



Family Court Of Philadelphia

2012: Year in Review

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INTRODUCTION

Greetings!

Each day, every day the judges of the Philadelphia Family Court division, as well as our dedicated employees, engage the most at-risk and vulnerable children and families in Philadelphia. We pursue our mission with a sense of purpose and unbridled passion in our collective attempt to bring justice to all standing before us. With limited resources, we continue to pursue the expansion of existing programs or the development of additional services. This report will provide a detailed description of the operation of the court; however, the following are highlights of significant successes achieved:

JUVENILE

- *At the end of 2012, there were 3,848 active petitions and 3,794 juveniles under the supervision of the Probation Department.*
- *The delinquent placement population decreased by 24.2% by the end of 2012, when compared to the placement population of January 31, 2011. The out-of-state delinquent population had a substantial decrease of 82.3% for this same period. (Source DHS FAST F.A.C.T.S).*
- *The average length of out of home placement for youth in need of treatment and/or rehabilitation in 2012 ranged between 9.0 and 12.0 months, a significant reduction compared to 2011 in which the average length of stay ranged between 12.0 and 20.2 months (see: Outcome Measures).*
- *Both dedicated enforcement units, Juvenile Enforcement Team and Youth Violence Reduction Program, targeted “hotspots” areas yielding maximum results. Citywide, the units successfully confiscated over \$50, 000 worth of illegal narcotics and 26 illegal firearms.*
- *Over 3,000 juvenile record expungements were completed.*
- *There were 289 successful bench warrant apprehensions by juvenile probation units compared to 145 in 2011, yielding an increase of 144 apprehensions from the previous year.*
- *The Office of Private Criminal Complaints processed 352 cases. 99.1% of these cases (349) were successfully mediated with no resultant formal court processing.*
- *The implementation of using Global Positioning System (GPS) as an alternative to placement and detention, resulted in saving City of Philadelphia tax payers approximately **\$22,486,498.12** in juvenile justice services.*
- *Combined collections for restitution to victims and court fees totaled: **\$360, 867.15.***
- *The number of children and youth in dependent placement decreased by 5.5% by the end of 2012, when compared to January 31, 2011. Dependent placements have declined each year since 2008, resulting in a 28% overall reduction by the end of 2012. (Source DHS FAST F.A.C.T.S.)*
- *Over 21,000 ninety (90) day review hearings were scheduled this year, allowing the Court to readily address compliance, service and case progression.*

DOMESTIC RELATIONS

- *In 2012, the Domestic Relations Branch collected \$171,783,514 in support collections which included \$11,389,513 that was paid to the PA Department of Public Welfare.*
- *In 2012, the Domestic Relations Branch had three (3) of the top ten (10) collections from the Child Support Lien Network (CSLN) in the state of Pennsylvania. These three collections totaled approximately \$119,000.*
- *In 2012 there were almost 92,000 total filings in the Domestic Relations Branch (27,000 custody, 39,000 support, 12,000 domestic violence and 13,000 divorce) and 105,000 interim and final orders entered (37,000 custody, 29,000 support, 35,000 domestic violence, and 4,000 divorce).*
- *As of December 31, 2012, there were more than 80,607 children associated with a Philadelphia County IV-D case that were born out of wedlock. Of this figure, more than 70,000 children (nearly 88%) had paternity resolved.*
- *Domestic Relations created the Networking for Jobs and Ex-offender Reentry Program to promote responsible parenthood and improve work opportunities for unemployed obligors who are required to pay child support. The partnership and the coordinated efforts of the Pennsylvania Bureau of Child Support Enforcement, Educational Data Systems, Inc. and the court has enabled 72% of the obligors find jobs with an average hourly wage of \$9.77 and 47% of those jobs provided medical benefits. 20% of the obligors had misdemeanor criminal backgrounds and 34% had felony criminal backgrounds.*
- *Every Wednesday, hours are extended to 7:00PM for “Night Court”. Over 34,977 clients have participated and taken advantage the opportunity to resolve their child support concerns during night court. Over 13,163 support and custody pleadings have been filed. Over \$629,231.00 in support payments were collected during night court which exceeded the night court operational cost by 50.2 %.*

2012 was a year of phenomenal achievement for us. Supervising Judge Margaret T. Murphy and I are honored to serve with the distinguished women and men of the Philadelphia Family Court who made it possible.

We thank you for permitting us to continue in this endeavor.

Respectfully,

Kevin M. Dougherty, Administrative Judge
Margaret T. Murphy, Supervising Judge, Domestic Relations

FAMILY COURT DIVISION

Overview and Organization

Led by Administrative Judge Kevin M. Dougherty, the Family Division, as part of the First Judicial District, consists of the Juvenile Branch and the Domestic Relations Branch. The Domestic Relations branch is supervised by the Honorable Margaret T. Margaret Murphy. There is a constant compliment of twenty-five judges and two senior judges assigned to two courthouses with approximately 800 employees. This report will provide a detailed inventory of the day-to-day operation of the Philadelphia Family Court. Philadelphia continues to be a model court in both the Juvenile Branch and Domestic Relations Branch by implementing widespread reforms that are both fiscally and socially responsible.

FAMILY COURT JUDGES

Judges Assigned to the Juvenile Branch

Honorable Amanda Cooperman	Honorable Lori A. Dumas
Honorable Alfred J. Di Bona, Jr.*	Honorable Jonathan Q. Irvine
Honorable Richard Gordon	Honorable James Murray Lynn
Honorable Vincent Johnson	Honorable Walter J. Olszewski
Honorable Thomas M. Nocella	Honorable Abram Frank Reynolds*
Honorable Roxanne E. Covington	Honorable Edward Wright
Honorable Robert J. Rebstock	

Judges Assigned to the Domestic Relations Branch

Honorable Ida K. Chen	Honorable Holly J. Ford
Honorable Elizabeth Jackson	Honorable Joel S. Johnson
Honorable Barbara Joseph	Honorable Robert J. Matthews*
Honorable Maria McLaughlin	Honorable Doris Pechkurow
Honorable Angeles Roca	Honorable Peter Rogers
Honorable Edward R. Summers	Honorable Diane Thompson
Honorable Nina N. Wright-Padilla	

**Denotes Senior Judge*

JUVENILE BRANCH

The Juvenile Branch has jurisdiction over delinquency, dependency, truancy, the termination of parental rights, adoption proceedings, and matters involving juveniles as witnesses against adult defendants. The Juvenile Branch is located at 1801 Vine Street, Philadelphia, PA. 19103. Deputy Court Administrator Mario D'Adamo, Esq. manages building operations and personnel issues, Chief of Operations, Katherine Grasela, administers all court operations, and Faustino Castro-Jimenez, Chief of Juvenile Probation, directs the daily functions of Juvenile Probation. The Juvenile Branch consists of thirteen judges and one senior judge. There is one Master assigned to the Juvenile Branch to hear delinquent dispositional review hearings at 1801 Vine Street and one Master assigned to the Youth Study Center for pretrial and detention hearings. There are three Masters assisting in dependency matters, as well as four per diem Truancy Masters assigned to hear cases in Truancy Regional courts.

A significant portion of the operation at 1801 is the Juvenile Probation Department. Our Probation Officers are dedicated, energetic and able.

THE JUVENILE PROBATION DEPARTMENT

Mission Statement

Justice is best served when the community, victim and youth receive balanced attention and all gain tangible outcomes from their interaction with Juvenile Probation. Therefore, the mission of the Juvenile Probation Department is to protect the community from delinquency, to impose accountability for offenses committed and ensure restoration of the victim. In keeping with this mission, Juvenile Probation will continue to strive in providing treatment, supervision and rehabilitation to every youth entering the juvenile justice system.

Responsibilities

Through the guidance of Administrative Judge Kevin M. Dougherty, the Department is led by a Probation Chief and five (5) Deputy Directors who are responsible for the daily oversight of eighteen (18) units with a total of 30 Probation Supervisors and 149 Probation Officers. After months of monitoring the active probation supervision caseloads, and in an effort to align probation caseloads with Juvenile Court Judge's Commission (JCJC) standards, the Administrative Judge ordered a comprehensive reorganization of the Department so as to achieve caseload equity, consistency, and continuity of care. The reorganization of the Department occurred in four phases over a five week period. The reorganization included:

- Disbanding South Geographic Probation District: 205 cases
- Reassignment of all cases in Southwest District to the new South Geographic District: over 1400 cases
- Zip Code Areas realignment: 280 cases
- Residential Services Staff reassignments: 440 cases

- Reassignment of cases in the Residential Services Units for equity of case loads: 250 cases
- Geographic Reassignments for POs transferred to other Districts within the Department: 350 cases

This massive reorganization was completed successfully and efficiently with no interference in daily operations. The Department's regular assessment of operations ensures that the Department provides the most valuable services for youth who are supervised by the Community Based Probation, as well as Residential Services for those youth in out-of-home care. These assessments are ongoing to review and institute new initiatives and best practices which are always at the forefront of the Juvenile Probation Department.

Community Based Probation

Juvenile Probation Officers continue to provide supervision in the home, schools, agencies, and office when necessary. Their presence in these areas assures the juvenile, family, community, and stakeholders of our commitment to uphold Balance and Restorative Justice (BARJ) principles and to enforce and monitor court orders. Most importantly, it is Probation's goal to move the juvenile to successful discharge from the juvenile justice system equipped with skills to enhance their ability to be productive members of the community.

Juvenile Probation Officers use an array of resources to achieve these goals, including day treatment programs, alternative education programs, mentoring programs, counseling, outpatient drug and alcohol counseling, work and life skills, and parenting education. Probation also utilizes recreation and community centers, Police Athletic League (PAL) centers, and the Free Library of Philadelphia.

While there are a variety of resources to assist in the supervision of juveniles, the best resource is always the Juvenile Probation Officer. Philadelphia juvenile probation focuses on effective supervision and face-to-face contact with the juvenile, family and others involved.

At the end of 2012, there were 3,848 active petitions and 3,794 juveniles under the supervision of the Probation Department. Throughout the year 2012 juvenile Probation Officers had a total of 37,834 successful face-to-face contacts with juveniles in the home, school, agency and at our office. Of these contacts, a total of 23,050 face-to-face contacts were with juveniles in the community. (Source: Juvenile Case Management System (JCMS) – Monthly Statistical report by District). Community based probation also ensures the completion of assigned community service hours. In 2012, there were 12,605 hours of community service completed indicating a 95.4% compliance rate for juvenile's community service obligations. Examples of community service include: Martin Luther King Day of Service, community recreation centers, Peoples Emergency Center, Inglis House, Philabundance, and Chosen 300. The Department is also collaborating with the Mayor's Office to provide community service opportunities with partnering institutions such as the Philadelphia Library where youth help with supplies or work in the mail room, the Mural Arts Program where youth participate in art projects in various communities, and area businesses for ongoing projects that may create sustainable internships or employment when community service is completed.

Residential Services

Currently, the Residential Service Units (RSU) provide monitoring and supervision for delinquent youth committed to placement for rehabilitation and treatment and follows the youth as they reintegrate back to the community upon release. In June 2012, the philosophy and function of these units were assessed for effectiveness. Historically, the Residential Service Unit Probation Officers only supervised youth while in placement, and upon discharge aftercare probation supervision was transferred back to the previously assigned community-based officer. The proposal for change approved by Administrative Judge Kevin M. Dougherty was to effectively supervise youth with a continuity of care practice. With this continuity of care practice, the Juvenile Probation Department is able to enhance the relationship between the probation officer and youth, as well as improve the level of supervision and management from placement to discharge. This common sense change also enables a more efficient and stronger collaboration with our stakeholders. RSU serve approximately 1,500 cases inclusive of youth in placement and on aftercare probation. The average length of out-of-home placement for youth in need of treatment and/or rehabilitation in 2012 ranged between 9.0 and 12.0 months, a significant reduction compared to 2011 in which the average length of stay ranged between 12.0 and 20.2 months (see: Outcome Measures). The substantial reduction in annual average length of stay, and the stable length of stay throughout 2012, demonstrates that continuity of care practice is contributing to shorter out-of-home placements for youth. The RSU Probation Officers visit youth in placement across the state at least six times a year. These visits are conducted to discuss youth's progress, goals/accomplishments, strengths/weaknesses, and plan for aftercare probation, and continue to reduce the length time in placement. Of the total 23,050 face-to-face contacts with juveniles 14,784 contacts were completed in residential treatment facilities (source: JCMS – Monthly Statistical report by District).

