidelines for similar routines in both homes, stepparent issues, placement schedules and communication. Generally they are issues that, while irritating to the parties involved, are not serious enough to involve the legal system. However, if they are left to fester, these cases can become more serious and eventually court and/or police intervention is utilized.
- The second category is entitled custody mediation and has a broader scope of issues in dispute. In addition to the problems addressed previously, these parents cannot agree on custody and placement issues, with placement being the most disputed issue. These cases have a high level of emotionality and can be further complicated by other issues such as mental illness, domestic violence, financial issues and drug and alcohol abuse in one or both parents.
- The third category is move mediation that addresses a parent's desire to move with the minor children 150 miles away from the other parent or out of the State of Wisconsin. The statutes require this be completed in 30 days.

The goal of mediation is to resolve the issues in dispute and teach the parents a method for conflict resolution that will sustain them in the future. A secondary goal is to reduce the time the court spends on family matters.

106. Who is the program intended to serve? How many are served?

Parents who are divorcing or have divorced in Winnebago County as well as never married parents whose paternity judgment is in Winnebago County. See attachment for statistics on the number of cases and clients served.

107. Are the program benefits long-lasting and essential to the service populations?

Yes. The alternative of self-resolution to a family decision is welcomed by most of our parents because they want to maintain control but at the same time are emotional and sometimes overwhelmed. When people are informed of a process which encourages communication and cooperation during the divorce they are initially leery but as they focus on how that will impact their children, they come to appreciate the value of mediation. Our clients will voluntarily return in subsequent years if they have to make an important parenting decision and appropriately utilize the process of mediation, which speaks to the benefit of the program.

108. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

Family Court Services is an adjunct to the Court system in Winnebago County. The referrals for mediation are either directly or indirectly from the Court, generally the office of the Family Court Commissioner. Mediation clients are ordered by the Court to participate and cooperate with mediation. The outcome of mediation is filed with the Court and becomes a part of the record. The office of Family Court Services is directly supervised by the presiding Family Court judge in Winnebago County.

109. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Each case resolved via mediation is a case that does not need a court hearing in Winnebago County. There is a trend for clients to utilize the physical placement mediation program voluntarily and to return if disputes arise that they are unable to resolve on their own. Early intervention on the resolution of a family issue is crucial to preventing its escalation and possibility requiring the services of law enforcement, Human Services or the Court.

110. How do you determine/measure if this program has been effectively provided and implemented?

Clients are seen in mediation within thirty days of requesting mediation or being ordered to participate in mediation. The percentage of clients who determine a mediated outcome is around 70%. This is consistent with other programs that have this population as their clients. There is an unmeasurable effect from mediation of the clients understanding the importance of reducing conflict between themselves and working together more cooperatively even if they are unable to reach consensus on every issue.

111. Could the county cost-effectively subcontract this program? No.

112. State the numerical ranking of this program compared to all programs in your department and briefly explain.

Mediation is our primary responsibility. However all programs in Family Court Services are court ordered and cannot be ranked. The dispute is usually resolved in 1-3 sessions making for efficient use of staff time.

113. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

There are private mediator, usually attorneys in private practice that are trained in mediation on divorce issues. The statutes do allow for Family Court Services to be provided jointly by contiguous counties but that option has never been explored.

114. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

The law requires Family Court Services in each county in Wisconsin. If it did not exist as the court connected program we currently utilize, it would have to exist in some other format under the auspices of Winnebago County.

115. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

Because the success rate of the program has been high (around 70%), the amount of court time tied up in family matters has been minimized. Final hearings in which custody or placement is disputed can take up days of courtroom time. The cost of avoiding this by facilitating self-determination by the families themselves more than offsets the courtroom time that is freed up for other matters.

Clients pay a fee to use mediation in Family Court Services. This fee partially funds the cost of the program.

