



OFFICE OF THE SHERIFF

RICHARD J. DALEY CENTER
COOK COUNTY
CHICAGO, ILLINOIS 60602

THOMAS J. DART
SHERIFF

To: Honorable John P. Daley, *Chairman, Finance Committee*

From: Jason Hernandez, *Executive Director of Intergovernmental Relations*
Office of Cook County Sheriff

CC: Annette C.M. Guzman, *Budget Director*
Department of Budget & Management Services

Date: November 2, 2022

Re: Request for Information from FY2023 Budget Hearing

The following information is provided in response to questions posed at our department's budget hearing held on October 26, 2022.

Request ID# 1210-01

Commissioner Miller asked why CCSO Court Services are not meeting performance metrics and how it will adjust to do so going forward.

Response:

The goal of the Sheriff's Office is to increase service rates and provide the best possible service to our customers. There are several factors outside Civil Process Unit's control that affect the service rate. Some examples include incorrect address for service, person being served no longer resides at the address, address is not in Cook County, person to be served is avoiding service, etc. Another common reason why process isn't served is "no contact", meaning the deputy attempted to complete service and no one answered the door at the address provided.

When service of process is filed with the Sheriff's Office, the name, address for service and other information is provided by the filer, when this information is incorrect it directly impacts the service rate.

If the person we are attempting to serve is unwilling to answer the door or is avoiding service, the Civil Process Unit has no other recourse than to indicate the paper as not served.

The Civil Process Unit is always striving to increase the service rate, incorporate better business practices, analyze data, and deploy resources in a more efficient manner. The 50% goal is



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something we continue to strive to meet and exceed. As the Sheriff's Office continues to implement enhancements, we believe our operation will only become more efficient.

Request ID# 1210-02

Commissioner Anaya asked what adjustments need to be made for officers to have 24/7 access to the domestic violence pilot program and to have utilization data sent to all domestic violence committee stakeholders.

Response:

The Sheriff's Office has staff on duty that receives and enters protective orders into the Illinois State Police – Law Enforcement Agency Data System (LEADs) on a 24-hour basis. Once an order is entered into LEADs, the protective order is available to law enforcement agencies statewide, allowing the agency to verify a protective order is in place and take any applicable law enforcement actions or to serve the protective order via short form notification.

The Sheriff's Office does track this information regarding the utilization of the program and a monthly report can be made available to the County Board's Domestic Violence Sub-Committee stakeholders. At this time, the volume of orders being received for entry remains low. Since the pilot programs started on 9/6/2022, we have tracked a total of 38 orders received, 21 of these orders received were entered on weekends between 2pm and 5pm.

The Sheriff's Office is in negotiations with SEIU to have staff on call which will allow the Sheriff's Office to scale up or down staffing in a fiscally responsible way. If the volume increases drastically the Sheriff's Office will immediately meet the obligation to enter protective orders and assess future staffing needs in the 2024 budget.