As a result of the efforts of the Family Court and its justice partners, the delinquent placement population on January 31, 2011 was 1551. Based on that number, the delinquent population by the end of 2012 decreased 24.2%. (FAST F.A.C.T.S., 2012 Year in Review) Moreover, on January 31, 2011, the out-of-state placement population was 17. Based on that number, the percentage of youth placed out-of-state on the last day of December 2012 was 3. This represents a substantial decrease of 82.3%.

To understand the commitment each officer has to the community, it is essential to understand the processing of the juvenile delinquent and the significant ramification of an adjudication of delinquency. In our quest to conform to the BARJ principles, the court has enhanced Pre-Trial Services, Informal Adjustment efforts, as well as expanding the array of diversion programs.

Pre-Trial Services-Diversion Efforts

Private Criminal Complaints:

Complainants of all ages or parents with their children arrive at the Office of Juvenile Private Criminal Complaints (PCC), 1801 Vine Street, for help when certain allegations of delinquent offenses are not approved by the Philadelphia Police Department. PCC is designated to provide an outlet for the public to file criminal allegations against a juvenile between the ages of 10 and 17 when they believe they were victimized. The goal of this intervention is a successful mediation between all parties resulting in a diversion from formal court processing. The Office of Private Criminal Complaints has recently increased its community engagement efforts and has successfully sought new ways to address school violence. As a result, PCC works in conjunction with the Office of the Safe School Advocate to promote safer schools by dealing with school violence in a timely fashion. For example, in October 2012, the Philadelphia School District experienced an unfortunate incident within the Thomas Edison High School resulting in suspensions of students. Fear of reprisals was rampant. As a result, the Philadelphia School District contacted the Juvenile Probation Department. The matter was referred to the Private Criminal Complaints Mediator and the Juvenile Probation Department's School District Liaison. Probation was able to bring together school officials, parents, and the students for conflict resolution. As a result, the issues of conflict were resolved and the students were readmitted back into the school.

In 2012, a total of 352 cases were processed through the Office of Private Criminal Complaints. 99.1% of these cases (349) were successfully mediated with no resultant formal court processing. Only three (3) cases were sent to court after mediations were attempted or alleged defendants failed to attend the mediation hearings.

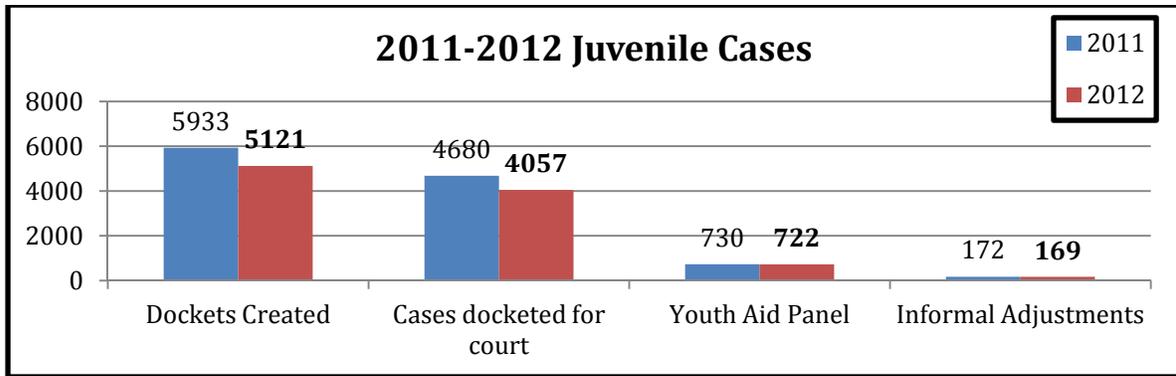
Informal Adjustment Efforts

In 2012, the Informal Adjustment program at the Youth Study Center (YSC) adjusted 169 cases. The Informal Adjustment program diverts cases from further court action and connects families with community-based services and programming. The dedicated staff at YSC collaborate with the Department of Human Services (DHS) to facilitate further family support.

Delinquency Case Processing

Common Pleas Court Management System (CPCMS) reflects the following delinquency case processing numbers for 2011 and 2012:

- 5,121 dockets were created in calendar year 2012 compared to 5,933 dockets created in calendar year 2011. This demonstrates a decrease of 812 dockets.
- 4,057 cases were docketed for court in calendar year 2012 compared to 4,680 cases docketed for calendar year 2011.
- Youth Aid Panel diversion program processed through District Attorney's Office diverted 722 cases in calendar year 2012 compared to 730 cases in 2011.



Youth Study Center (YSC)

The Family Court Delinquent Intake Unit provides a multitude of services to the court in processing delinquent cases. The unit consists of supervisory staff, intake interviewers, and support staff that are assigned to the YSC

- For calendar year 2012, there were 4,558 admissions to the YSC and the average length of stay was 12.81 days. The average length of stay remained relatively consistent as compared to 11.73 days 2011.
- For calendar year 2012, there were 3,978 Intake Interviews conducted.
- 4,423 dockets were listed for Detention Hearings.

Alternatives to Detention

Philadelphia currently utilizes a number of Alternatives to Detention Programs. These programs are designed to provide services and supervision to youth who would otherwise be held in secure detention either pre- or post-adjudication. The services utilized by the Juvenile Probation Department include: In Home Detention (IHD), Pre-Hearing Intensive Supervision (PHIS), Philadelphia Youth Advocate Program (PYAP), Community-Based Detention Shelters, and Global Positioning Systems (GPS).

The specialized probation GPS unit monitors an average of 165 juveniles daily with the capacity of monitoring 200 juvenile offenders. In 2012, staffing changes have allowed youth to be placed directly from their detention hearings at YSC onto GPS monitoring, eliminating the need to return to Family Court. The Department also increased its verification of violation protocols in 2012 by way of additional contacts with youth, via the GPS device which has a two-way cellular that provides instant communication. The inclusion/exclusion zones of GPS supervision allow the courts to release youth who would otherwise be held in detention without posing a risk to public safety. The inclusion zones have been utilized to ensure attendance at schools and court ordered programs. The GPS unit has also assisted in investigations with Philadelphia Police Department by allowing the court to obtain locations of possible offenders during major crime occurrences.

In 2012, the GPS program at Family Court allowed the Juvenile Probation Department to provide a high level of supervision to 1,241 youth in the community in lieu of placement and/or detention.

New classifications in GPS software information began in April 2012. The numbers below reflect information from April 2012 through December 2012:

- 506 installed as Alternative to Detention.
- 348 installed as Alternative to Out-of-Home care.
- 387 installed prior to April 2012 and not included in the totals above.
- Average duration of tracking: 55.5 days.
- 70% completed program successfully.
- Current pricing: \$6.75 per day, plus .50 for insurance, +.65 when beacon is used.

Using the above data that 348 youth were not placed in a residential facility with an average cost of \$217 per day and an average length of stay of 270 days (348 x 217 x 270); and that 506 youth were not detained at the YSC or a Community-Based Detention Shelter at an average cost of \$331.04 per day for an average of 12.52 days (506 x 331.04 x 12.52); the implementation of using GPS as an alternative to placement and detention resulted in saving City of Philadelphia tax payers approximately **\$22,486,498.12** in juvenile justice services.

DNA:

DNA samples are collected both at the Family Court site and the Youth Study Center. DNA samples are collected from youth adjudicated on felony offenses and certain sex offense charges. In total, 655 DNA samples were collected in 2012 (592 male, 63 female).

Non-Conventional Programs

Under the leadership of Administrative Judge Dougherty, the Juvenile Branch has developed nonconventional programs and specialty courts necessary to achieve the desired outcome of community safety, youth accountability and development of the youth competencies. Examples of these programs are as follows:

Pre-Adjudicatory Diversion Expungement Initiative:

Administrative Judge Dougherty understands the significant and life-altering effect of an adjudication of delinquency. He, also, is aware the current law requires the juvenile/defendant to initiate the process provided by law to seek expungement of the adjudication. In the quest to achieve fairness for all who have navigated the juvenile justice system and benefitted from the experience, he believes the direction of the court should be in assisting the easy access to complete justice by instituting an expungement process for all eligible persons. As a result, a collaborative initiative was undertaken by key juvenile justice stakeholders in Philadelphia to develop policies to expedite the record expungement process for youth who successfully completed pre-adjudicatory diversion programs (Youth Aid Panel and Informal Adjustments). A series of meetings were held where roles were defined, criteria for cases eligible were agreed

upon and a protocol developed. As a result, the expungement process was streamlined and changed from a manual selection of cases to an automated CPCMS selection of eligible cases. Pre-adjudicatory expungement can now be reviewed and approved via a file sharing procedure, which allows for a timelier processing of expungement and an ability to address any back-log. Court Administration recognized the importance of this initiative and the potential long term impact on a youth's future societal stability, therefore, the integrity of the protocol and the controls established were essential to the final approval of the process.

In 2012, over 3,000 expungements were completed!

Juvenile Enforcement Team (JET)

Since 2007, Administrative Judge Kevin M. Dougherty has collaborated with Philadelphia Police Commissioner Charles Ramsey to form the Juvenile Enforcement Team (JET) which is comprised of specially trained Juvenile Probation Officers and Police Officers. The JET unit operates citywide with a law enforcement focus on high risk juvenile offenders and juvenile/gang violence within the City of Philadelphia. The JET unit focuses on the Community Protection aspect of the BARJ principles, but also serves as the "investigative arm" of the Juvenile Probation Department. The JET unit reviews daily the police databases, networking with other local, state, and federal law enforcement agencies. Additionally, the JET unit serves bench warrants that have been determined to be "High Priority" by defined criteria outlined in the Juvenile Probation Bench Warrant Protocol. The following are some highlights from 2012:

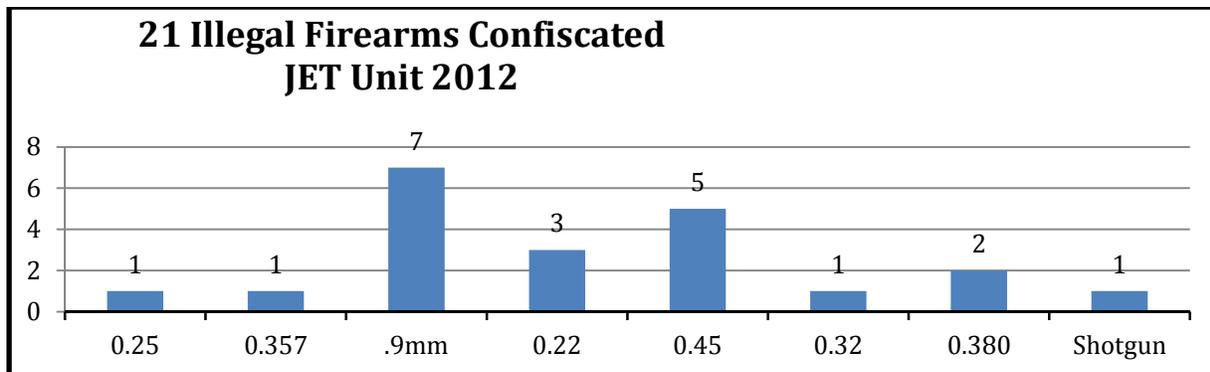


¹ Confiscations:

- 489 grams of marijuana (estimated street value \$5,260.00)
- 64 grams of crack cocaine (estimated street value \$6,080.00)
- 63 grams of heroin (estimated street value \$21,010.00)
- \$47,542.00 US Currency seized tied to drug investigations
- 21 Illegal firearms confiscated

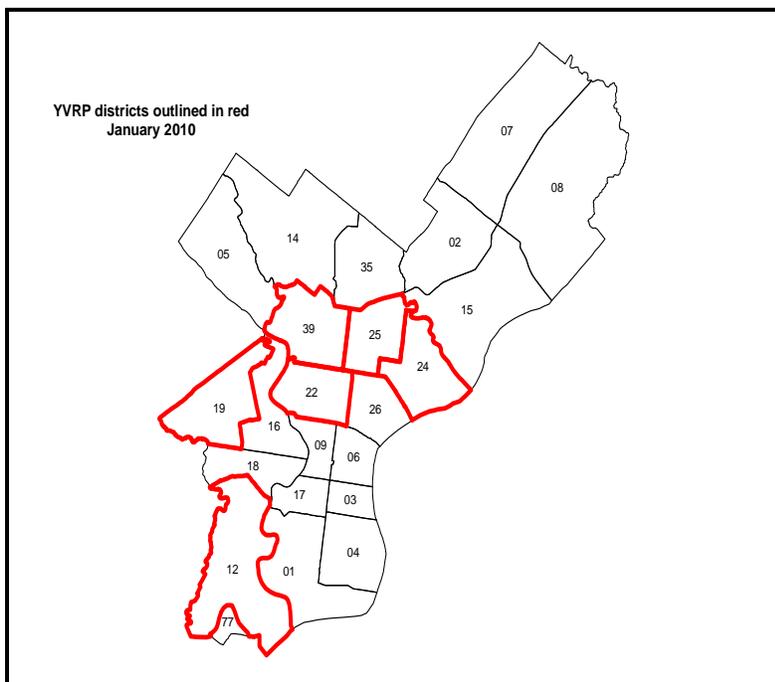
¹ "Team Busts Juvies Accused of Terrorizing South Philly" June 12, 2012.