116. Is this program currently duplicated by another county department or provider in the community? No.

117. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

| MEDIATION SERVICES | | | | | |
|---------------------------------|-------------|-------------|-------------|-------------|--------------|
| NUMBER OF CASES | 2003 | 2004 | 2005 | 2006 | JAN-MAY 2007 |
| CUSTODY | 225 | 239 | 244 | 250 | 148 |
| PHYSICAL PLACEMENT | 279 | 266 | 258 | 278 | 111 |
| MOVE | 13 | 12 | 8 | 11 | 3 |
| TOTAL | 517 | 517 | 510 | 539 | 262 |
| NUMBER OF CLIENTS SERVED | | | | | |
| CUSTODY | 720 | 765 | 780 | 800 | |
| PHYSICAL PLACEMENT | 601 | 692 | 370 | 722 | |
| MOVE | 26 | 24 | 16 | 22 | |
| TOTAL | 1347 | 1481 | 1166 | 1544 | |
| NUMBER OF CASES REFERRED | | | | | |
| CUSTODY | 200 | 205 | 210 | 216 | |
| PHYSICAL PLACEMENT | 254 | 241 | 231 | 249 | |
| MOVE | 13 | 11 | 6 | 11 | |
| TOTAL | 467 | 457 | 447 | 476 | |
| REFERRAL SOURCE | | | | | |
| A. CU ST OD Y | | | | | |
| COURT | 58% | 70% | 63% | 70% | |
| SELF* | 42% | 30% | 37% | 30% | |
| PHYSICAL PLACEMENT | | | | | |
| COURT | 38% | 40% | 40% | 33% | |
| SELF* | 62% | 60% | 60% | 67% | |

*Self referred means that one of the parents or their attorney contacted us directly to start mediation without going through court.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE
Developed - April 2007

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SCHEDULED REVIEW DATE: 6/27/2007, Wednesday @ 10:30

DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: Family Court Services – Evaluation Program

118. Describe the program, its purpose and goals.

The Court orders Family Court Services to conduct an evaluation of a family when there is a dispute regarding placement, periods of physical placement or visitation that could not be resolved by mediation. The purpose of the evaluation is to assess the family, their relationships and interactions for the purpose of determining what is in the children's best interests. Under 767.41(5) there are 16 criteria that must be considered before a determination of placement is found. The evaluation addresses these criteria in a written, professional report to the court.

The focus of the report may vary depending upon what issue is in dispute or what family member is requesting access to the child. The majority of evaluations are to determine the custody and placement of a child between the two biological parents. Some of the disputes involve stepparent's or grandparent's access to the children. The evaluations that are described as half studies are those where one parent resides in Winnebago County and the other parent in a distant county or another state. In those instances, Family Court Services would only meet with the parent who lives here.

119. Who is the program intended to serve? How many are served?

Parents who are divorcing or have divorced in Winnebago County as well as never married parents who paternity judgement is in Winnebago County. See attachment for statistics on the number of cases and clients served.

120. Are the program benefits long-lasting and essential to the service populations?

Yes. The evaluation culminates in a recommendation to the court on the best outcome for the children. When the dispute is between two parents, one of them will be unhappy with the recommendation because they were not chosen to be the custodial parent. Therefore from the client's point of view they likely will not decide the process was beneficial to them. In these cases it is beneficial to the family for the court to determine a conclusion regarding the children's placement with all the information needed to make that decision.

121. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

The Court orders the evaluation when the Judge determines that there was an impasse in mediation and the custody, placement or periods of physical placement is contested. The report is filed with the Clerk of Courts and becomes a part of the record for that case. Staff of Family Court Services attend any scheduled pretrial hearings on the case and are available for testimony if the matter proceeds to a contested hearing. The office of Family Court Services is directly supervised by the presiding Family Court judge in Winnebago County, Judge Scott Woldt.

122. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

The written evaluation is the culmination of numerous interviews with parents, stepparents, children, teachers, counselors and others who impact on the family. The information is collected and outlined to the Court from the viewpoint of a certified mental health professional with recommendations to address the children's best interests. The Court and representing attorneys could not spend the time doing this in a court proceeding so it is efficient for our staff to collect the information and make an expert recommendation.

123. How do you determine/measure if this program has been effectively provided and implemented?

Every attempt is made to provide the Court with the evaluation in a timely manner. Once it is assigned to staff, they have 120 days to complete the evaluation and submit the written report. The problem we are currently experiencing is the volume of both mediation and evaluation clients are high causing a waiting list for evaluations.

124. Could the county cost-effectively subcontract this program?

The clients who use this service are charged a fee of \$40 per hour. (A sliding scale is available for low-income clients) The average cost of an evaluation is between \$400-\$500 per parent or \$800-\$1000 per case. There are professionals in the community who provide evaluations for custody and placement but the cost of their services are unknown so this question cannot be answered at this time.

125. State the numerical ranking of this program compared to all programs in your department and briefly explain.

It is not possible to rank our programs because they are court ordered and as such they have to be provided. We have fewer evaluation cases than mediation cases but the evaluation cases take much more time to complete. An average evaluation takes 20-25 hours of staff time while an average mediation case takes about 1-5 hours of staff time.

126. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

There are private psychologists in the community who provide a similar but not identical service. The psychologist focuses on the individual and describes personality flaws and mental health issues. The evaluation in Family Court Services is from the standpoint of the criteria that are outlined in the statutes.

127. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

The question would better be asked to the Judges of Winnebago County because they are the ones who order the evaluations and benefit from our work. The statute states that the Judge "may" order an evaluation rather than "shall" order an evaluation on a Family Court case. They generally do request them because they need the information and expertise to render a decision on custody and placement. Without an evaluation they could be missing important information that they are required to consider by law.

128. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

There is a fee the client pays to Winnebago County for an evaluation.

129. Is this program currently duplicated by another county department or provider in the community? No.

130. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

B. STUDY SERVICES

| NUMBER OF STUDY CASES OPEN | 2003 | 2004 | 2005 | 2006 | JAN-MAY 2007 |
|-----------------------------------|------------|------------|------------|------------|--------------|
| CUSTODY | 75 | 56 | 65 | 70 | 51 |
| UPDATE | 3 | 5 | 3 | 5 | 2 |
| HALF | 8 | 0 | 0 | 2 | 0 |
| PHYSICAL PLACEMENT | 3 | 1 | 0 | 2 | 3 |
| VISITATION* | 0 | 1 | 2 | 0 | 0 |
| TOTAL | 89 | 63 | 70 | 79 | 56 |
| | | | | | |
| NUMBER OF CLIENTS SERVED | | | | | |
| CUSTODY | 338 | 252 | 293 | 315 | |
| UPDATE | 13 | 23 | 14 | 23 | |
| HALF | 36 | 0 | 0 | 9 | |
| PHYSICAL PLACEMENT | 13 | 5 | 0 | 9 | |
| VISITATION* | 0 | 5 | 9 | 0 | |
| TOTAL | 400 | 285 | 316 | 356 | |
| | | | | | |
| NUMBER OF NEW CASES SERVED | | | | | |
| CUSTODY | 48 | 38 | 45 | 54 | |
| UPDATE | 3 | 4 | 1 | 5 | |
| HALF | 6 | 1 | 0 | 2 | |
| PHYSICAL PLACEMENT | 2 | 0 | 0 | 2 | |
| VISITATION* | 0 | 1 | 0 | 0 | |
| TOTAL | 59 | 44 | 46 | 63 | |

*Visitation is defined as one of the parties being a step-parent or a grandparent.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE
Developed - April 2007

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SCHEDULED REVIEW DATE: 6/27/2007, Wednesday @ 10:30

DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: Teen Court

131. Describe the program, its purpose and goals.

Teen Court is a program for first time misdemeanor or ordinance offenders. The program offers an offender an opportunity to receive a meaningful sentence from a jury of their peers. The experience provides youth with an alternative to appearing in court and paying a fine. The offender must admit their guilt in order to participate in Teen Court.

As part of their sentence, offenders will be required to return to Teen Court to serve on the jury for other youth that have violated the law, write an essay or letter of apology and do community service. The Teen Court experience will provide a more lasting impression for the youth involved.

Once the sentence is complete, an additional background check is done. If the offender has not had any further law violations, the charge will be dismissed.

132. Who is the program intended to serve? How many are served?

The program is intended for first time offenders between 12-16 years of age. On average, 100 offenders are referred to the program each year. In 2006, 112 offenders were referred.

Teen Court also has over 75 active volunteers. In 2006, they had 400 hours of court time.

133. Are the program benefits long-lasting and essential to the service populations?

Once an offender completes the Teen Court program, they are tracked until they turn 18 so we can calculate recidivism rates. In 2006, there were still 165 past offenders under the age of 18. Of them, 16 had received new ordinance violations and 16 had juvenile delinquencies at disposition. That means 19% of past participants have re-offended. Compared to the traditional system that has recidivism rates at 50-60%, yes, I would say Teen Court has long lasting and essential benefits.

134. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

Teen Court does work with the Juvenile Intake Department from Human Services. They send appropriate referrals for first time offenders with misdemeanor offenses and place them on a Deferred Prosecution Agreement instead of placing them on formal supervision. Teen Court also works with the Clerk of Courts Juvenile Division. They schedule the future court dates, if the offender fails the program and provides background checks.

135. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

The Teen Court coordinator is cross-trained with the Volunteers In Probation program. The coordinators cover each other's vacations and time off when needed. The Teen Court coordinator also carries a caseload of between 50-60 VIP clients.

136. How do you determine/measure if this program has been effectively provided and implemented?

After the offender is discharged from the program, they are sent a completion packet. In the packet there are two questionnaires, one for the offender and one for the parent(s) to fill out. There is a spot for comments. The questionnaires are read and kept on file.