<http://www.myfoxphilly.com/story/18772976/2012/06/12/team-busts-juvies-accused-of-terrorizing-south-philly?clienttype=printable>



Youth Violence Reduction Partnership (YVRP) Unit

The Youth Violence Reduction Partnership (YVRP) is one of the most progressive and successful collaborations in Philadelphia to address its most violent offenders. The YVRP is a multi-agency effort aimed at reducing youth homicides by focusing on youth ages 14 to 24 that are most at-risk to kill or be killed. The YVRP Unit Juvenile Probation Officers supervise an intensive caseload of high risk youth between the ages of 14 - 20. The average caseload for officers in the YVRP Unit is 15-20 youth. There are ten specially trained armed Juvenile Probation Officers assigned to the YVRP Unit who also make up the Juvenile Probation Warrant Unit. The YVRP Unit supervises six of the most violent Police Districts in the city of Philadelphia: The 22nd, 24th-25th, 39th, 19th and the 12th Police Districts.



The Unit has yielded effective results in addressing this populations' re-arrest rate and safety of the probationer and the community. As part of the State and Federal Blueprint for Violence Programs, the YVRP initiative continues to fight the growing issue of guns and youth violence in the city of Philadelphia.

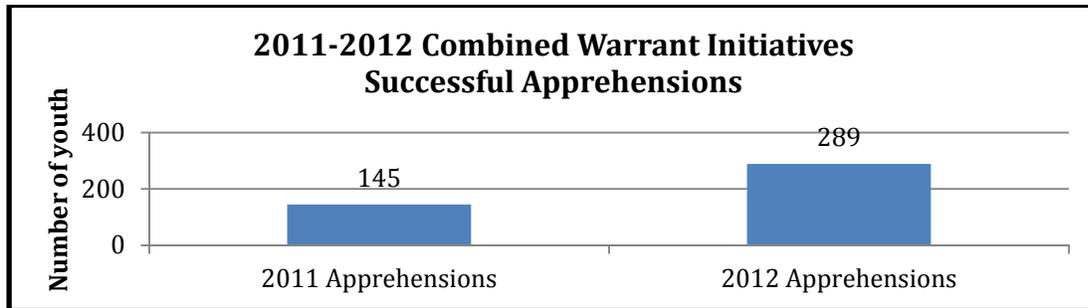
Warrants served by YVRP Juvenile Probation warrants unit:

- 467 attempts
- 184 apprehensions
- Apprehension rate of 39%
- 5 guns confiscated

Combined Impact/Warrant Initiatives

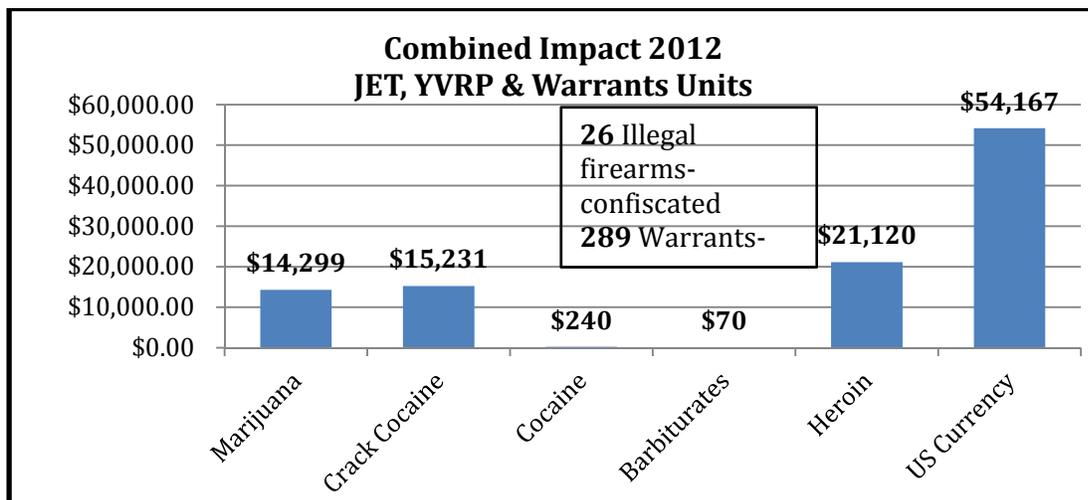
Philadelphia Juvenile Probation is committed to the BARJ principles including offender accountability and community safety. Serving warrants is key to the supervision and rehabilitation of youth. To support the Juvenile Probation Department’s commitment to preventing and reducing crime, it collaborates weekly with local, state, and federal law enforcement agencies to conduct warrant initiatives. The juvenile warrants are prioritized weekly ranging from the youth with felony charges and are AWOL from court ordered facilities to youth who fail to cooperate with the rules and conditions of probation. The serving of warrants allows for the youth, probation officer, and communities to improve their safety and promote the best environment for the citizens of Philadelphia to live, learn and work.

In 2012, there were 289 successful bench warrant apprehensions by juvenile probation units compared to 145 in 2011, yielding an increase of 144 apprehensions from the previous year.



In addition to the required training for all Philadelphia Juvenile Probation Officers, the YVRP and JET Units have specialized yearly training.

In 2012 both of these dedicated enforcement units have targeted “hotspots” areas yielding maximum results. Citywide, the units successfully confiscated over \$50, 000 worth of illegal narcotics and 26 illegal firearms. The combined impact citywide by both units is reflected in the following graph:

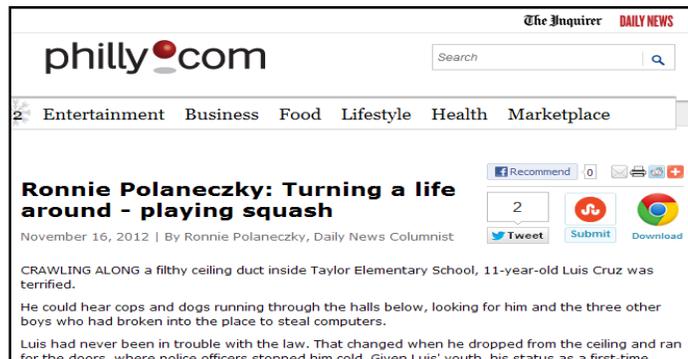


Administrative Review

Recognizing the need to clear bench warrants in CPCMS and the Juvenile Case Management System (JCMS) on youth who had aged-out of the system and are no longer under Family Court's jurisdiction, Administrative Judge Dougherty signed an administrative order to have bench warrants withdrawn and/or cases to be subsequently closed and reduced to civil judgment if court costs/restitution was owed. Two hundred thirty three (233) bench warrant cases were cleared from both systems for cases scheduled for review of disposition and in which the case participants were 21 years of age or older. This action reduced the number of cases on probation officer caseload and helped warrant services target active priority warrant cases in the inventory.

Philadelphia Youth Sports Collaborative: PYSC

The Juvenile Probation Department is proud to partner with the US Attorney's office and the Philadelphia Youth Sports Collaborative (PYSC) to provide court-involved youth an opportunity to experience unique athletic-related programs within the city of Philadelphia. In addition to providing youth with positive athletic exposure, these programs offer essential life skills, such as team building, community awareness, mentorship and academic support. The sports organizations involved in the program for PYSC include SquashSmarts (Squash), The First Tee (Golf), Philadelphia City Rowing (Rowing), Beat the Streets (Wrestling), and Black Women in Sports Foundation (Multiple sports). PYSC has enlisted the Juvenile Probation Department to assist with selecting court involved youth who are dedicated, interested, and have a genuine desire to learn.²



Philadelphia Juvenile Probation is committed to working with PYSC to enrich the lives of the youth who participate. At the direction of Administrative Judge Kevin M. Dougherty, the Probation Department is working to place first time non-violent juveniles into positive programs. Court-involved youth are required to attend their selected PYSC program on a consistent basis and actively participate in all program activities. Since July, 2012, ten (10) court-adjudicated youth have completed the PYSC pilot program.

Voices of Youth II

“Voices of Youth” is a violence prevention initiative for court-adjudicated youth in collaboration with the Juvenile Probation Department and the US Attorney's Office advanced by the Village of Arts & Humanities, an art based community organization. The goal of the project is for youth to reflect on the impact that violence has on their lives, their families, and their communities. In 2012, twenty (20) court-adjudicated youth were involved in the creation and production in the

² “Turning a life around- Playing Squash”. November 16, 2012. Philadelphia Daily News.
http://articles.philly.com/2012-11-16/news/35135770_1_juvenile-offenders-youth-programs-sports-groups

Youth Voices II video titled “One Gun”, which explores issues of violence and its impact on their communities.

Philadelphia Youth Music Program

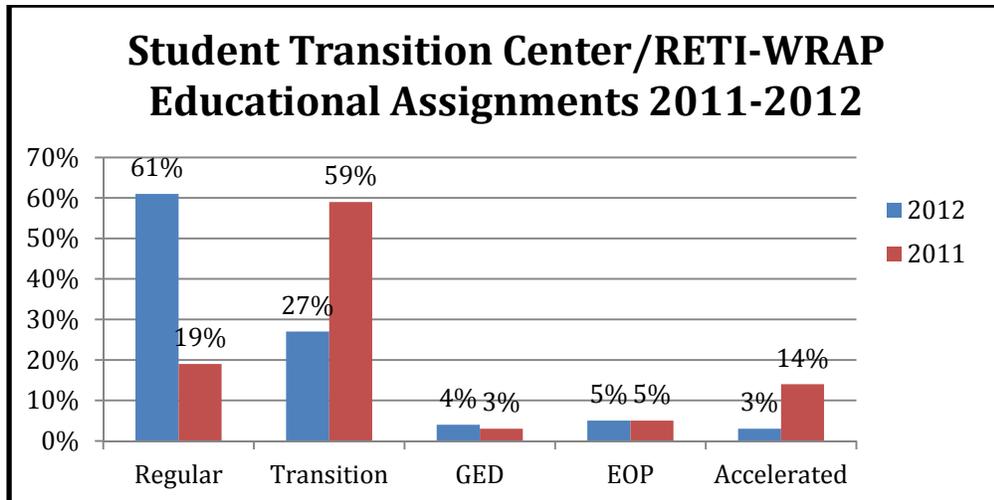
In 2012 the Philadelphia’s Managing Directors Office developed the Philadelphia Youth Music Program targeting youth who reside in the South Philadelphia area. The Philadelphia Youth Music Program is comprised of established music industry professionals who volunteer their time to conduct a six week training course for young Philadelphians in the field of recorded and live performance of music. Included in this endeavor are recording studio owners, engineers, producers, sound technicians, performers, entertainment attorneys, and educators.

The goal of the Philadelphia Youth Music Program is to teach at-risk youth the foundations and importance of music. This enables young people to have the potential to use learned skills to become productive members of their communities. The Juvenile Probation Department had a probationer who completed the six week training and was chosen to meet entertainer Jay-Z during his announcement of a two day music festival called the “Budweiser Made in America” festival on Labor Day weekend, 2012.

Student Transition Center

The Student Transition Center was relocated from the courthouse to the School District Headquarters at 410 N Broad Street to better service the needs for youth in a location where options and resources are readily available. The Student Transition Center continues to service youth released from residential treatment facilities and in need of school assignment for their educational goals. The Student Transition Center and the assigned School District Liaison Officer (SDLO) from the probation department continue to build a partnership for the betterment of the education for court involved youth.

In 2012 the partnership between Student Transition Center and the SDLO gained excellent strides in assigning youth to traditional high schools as compared to 2011. Of the 595 intakes for youth needing assignments in 2012, 61% were expeditiously assigned to a traditional high school, compared to only 19% of the 726 intakes in 2011.



These numbers support the outstanding efforts and determination of this partnership to encourage youth to complete their high school credits and to earn a diploma in a traditional high school. Data also demonstrates a reduction in the number of youth entering alternative programs. In 2012, 39% of youth attended alternative educational programs while in 2011, 49% of youth entered these alternative programs. This 10% reduction shows that youth are being offered the opportunity to earn a high school diploma. The increase in youth assigned to their traditional neighborhood high school is the result of greater communication and collaboration between the SDLO and the Student Transition Center. This teamwork also focused on an immediate enrollment process; 100% of all students' assignments were completed within 24-72 hours of youth reporting to the center. It should be noted that while the Transition Center has moved from the courthouse, the School District Help Desk remains. The Help Desk provides assistance and direction for school related information to the judges and support staff.

Training and Evaluation Unit

The Training and Evaluation Unit continues its efforts improving the efficiency of the Juvenile Probation Department's internal operations. Reforms and initiatives include the standardization of case management for Probation Officers, improvement of officer field safety/defensive tactics training and the promotion of skill building courses for Probation Officer Trainees and seasoned staff. In continued collaboration with the First Judicial District's (FJD) Management Information Systems (MIS), in 2012 the unit implemented an innovative Juvenile Probation Training Calendar available on the FJD Intranet Site, where all staff can view and register for trainings.

In total, the Training and Evaluation Unit oversaw the instruction of more than 9,639 hours to 149 Probation Officers for the training fiscal year from July 1, 2011 through June 30, 2012. The Probation Department hired and trained 9 new Probation Officer Trainees and implemented a revised Probation Officer Trainee Training Module which has proven to be an effective tool in the initial training of newly hired Juvenile Probation Officers.

Furthermore, the student internship program at Family Court continues to be a tremendous success. With its continued partnerships with local colleges and universities, the internship program has proven to be beneficial for all stakeholders. Over thirty (30) student interns were

placed in various probation districts in 1801, as well as the YSC Intake/Pre-trial Services Unit and were able to experience firsthand how youth and families are supported. Participating colleges and universities were: Temple University, Cheney University, Chestnut Hill College, University of Pennsylvania, Alvernia University, Community College of Philadelphia, University of Phoenix, Neumann University, West Chester University, Penn State University, Saint Joseph's University and The Kaplan Institute.

Finally, the unit continues its role in the Random Moment and Time Study which provides a viable funding source of Administrative Claiming through the Title IV-E process.

Victim Services Unit

The Philadelphia Family Court Victim Services Unit (VSU) provides services to all victims of juvenile offenders in accordance to the Crime Victims Rights Act for Victims of Juvenile Offenders by providing support and assistance to victims in all juvenile delinquent matters. The VSU mission is to reduce the effects of the crime on the victims through support, information, education and referrals.

In 2012, there were 2,841 victims and associated clients served by VSU. VSU location efforts directly achieved a release of \$ 9,950 of CPCMS restitution to the victims. 2012 initiatives include:

- A review of Act 84 and the eligibility of victims of juvenile crimes to receive payments from defendants placed in state prisons. The Counsel of the Department of Corrections (DOC) found it legal to collect restitution for the victims of the juvenile cases. Local special efforts of the VSU along with District Attorney's Office, DOC, Court Clerks, Juvenile Probation and Administrative Office of Pennsylvania Courts (AOPC) work to ensure 100% payment to victims. A protocol to solidify these restitution collections has been written and will begin full implementation in January 2013.
- Victim Advocates began providing restitution balances to each delinquent courtroom daily in 2011, and in 2012 regular restitution reviews were instituted which resulted in a considerable reduction in cases closed with outstanding restitution orders.
- VSU takes additional steps to assure that Victim Notification Cards are sent to victims on all adjudicated cases, now identified by JCMS reports.
- In 2011, VSU accepted the responsibility of entering the victim information in JCMS on all cases until this process is included in the JCMS upgrades. For the year of 2012 the clerical support staff entered victim information on 4,406 cases.

In 2012, VSU staff participated in local and statewide victim-focused meetings and attended local vigils including the Crime Victims Alliance of PA (CVAP), Philadelphia Crime Victim Advocacy (PCVA) and Victims' Rights week candlelight vigil, other community meetings responding to crisis situations, as well as school workshops on victim services and career days.

Outcome Measures

This year CPCMS and JCMS data reflect the following outcomes:

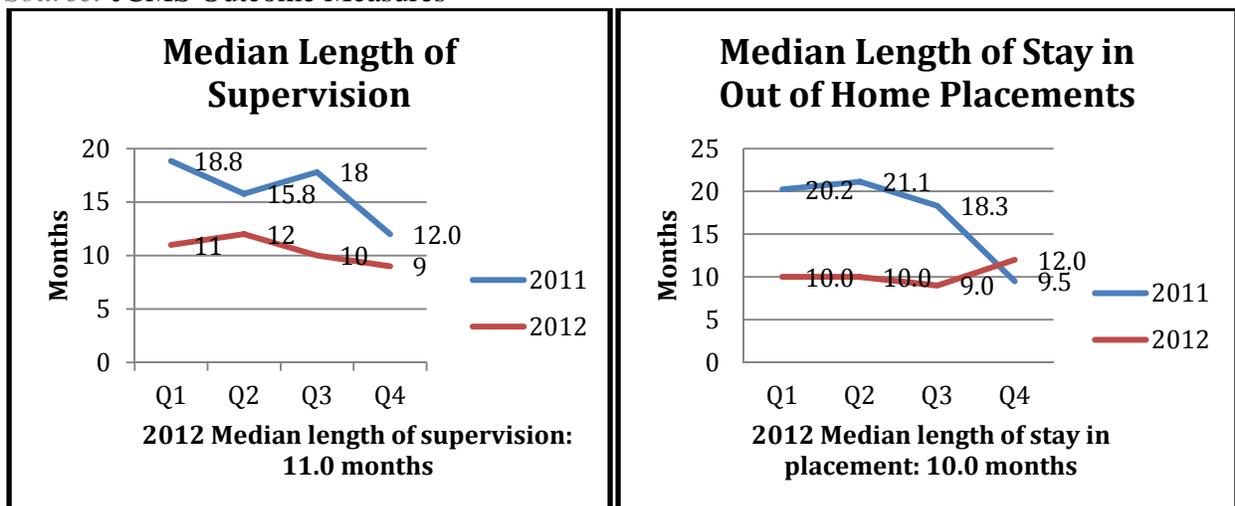
- Cases Closed: 1,448 cases closed in 2012
- Community Service hours: 12,605 hours community service completed; while 2012 noted fewer total community service hours than 2011, the average hours per youth increased from 5.4 hours/case closed to 8.7 hours/case closed.
- Total restitution collected for active and closed cases: \$217,216.15
- Total court fees collected for active and closed cases: \$143,650.89
- Combined total restitution and court fees collected: **\$360, 867.15**

JCJC Outcomes- Closed Cases, Calendar 2011 and 2012

	2011 Total	2012 Total
Total Cases Closed that involved supervision or other services:	3118	1448
Juveniles who successfully completed Supervision without a new arrest:	2905	1118
Total Community Service Hours Completed:	16,834.9	12,605

The closing of cases in 2012 decreased due to JCMS processes that now incorporate multiple complainants in one petition as opposed to how petitions were processed in Juvenile Automated Case System (JACS) where one complainant was given one petition.

Source: JCMS Outcome Measures



Specialty Courts

Crossover Court

At the direction of Administrative Judge Kevin M. Dougherty, in 2003, Philadelphia started operating a court specifically for youth with both dependency and delinquency needs. Currently, Crossover Court continues to operate and is enhanced by Philadelphia's participation in Georgetown's Crossover Youth Practice Model and the Shared Case Responsibility (SCR) collaboration with DHS. In an effort to meet the individual needs of youthful offenders and to prevent further penetration into the delinquent system, youth with recognizable child welfare needs are referred to a specialized courtroom and one Judge for disposition. In 2012, 827 youth received services through crossover court. Additionally, 4,783 hearings were conducted in crossover court. With the increase in activity, the specialized court expanded from having cases heard two days a week to now three.

Juvenile Treatment Court (JTC)

The AOPC has identified Philadelphia JTC as a problem solving court. JTC will be part of the upcoming Pennsylvania Problem-Solving Adult and Juvenile Courts Information System (PAJCIS). PACJIS is currently in the programming phase. Philadelphia is working closely with the AOPC Project Manager for Philadelphia to provide JTC data. Philadelphia also had the opportunity to provide input to customize the Juvenile Program for PACJIS and will continue to do so as the project proceeds.

JTC was implemented in September 2004. In January 2012, the new position of Juvenile Treatment Court Probation Liaison became operational. Since that time, an internal database of all participants was established and allows for data collection and utilization.

For the Fiscal Year 2012 there were 218 participants in the JTC. Of these participants, 27% graduated/petitions were withdrawn, 23% were transferred to probation for further intervention and oversight, 6% were on bench warrant, and 44% were still active in JTC.

Graduated Response Court

Graduated response is a central focus of both the Juvenile Justice System Enhancement Strategy (JJSES) and the Juvenile Detention Alternatives Initiative (JDAI). The graduated response process emphasizes the principles of BARJ by addressing probation violations with prompt responses. The JDAI Graduated Responses Task Force is partnering closely with the Juvenile Probation Department and Family Court to analyze current practice in Graduated Response Court and enhance data collection capacity regarding the use of graduated responses. GRC operates one day per week in one courtroom.

Cross System Collaborations:

Shared Case Responsibility (SCR)

Shared Case Responsibility (SCR) is collaboration between the Juvenile Probation Department and DHS to improve planning and supervision for youth who are involved in both the child welfare and juvenile justice systems and not just Crossover matters. Joint planning ensures that youth have access to the full array of services available within each system. Additionally, SCR cases now undergo a joint assessment meeting with participation from all involved parties, including Probation, DHS, Community Behavioral Health (CBH), and other relevant agencies. Juvenile Probation Department Deputy Directors and supervisors were instrumental in the development and implementation of the policy and procedures and in clarifying the role of each participant in the joint assessment meetings. Probation also collaborated with DHS in the development of SCR training. All juvenile probation officers in the Department participated in training sessions on SCR co-led by Probation and DHS staff. It should be noted that the training provided by Probation was successful due to the willingness of Probation Officers and supervisory staff to lead them. A Memorandum of Understanding was created by Administrative Judge Kevin M. Dougherty and Commissioner Annemarie Ambrose of DHS to facilitate data-sharing and collaboration on SCR cases.

University of Pennsylvania Public Safety Group

Philadelphia Family Court Juvenile Probation Department continues to be a committed partner in the University City Public Safety Group which meets one Thursday a month at the University of Pennsylvania during the school year. This group is chaired by the Vice President of Public Safety at the University of Pennsylvania. The focus and mission of the University City Public Safety Group is to anticipate, evaluate, recognize and respond to the public safety concerns within the University City. The group encompasses a wide array of University of Pennsylvania, Drexel University, FJD and City of Philadelphia public safety representatives. Our involvement has helped to reduce juvenile crime in the University City area.