137. Could the county cost-effectively subcontract this program?

This program was previously sub-contracted and brought onto the table of organization in 1998.

138. State the numerical ranking of this program compared to all programs in your department and briefly explain.

139. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

No

140. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

If you look at recidivism data, there would most likely be more juvenile offenses occurring.

141. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

142. Is this program currently duplicated by another county department or provider in the community?

No

143. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

I believe this Department is very efficient. The Teen Court and Volunteers In Probation coordinators are cross-trained and there isn't any duplication of services with any other departments.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE
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SCHEDULED REVIEW DATE: 6/27/2007, Wednesday @ 10:30

DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the Clerk of courts and Court System is that of providing for the efficient dispensation of justice in all legal matters brought before the courts.

PROGRAM: Volunteers in Probation

- 144. Describe the program, its purpose and goals.** VIP offers a means for early intervention, which prevents first-time misdemeanor adult offenders from becoming more deeply entrenched in the criminal justice system.
Goals: *To provide services through the utilization of volunteers to clients who commit a first-time misdemeanor offense, to alleviate pressure placed on other components of the Winnebago County justice system.
*To involve community volunteers to validate the clients' dignity and worth as a full member of the communities of Winnebago County.
*To establish a forum that personifies community ownership by being proactive in addressing a major societal issue faced by Winnebago County.
- 145. Who is the program intended to serve? How many are served?** Adult first-time misdemeanor offenders. Average number of client referrals per year, over last three years is 257.
- 146. Are the program benefits long-lasting and essential to the service populations?** Recidivism studies have shown that 18-20% of past VIP clients re-offend. This as compared to traditional state probation, where 50-60% of participants re-offend.
- 147. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?** VIP and Teen Court are closely related in that they are both alternative sentencing programs for first-time offenders. The programs have always been "linked" in that the offices are housed together and staff is cross-trained to cover absences and assist each other when needed.
- 148. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?** The program helps make the County justice system more effective because it takes a rehabilitative, proactive approach to preventing further criminal acts by participants.
- 149. How do you determine/measure if this program has been effectively provided and implemented?** Recidivism studies as previously mentioned.
- 150. Could the county cost-effectively subcontract this program?** No. Originally the program had been sub-contracted through Lutheran Social Services. In Jan. 1998 the decision was made to add the program to the County table of organization, as a means of being more cost effective.
- 151. State the numerical ranking of this program compared to all programs in your department and briefly explain.**

152. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** No.
153. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** Possible increase in jail population, potentially higher number of offenders continuing to commit crimes in Winnebago County communities.
154. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** Program participants pay monthly program fees. Fees collected offset approx. 55% of the total operating budget. Thus providing this service to clients at a rate of approx. only \$128.00 per client.
155. **Is this program currently duplicated by another county department or provider in the community?** No.
156. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** At this point the program runs about efficiently as possible given the budget. Over that past few years we have made significant budget cuts, and currently run on a very “bare bones” budget. The only things that may improve efficiency would be to actually spend more money, as we currently use substandard, typically used office equipment, with outdated computer programs. The program is already single staffed, with the Teen Court Coordinator being cross-trained to assist with overflow cases.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE
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SCHEDULED REVIEW DATE: 6/27/2007, Wednesday @ 10:30

DEPARTMENT: Courts and Clerk

DEPARTMENT MISSION STATEMENT:

The law library provides a place for legal research to all users of the Courts and to other county offices such as the Child Support agency, Corp Counsel and Sheriff's departments.

PROGRAM: Law Library

157. **Describe the program, its purpose and goals.** To provide legal research materials at the most reasonable cost.
158. **Who is the program intended to serve? How many are served?** Not able to identify. The library is open to the public when the courthouse is open. The library pays for Lois Legal research licenses for the Child Support Agency, Corporation Counsel and to the Sheriff's department.
159. **Are the program benefits long-lasting and essential to the service populations?** Yes, the number of unrepresented litigants in the courts is growing annually. This is the only place litigants can do this research free of charge.
160. **Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?** Yes, not only does it support the litigants (consumers) of the court system, it also supports the legal research needs in 3 other county departments.
161. **How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?**
162. **How do you determine/measure if this program has been effectively provided and implemented?**
163. **Could the county cost-effectively subcontract this program?** No
164. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**
165. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** No
166. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** It is statutory that the County provide a law library.
167. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** We continue to review what we subscribe to in the library and through technology have been able to cut the costs dramatically over the last several years.

- 168. Is this program currently duplicated by another county department or provider in the community? No.**
- 169. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).**