Philadelphia System of Care

The System of Care leadership consists of representatives from all child stakeholder groups including Family Court, Juvenile Probation, DHS, Department of Behavioral Health Systems (DBHS), School District of Philadelphia, along with family members and youth. The partnership is working to implement High Fidelity Wraparound which is a practice model representing a process of engaging families and youth to participate in their own planning for services. The results of the plan will be integrated into a single case plan for youth ages 13-15 years of age with: complex behavioral needs; a diagnosis of a serious mental health disorder (excluding diagnosis of Autism Spectrum Disorder); first-time contact with the juvenile justice system for a non-violent delinquency charge and with a recommendation for pre-adjudication diversion via the court's informal adjustment procedures. In 2012, High Fidelity Wraparound was implemented at the YSC.

Youth Review Committee

The Youth Review Committee consists of representatives from stakeholder groups including Juvenile Probation, the Public Defenders Association, DHS (Division of Juvenile Justice Services, Law Department and Central Referral Unit), YSC staff, Office of the District Attorney, CBH, and other relevant stakeholders.

The Youth Review Committee meets weekly to discuss cohorts of youth in secure detention, focusing on youth who have been in secure detention for long periods of time. The assigned probation officer or supervisor presents the case, and stakeholders engage in a collaborative discussion regarding the best course of action for the specific case. Additionally, the committee discusses general systems issues that are highlighted through review of specific cases and bridge inter-agency communication gaps to facilitate expeditious case processing.

Court and Community Services Planning Group

The Court and Community Services Planning Group is a monthly stakeholder group chaired by the Director of Court and Community Services at DHS. The Juvenile Probation Department regularly sends probation officers to represent the Department at these meetings, to update stakeholders on probation initiatives, as well as learn about developments in other facets of the juvenile justice system.

Youth Homicide Review Committee

Each month Juvenile Probation staff participates in the Philadelphia Youth Homicide Review Committee. All major agencies representatives (including Probation, the School District, Police, DHS, Office of the District Attorney, Public Defenders Association, and Community Behavioral Health) and city-wide stakeholders collect and review information on juvenile victims and defendants involved in the deaths by homicide. Overall data become part of the Center for Child Death Review research to oversee trends and plan national policies for interventions.

Behavioral Health and Clinical Evaluation Units

Under the administration of Judge Dougherty, the DBHS was provided space in the Courthouse to assist the court. This partnership provides vital behavioral health services to court-involved children, youth and families. In 2012, in order to determine and treat the clinical needs of our families, over 1,200 behavioral health and psychiatric evaluations were performed. Providing these services at the Courthouse allows for better communication between the Court and DBHS, a more timely process, and keeps with the mission of “one-stop shop” for families who are at-risk and often unable to navigate these complicated multiple systems.

Improving Outcomes for Children (IOC)

Philadelphia Family Court continues to participate on the steering committee to introduce and develop this Department of Human Services process in which a single case management organization—a Community Umbrella Agency (CUA)—will be responsible for all in-home and

out-of-home services for families within geographic catchment areas defined by neighborhoods. Often, a court-involved family would be transferred between providers based upon the needs of the family. The Court looks to the implementation as an opportunity to have a single provider in a geographic area to serve the needs of the family within that geographic area. The first CUA will be selected in 2013.

Research Partnerships

Temple University

Crossroads: Formal versus Informal Processing in the Juvenile Justice System: Partnership with Temple University and the University of California at Irvine to better understand the developmental, mental health, and behavioral consequences of adolescents' involvement in the juvenile justice system, as well as the costs/benefits associated with their interaction. Researchers have partnered with the Court to obtain access to records and recruit participants at the YSC.

Juvenile Enforcement Team (JET): Partnership with Temple University designed to measure and interprets the effect of JET's proactive law enforcement strategy and provides information and analytic feedback to the JET.

University of Pennsylvania

Project PENN: Project PENN was designed to take advantage of the time that parents are waiting in the courthouse by helping them access some in the many concrete services the families may need. In Project PENN's third program year, staff (two MSW students and a legal fellow) spent three mornings per week providing services to families at 1801 Vine Street. In a continued effort to respond to the needs of families, the Project PENN resource directory, which is utilized to assist families, was expanded to include: Dental, Domestic Violence, Education & Literacy, Parenting resources, Youth Employment. Additionally, in order to increase awareness of Project PENN services, a 4x6 handout and a flyer were created with information on the services provided by Project PENN. The handout was given to families who were offered but did not accept Project PENN services and the flyer was given to stakeholders including judges and judicial staff.

Child Advocacy Clinic: The Child Advocacy Clinic is truly an innovative, interdisciplinary clinical seminar that teams law students, medical students, and social work students to study the legal system's response to the problem of children not adequately cared for by their families in an interdisciplinary context, and to represent children in the role of Child Advocate in Dependency Court proceedings. Kara Finck, Esquire, directs the Interdisciplinary Child Advocacy Clinic, focusing on the legal needs of children and families. Students enrolled in the clinic engage in direct legal representation, while also working on systemic reform projects in the areas of child welfare and Family Court.

University of Maryland

Blueprints for Gang Prevention Study: Partnership with the University of Maryland to implement and rigorously evaluate the effectiveness of Functional Family Therapy (FFT) for youth who are either gang-involved or at risk for gang involvement. This research will demonstrate the effectiveness of FFT for reducing the level of gang membership and the impact of gang membership on violent or other criminal behaviors. The partnership enhances the Department's mission to provide evidence-based programming and to offer these services before youthful offenders, especially those at risk for gang involvement or delinquent peer groups, have penetrated deeply into the juvenile justice system.

National/State Participation by the Philadelphia Family Court

In 2012, Philadelphia has emerged as a leader in statewide and local initiatives enhancing the BARJ mission of juvenile justice. Through participation in the National Forum on Youth Violence Prevention, the Juvenile Justice System Enhancement Strategy (JJSES), and the Juvenile Detention Alternatives Initiative (JDAI), the Department is partnering closely with local stakeholders, statewide partners across the Commonwealth of Pennsylvania, and national leaders to promote evidence-based juvenile justice practice and policy.

OJJDP National Forum on Youth Violence Prevention

The U.S. Department of Justice's Office of Juvenile Justice & Delinquency Prevention (OJJDP) oversees the National Forum on Youth Violence Prevention. The Forum began in 2010 with six cities and expanded to four new cities, including Philadelphia, in 2012. The purpose of the Forum is for cities to have a national conversation about youth and gang violence in order to increase awareness, drive action, and build local capacity to more effectively address youth violence.

In September 2012, the City of Philadelphia was accepted through a competitive process as an expansion site for the Forum by OJJDP. The City's Forum brought together city departments and agencies, community nonprofits, District Attorney's Office, academics, and community members to create a multi-year strategic plan for the city to reduce the number of shootings and homicides involving youth and young adults ages 14 to 24 in target "hotspots". All members involved in the process work together to create an integrated plan around improved prevention, intervention, enforcement, and reentry practices.

Philadelphia Family Court was honored when Mayor Michael Nutter sought Administrative Judge Kevin M. Dougherty to represent Philadelphia as one of the three chairs for the National Forum on Youth Violence Prevention committee, along with Commissioner Anne Marie Ambrose of DHS and Commissioner Charles Ramsey of the Police Department. As a result, from December 9, 2012 to December 12, 2012, the three chairs traveled to the Department of Justice, Washington D.C. to participate in the introductory stages of the Forum.

Juvenile Justice System Enhancement Strategy (JJSES)

The Juvenile Justice System Enhancement Strategy (JJSES) grew out of various initiatives occurring across Pennsylvania over the last ten years. JJSES has three main principles: to employ evidence-based practices at every stage of the juvenile justice process; to enhance the capacity to achieve the BARJ mission; to collect and analyze the data to measure results; and to improve the quality of system decisions, service and programs. JJSES is a framework that will help direct the incorporation of evidence-based perspectives into juvenile justice practice across Pennsylvania. JJSES consists of 4 stages: Readiness, Initiation, Behavioral Change, and Refinement. Currently, the Philadelphia Juvenile Probation Department is engaged in Stage 1: Readiness and 2: Initiation activities.

The Department has reached Stage two (2) of the four (4) organizational readiness stages that is compatible with multiple initiatives that enhance current practice. In order to facilitate the implementation of JJSES in Philadelphia, the Juvenile Probation Department was awarded grant money (\$22,000) from the Pennsylvania Council for Crime and Delinquency. The grant budget establishes resources to provide Evidence-Based Practice training to key stakeholders in Philadelphia including Probation, District Attorneys, Public Defenders, Police, Advocates, CBH, DHS, and members of the judiciary.

In 2012, Administrative Judge Kevin M. Dougherty commissioned the Juvenile Probation Department to conduct a pilot study of the Youth Level of Service (YLS) risk instrument in one Philadelphia courtroom to determine the efficacy of implementing the instrument in this jurisdiction. The YLS is a risk assessment utilized to determine the criminogenic needs that should be targeted when providing services to a juvenile. Evidence based research has determined that if the criminogenic needs are addressed, there is a higher chance at changing behavior and thereby preventing recidivism. The YLS assists in accomplishing this by assessing eight domains, static and dynamic risk factors. The Juvenile Probation Officer matches the juvenile with the appropriate services that coincide with each domain.

Based on the positive results of this pilot study, as well as the centrality of the instrument to the JJSES implementation plan, the Department has committed to implementing the YLS in Philadelphia beginning in 2013. In 2012, three (3) YLS Master Trainers were trained within the Department and are prepared to provide training to all Juvenile Probation Officers on proper implementation of the YLS instrument beginning January 2013.

Juvenile Detention Alternatives Initiative (JDAI)

In conjunction with the JJSES, Juvenile Probation, JCJC, and the Annie E. Casey Foundation have embarked on the implementation of the Juvenile Detention Alternatives Initiative (JDAI). The purpose of JDAI is to reduce the reliance on the unnecessary or inappropriate use of secure detention while increasing public safety, saving taxpayer dollars, and improving outcomes for youth and families. Philadelphia is one of four jurisdictions in Pennsylvania serving as a pilot site for the statewide implementation of JDAI. The Juvenile Probation Department has spearheaded the collaborative effort between many juvenile justice stakeholders. Administrative Judge Kevin M. Dougherty leads quarterly JDAI Collaborative Board meetings building upon previous collaborative relationships and forging new partnerships with the Defender Association,

Office of the District Attorney, CBH, Police Department, School District, County Administrative Office of the Department of Public Welfare, youth advocates, and other stakeholders. The JDAI Collaborative Board facilitates information-sharing and work to address the JDAI eight (8) core strategies for detention reform: Collaboration, Data, Objective Admissions Instrument, Non-Secure Alternatives to Detention, Case processing reforms, Special detention cases/graduated responses, Reducing racial disparities, and Improving conditions of confinement. In 2012, the Collaborative Board formed task forces around four focus areas: Data, Risk Assessment Instrument, Disproportionate Minority Contact, and Graduated Responses. Additionally, Philadelphia sent a delegation of 10 stakeholders on an immersive visit to Chicago to learn from the Model JDAI Site of Cook County, IL and compare probation and detention practices.

Philadelphia is poised to become a leader in conditions of confinement with the recent dedication of the newly constructed Juvenile Justice Services Center. The state of the art facility will replace the YSC as the secure detention facility serving Philadelphia. With the opening of the new facility, the conditions of confinement will be vastly improved.

THE OFFICE OF CHILDREN, YOUTH AND FAMILIES

Mission Statement

Philadelphia Family Court's Office of Children, Youth and Families' mission is to create and maintain best practice standards and operations that ensure the protection, safety and stability of all Philadelphia children, youth, and families who enter the dependency system. The following initiatives aid in this mission.

The Philadelphia Roundtable

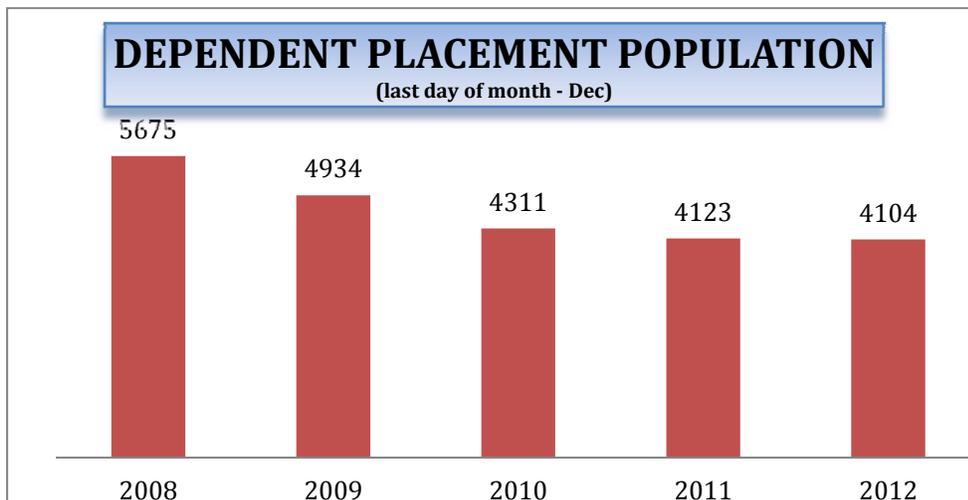
This year, Philadelphia Family Court continued to make significant reforms to its child welfare system with the strong support of the Administrative Office of Pennsylvania Courts' (AOPC) Office of Children and Families in the Courts (OCFC). The Court focused its efforts on designing initiatives that would help to decrease out-of-home care for dependent children. Modeled after the Roundtables created across the state by the AOPC's OCFC, the Philadelphia Roundtable is comprised of top leadership of all children and family serving systems including the DHS, the DBHS, the School District of Philadelphia, the Support Center for Child Advocates, the Child Advocacy Unit of the Philadelphia Defender's Office, the Philadelphia City Solicitor's Office, Community Legal Services, as well as members from our human service provider community, hospitals, and universities. The Dependency Judges, under the direction of the Honorable Kevin M. Dougherty, Administrative Judge, worked hard at meeting these goals by making sure that every effort was made to move a child to permanency.

Of the children under the courts supervision at the end of 2012, 28% remained at home, 18% were in kinship care, 33% were in foster care, 13% were in congregate care and the remaining were either in a detainment center, hospital or no placement assigned, according to case reports. The percentage of children under court supervision that remained at home, increased by 11% when compared to the end of 2011.

The number of children and youth in dependent placement on January 31, 2011 was 4343. However, by the end of 2012 the dependent population decreased by 5.5%. (Source: DHS FAST F.A.C.T.S. 2012 Year in Review). Philadelphia is proud to share that since the inception of the DHS FAST F.A.C.T.S. tracking system in 2009 for the child welfare system, the number of dependent placements on January 2009 was 5680. At the end of December 2012, the number of dependent placements was 4104. This decrease of 1,576 is a 28% reduction in placement in four years. This reform would not be possible without the steadfast leadership of Supreme Court Justice Max Baer and the OCFC, under the direction of Sandy Moore.

90-Day Review Hearings

In 2012, the Court remained committed to the best practice of 90 day review hearings for dependency cases and to the goal of securing timely safe permanency. To improve on the practice instituted in the previous year, effective February 2012, Masters were dedicated two (2) days a week to hear the 90 day review hearings from each of the “core” Dependent courtrooms. Over 21,000 review hearings were scheduled this year, allowing the Court to address compliance, services and making case progression easier to follow.



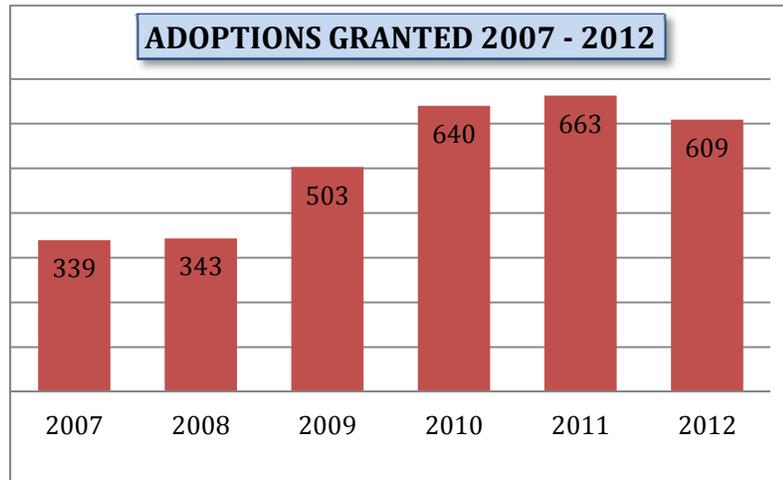
Adoptions Process- Accelerated Adoption Review Court (AARC)

Philadelphia County is unique in the processing of matters arising from the Adoptions Act. Pursuant to 20 Pa.C.S. Sec. 713, only the Philadelphia Family Division of the Court of Common Pleas has jurisdiction to handle adoption matters unlike every other county in Pennsylvania where jurisdiction is vested in the Orphan’s Court. As such, the Court continues to monitor enhancements to the Adoption process initiated in 2011 which include; one Judge to preside over all matters pertaining to Finalizations within the Adoption Act, a Master to oversee matters pertaining to the Accelerated Adoption Review Court (AARC) proceedings, and the pre-trial “Best Interest” hearing to address barriers to finalization prior to finalization hearings.

Pre-Trial “Best Interest” hearings have shown a significant decrease (55%) this year as a result of efficiently utilizing AARC, a specialized post-permanency review courtroom that focuses on

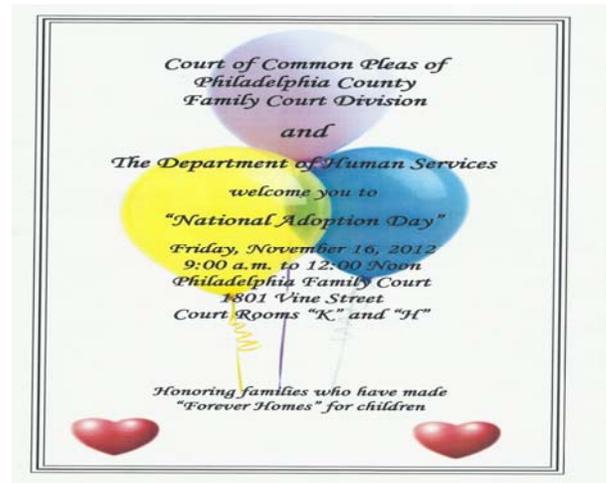
achieving permanency through finalizing adoptions in a timely manner, along with Master oversight to expeditiously resolve impediments to adoption finalization.

In 2012 there was a slight decrease in adoptions as compared to 2011 (8% decrease). The decrease may be attributed to several factors which have increased reunification of families, namely: further implementation of Family Finding and Family Group Decisions Making in collaboration with the Department of Human Services; a 23% decrease in adoptions filed; a 5% decrease in number of Termination of Parental Right (TPR) Petitions filed and a 7% decrease in the number of TPR petitions granted as permanency goals changed from adoption to Permanent Legal Custodian, Another Planned Permanent Living Arrangement and/or reunification.



Adoption Celebration – National Adoption Day

On Friday, November 16, 2012, Philadelphia Family Court held its Annual National Adoption Day Celebration. On this day, the Court, together with the Department of Human Services, Judges, Child Advocates, and Attorneys finalized sixteen (16) adoptions of children in foster care and private adoptive homes.



Another Planned Permanent Living Arrangement (APPLA) and Older Youth Reform: The AOPC Phase Three Pilot –

APPLA is not defined in the Adoptions and Safe Families Act, however, APPLA is the term used to describe the case management plan for those youth in out-of-home care for whom there appears to be no family resource available. Unfortunately, the majority of youth falling within this category are those nearing or achieving the age of majority. This population has always been a concern of Administrative Judge Dougherty as statistics prove this population departs the child welfare system for homelessness, incarceration and a continued life of poverty. As a result, with this population in mind, Administrative Judge Dougherty competed for the prestigious Pennsylvania Permanency Initiative Phase III County grant offered by Supreme Court of Pennsylvania, Office of Children and Families in the Court. In 2011, Philadelphia was selected. An initiative commenced that provided our older youth in care with continued evidenced-based services such as Family Finding, Family Group Decision Making, Grief and Loss Counseling, and Family Development Credentialing to ensure permanent and stable human connections upon their departure from dependent care. Knowing this population was the most difficult to find permanent placement and a secured future, only a cohort of 52 youth living in out-of-home care was randomly selected. The Court designated one Judge to oversee these matters. As of the 2012, due to the efforts of DHS and the Court, 56% of the youth achieved permanency: 5 were reunified with family members, 1 youth was adopted and 23 youth discharged from dependent care, achieving permanency/ independent living. Many of the youth in this pilot have been reunited with extended family members through the Family Finding Initiative. It is the goal to increase this population in 2013.

Prevention Services Unit (PSU)

The Prevention Services Unit (PSU) is a prevention program which serves families and children who voluntarily access the Court for assistance. An array of community- and evidence- based resources are discussed including supportive services such as parent support and advocacy, parenting classes, school services, and mental services. An assessment of what is causing the problematic behavior is conducted by a PSU Social Worker. PSU then contact Department of Human Services (DHS) electronically so that services can be initiated by either Family Empowerment Services (FES) at DHS Children & Youth Division or Intensive Prevention Services (IPS) at DHS Juvenile Justice Division depending on the severity or special needs of the family identified by DHS processing staff. After collaborative meetings and discussion, DHS committed to an important arrangement of information sharing regarding families referred by PSU, starting 2013. Consequently, PSU will now be prepared for any follow up contacts, requests for additional services by returning families, or if DHS has referred the Family Court families back to PSU to consider court involvement. This will assist in tracking outcomes and contribute to the development of best practices in serving families.

In 2012, there were a total of 752 families served by PSU. Of those who requested ongoing services after intake sessions, 344 accepted a variety of DHS community based services, 78 were given a referral to Functional Family Therapy, and 33 were given a formal referral to Family Group Decision Making. Only 3 cases were sent to court on Act 53 petitions (to enforce drug

treatment when needed) and 5 on Incorrigibility petitions. The collaborative efforts of PSU and DHS are making a measurable difference in supporting families to stay together.

Project START Truancy

Philadelphia's response to truancy is a collaborative effort between the City, the Court, School District of Philadelphia, and the DHS to prevent, address and reduce chronic truancy behavior and increase school attendance. The Project START truancy process is continually evaluated and analyzed in order to monitor resources across systems and outcomes of intervention services.

Youth who have been identified as chronically truant are referred to the Court by the SDP only after school-level interventions have failed to address truant behavior. The referrals are scheduled by the Court in four (4) strategically selected schools with regional court sites. Incremental scheduling of the hearings provide the necessary time for Truancy providers to work with the family to help alleviate barriers to school attendance.

After three (3) regional hearings, a Hearing Officer makes a decision to either discharge the case (when the family has successfully resolved or made progress towards resolving truancy issues) or refer to DHS for the filing of a Dependent Petition (based on the ground of truancy pursuant to the Juvenile Act) and a hearing at 1801 Vine St. The Court conducts hearings and utilizes family assessments to identify causes of truancy and orders services to assist in alleviating truancy barriers, including: Tutoring, Assessments, Counseling/Positive Youth Development, Parenting Classes, Mentoring, Advocacy, Homework Organization, Behavioral Health, and Family Support.

In 2012, the Truancy Collaborative held Cross System's Truancy Court Training with all involved parties (Court, SDP, DHS, and DHS providers) to establish consistency in practice and to clearly define roles among systems. There were also Monthly Cross System Leadership Meetings held with representatives from Court, DHS, SDP, District Attorney's Office, Mayor's Office of Education, and City Law Department. Additionally, due to information sessions and outreach about the "Project Start" truancy process, approximately fifteen (15) charter schools have joined the process for the 2012/2013 school year.

The Court's Truancy Unit managed a combined total, between the four regional courts and 1801 Vine St., of 12,649 hearings in the school term of 2011/2012.

1801 Vine Supervised Visitation Program

The Supervised Visitation Program was created to ensure a safe and healthy supervised environment for the families who are currently involved in Domestic Relations Court and Dependency Court inside the courthouse at 1801 Vine Streets. Each Sunday, non-custodial parents who otherwise would be prohibited from spending time with their children are able to visit and spend quality time with their children, establish positive parenting skills, and develop healthy relationships.

In 2012, Family Court staff in concert with the Philadelphia Sheriff's Office (PSO) continued to facilitate and service over 200 families that were ordered to have supervised visitation at the courthouse. Recognizing the importance of maintaining a safe environment, additional dedicated security personnel were assigned. This significantly reduced the frequency of intimidating behavior and improved the overall climate. Family Court Security collaborated with the PSO to revise and enhance the security protocol to ensure the safety of children and families that utilize the facility at 1801 Vine St for visitation.

COURT OPERATIONS

Common Pleas Court Management System (CPCMS) and Juvenile Court Management System (JCMS)

Over the past two years, Family Court has focused on technology advancements to align business practices with State computer programs. In June 2010 CPCMS was integrated and in September 2011 JCMS was integrated. The Court continues to collaborate with both the AOPC and JCJC to ensure integrity of both of these statewide applications.

CPCMS

Philadelphia Family Court was the beta site for the Commonwealth to implement the CPCMS, Juvenile Delinquency Outcome Orders. With the successful implementation in Philadelphia, the AOPC will now expand this function statewide. In order to execute this process statewide, "Joint Application Design" meetings were held during 2012. The Court is active participant in this collaborative effort with an anticipated deployment in 2014. Lastly, the Court has been working vigorously to monitor and implement standards for the statistical reporting of docket information. The Court has made major strides in the collection of dependency statistics by implementing routine measures to monitor accuracy and implement a correction process. The court has worked along with the AOPC to make the same improvement to the Delinquency statistics.

JCMS

The Juvenile Probation Department continues to participate on the User Group Committee of JCMS to improve the functionality of the application to meet the needs of the multifaceted Probation Department. The Probation Department has an in-house JCMS workgroup that meets regularly to make suggestions on system enhancements which have since been implemented.

The Juvenile Probation Department has implemented procedural changes in the processing of Juvenile Performance Outcome Measures to more efficiently track and account for the significant work being done by the Juvenile Probation Department

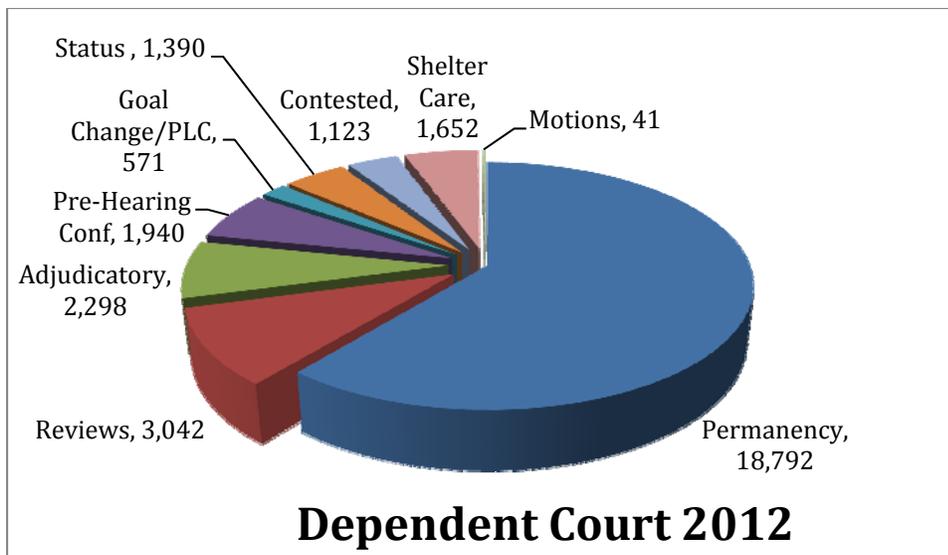
CPCMS/JCMS –Interface

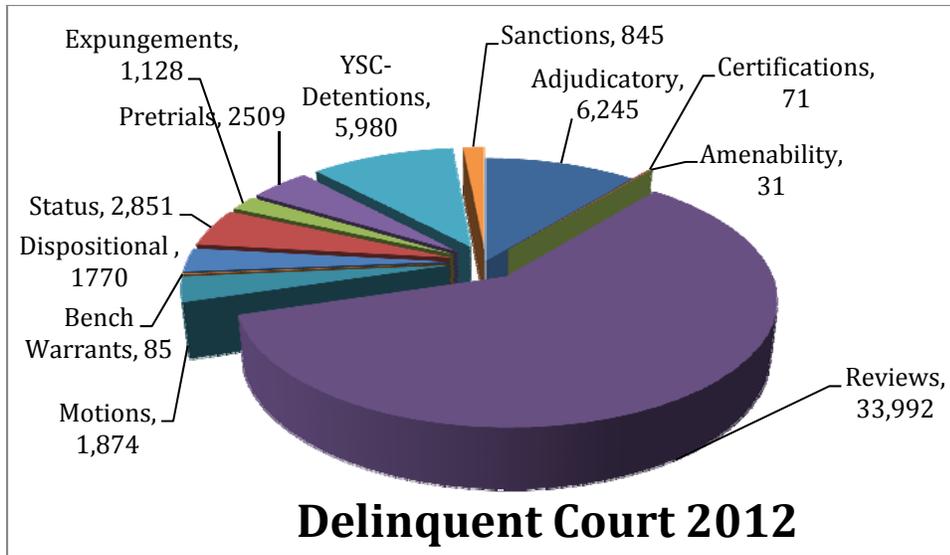
To minimize and/or eliminate the need for dual case information entry by users in both CPCMS and JCMS several interfaces have been implemented this year. The primary objective is to eliminate manual processing of case dispositions, outcome orders and Probation case information. These interfaces automate the entire arrest and intake process thereby, eliminating the need for dual entry of redundant information; reducing data entry errors and discrepancies of information in the two applications.

The Juvenile Probation Department will embark on additional interface options in 2013 to further streamline the processing of juveniles through the system. The interface of dispositional information will be a significant accomplishment in terms and a major goal for 2013.

Dependent and Delinquent Court Operations Units

The Dependent and Delinquent Court Operations Units (DDCO) are responsible for the coordination of courtroom operations. The charts below detail the types of hearings that are staffed and managed by DDCO.





Substance Analysis Unit (SAU)

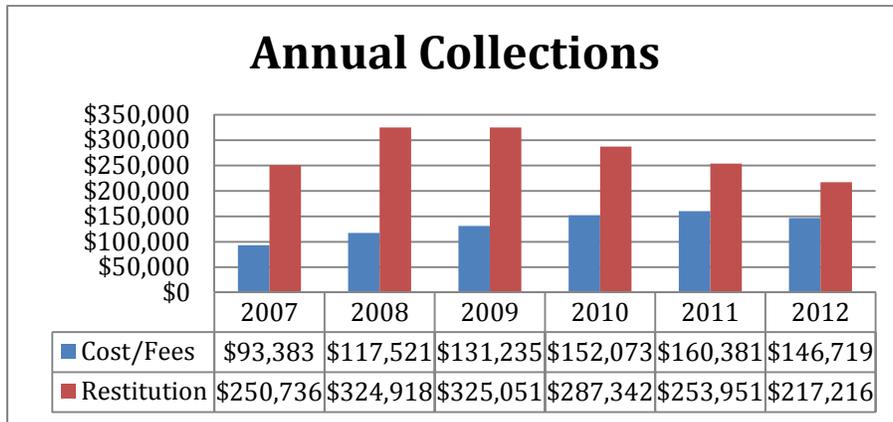
Located within the courthouse at 1801 Vine Street, Administrative Judge Dougherty recently expanded the Substance Analysis Unit (SAU) to accommodate the need of the judges. The SAU is responsible for court-ordered drug and alcohol screenings. Annually, the unit tests over 20,000 youth and adults from the Juvenile (Dependent, Delinquent) and Domestic Relations Branches of Family Court. The timeliness of testing and reporting of results is critical to the determination of primary issues in cases before the Family Court.

In August of 2012, a new screening instrument and service provider were integrated. The changes in the SAU, which include the instruments enhanced technology and efficiency along with a new supply contract, have enabled the Court to meet some of the key objectives set forth by Administration: increased cost effectiveness, improved turn-around time, staff development/training, and the ability to maintain the existing business process of in-house drug/alcohol screenings.

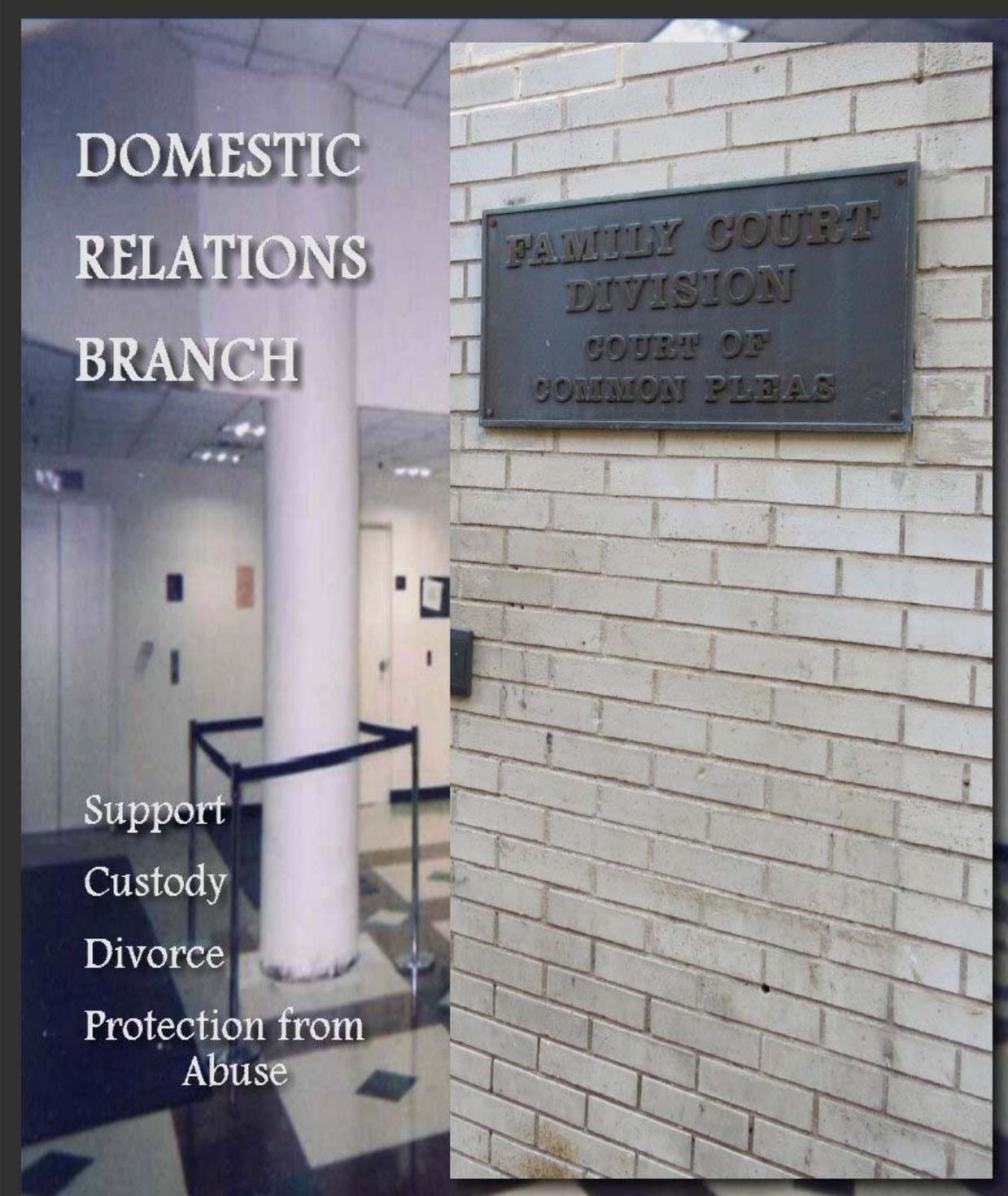
With successful planning, the SAU was able to cease operation of the former machine and have the new instrument installed, tested and operational within one (1) week allowing for little interruption of court testing. SAU staff received intensive offsite training in a lab setting, at the manufactures facility, resulting in certification to operate the machine and to perform quality assurance maintenance. Additionally, screening test results are now stored electronically and subsequently recorded in the JCMS for monitoring and response by the judiciary and probation department.

Fiscal Unit

The Fiscal Unit is designated as the financial support service to the Juvenile Probation Department. In 2012, the unit processed over 3,800 payments for collections totaling, \$363,935. To maintain the integrity of financial information for delinquent cases on CPCMS, the unit continues to monitor the effectuating of courts orders (remit, reduced to judgment, vacate) that affect the financials.



A second phase of the “Address Hold Project” was completed, with over 600 cases being reviewed and an additional \$12,000 in restitution funds released to victims.



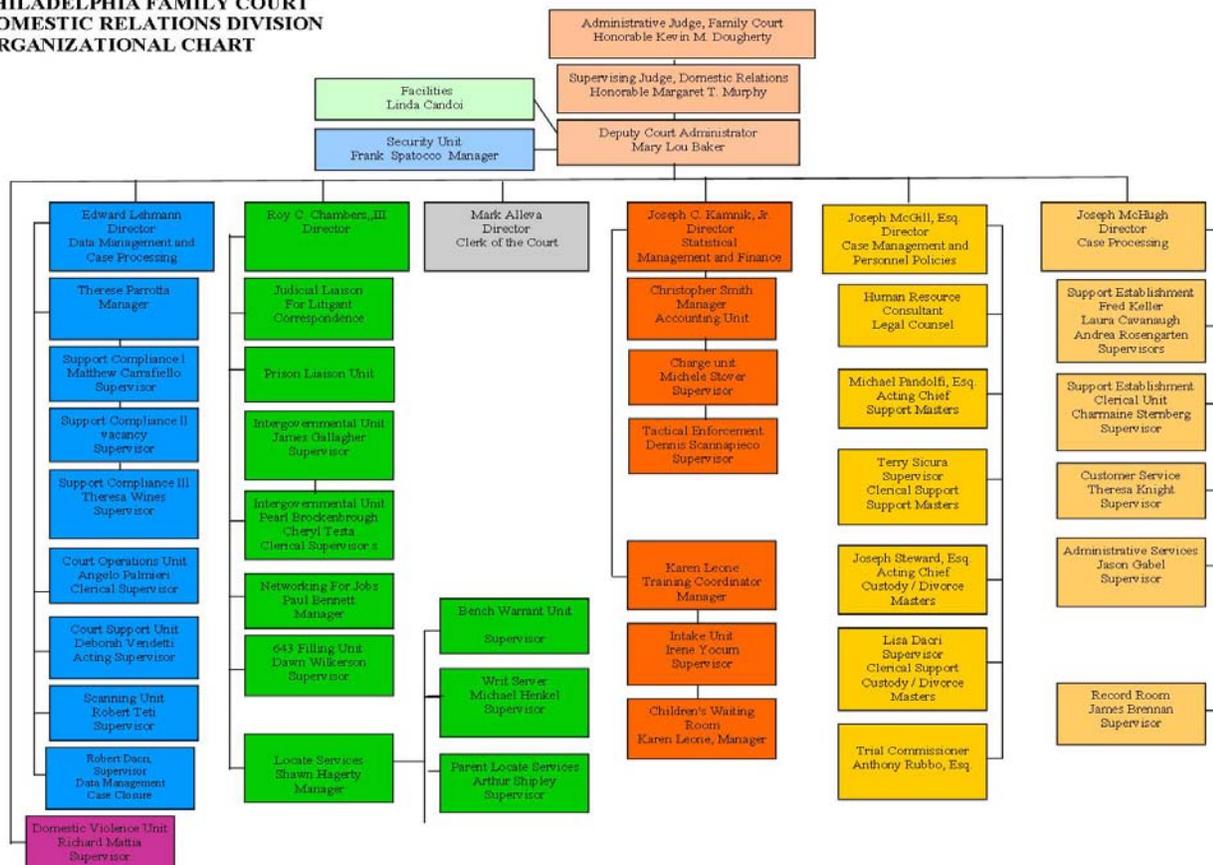
DOMESTIC
RELATIONS
BRANCH

Support
Custody
Divorce
Protection from
Abuse

DOMESTIC RELATIONS BRANCH

The Domestic Relations Branch has jurisdiction over paternity establishment; child and spousal support order establishment, modification and enforcement; custody; divorce and domestic violence matters. The Domestic Relations Branch occupies offices at 34 So. 11th Street, 46 So. 11th Street, 1133 Chestnut Street and 27 So. 12th Street, Philadelphia, PA 19107. Under the leadership of Deputy Court Administrator, Mary Lou Baker, Directors, Joseph C. Kamnik, Jr.; Roy C. Chambers; Joseph P. McGill, Esq.; Joseph McHugh; Edward V. Lehmann, Jr., and Mark Alleva manage over 30 operational units and approximately 400 professional and support staff. The thirteen judges assigned to the Domestic Relations Branch preside over all Domestic Relations matters and also preside over Criminal Abuse matters scheduled at the Criminal Justice Center. The Domestic Relations Branch utilizes state of the art case management techniques that enhance timely case processing, increase performance measures, collect child support, establish paternity and secure medical support for children. Most importantly, the judges and staff of the Domestic Relations Branch are devoted to efficiently and effectively administering justice to the public it serves.

PHILADELPHIA FAMILY COURT DOMESTIC RELATIONS DIVISION ORGANIZATIONAL CHART



In 2012 there were almost 92,000 total filings in the Domestic Relations Branch (27,000 custody, 39,000 support, 12,000 domestic violence and 13,000 divorce) and 105,000 interim and final orders entered (37,000 custody, 29,000 support, 35,000 domestic violence, and 4,000 divorce).

**Philadelphia Family Court
Domestic Relations Division
Calendar Years 2010-2012**

Total DR Filings				
		2010	2011	2012
Custody Filings	Custody/Confirm Custody	6,780	7,608	8,311
	Partial Custody/Visitation	582	535	547
	Modify Custody	4,188	4,358	4,719
	Contempt of Custody	2,105	2,055	2,224
	Subtotal	13,655	14,556	15,801
	Custody Exceptions	79	73	30
	Motions & Other Filings	10,701	11,088	11,471
Total Custody Filings	24,435	25,717	27,302	
Support Filings	New Complaints	18,373	22,390	23,617
	Modifications	11,489	10,771	10,710
	Contempt Petitions	10,343	4,471	2,550
	Support Exceptions	1,022	997	1,080
	Support Motions	1,733	1,726	1,530
	Total Support Filings	42,960	40,355	39,487
Domestic Violence New Petitions		11,623	10,981	11,993
Divorce	New Petitions	1,928	1,887	1,743
	Misc. Filings (Contested & Uncontested)	12,541	12,467	11,208
	Total Divorce Filings	14,469	14,354	12,951
Total DR Filings		93,487	91,407	91,733
Total DR Petitions Processed				
		2010	2011	2012
Custody	Interim, Master and Judicial	34,147	35,998	36,605
	Support Establishment only. Disposition of contempt and motion hearings are not counted on statewide child support system - PACSES	31,512	27,696	28,795
Domestic Violence	Interim & Final	33,278	33,839	35,252
Divorce	Final & Interim Orders only	3,728	3,673	3,977
Total DR Dispositions		102,655	101,206	104,629

TITLE IV-D CHILD SUPPORT ENFORCEMENT PROGRAM

Mission Statement

Partnering with the Federal Office of Child Support Enforcement (OCSE) and the State Bureau of Child Support Enforcement (BCSE), the mission of the Child Support Enforcement Program within the Domestic Relations Branch is to increase the reliability of child support paid by non-custodial parents by: locating parents, establishing paternity, establishing and enforcing realistic support orders, increasing health care coverage for children, and removing barriers to support payments, such as referring non-custodial parents to employment services. Child support orders are established and enforced in accordance with federal, state and local rules and statutes. In Pennsylvania, the Child Support Enforcement Program utilizes a statewide computer system, PACSES, to establish, monitor and enforce support orders.

Responsibilities

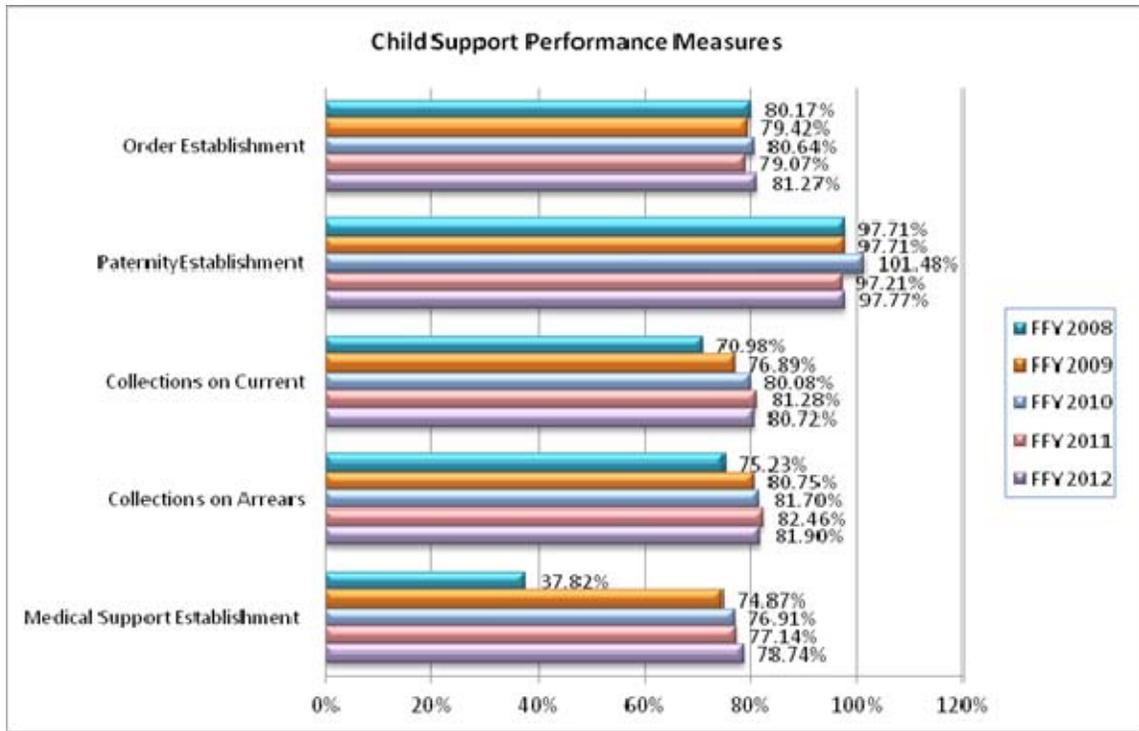
Since Federal Fiscal Year (FFY) 2000, the OCSE has assessed the effectiveness of Child Support programs and calculated state incentive payments based on the performance measures as mandated in the Child Support Performance and Incentive Act (CSPIA) of 1998. The five (5) key performance measures are as follows:

- Paternity Establishment – all active children on IV-D cases that were born out of wedlock and have had paternity established divided by all active children on IV-D cases that were born out of wedlock
- Support Order Establishment – open IV-D cases with orders divided by open IV-D cases
- Current Collections – total amount of current support collected and disbursed divided by the total amount of current child support due
- Arrears Collections – IV-D cases with payments disbursed towards arrears divided by the total number of IV-D cases with arrears due
- Medical Support Establishment – cases where medical insurance is provided as ordered divided by cases where medical insurance is ordered

Performance of 80% or above in each performance measure is required and penalties are incurred if the minimum performance level is not achieved. In 2012, the Domestic Relations Branch exceeded the 80% threshold in all performance areas, and was instrumental in ensuring that the state of Pennsylvania remained the most efficient and effective Child Support Enforcement program in the country.

FFY 2012 Federal Performance Measures, Collections, and Caseload Data

State	Federal Incentive Measures				Total Collections	Caseload	
	Paternity Establishment	Order Establishment	Collection on Current Support	Collections on Arrears		Total Caseload	Ordered Caseload
Pennsylvania							
Philadelphia	97.5%	81.3%	80.7%	81.9%	\$155,716,789	95,976	78,003
Arizona							
Maricopa North	128.5%	85.1%	51.8%	55.5%	\$64,393,812	34,845	29,662
Maricopa East	125.2%	82.4%	50.9%	53.3%	\$60,325,432	35,702	29,419
Maricopa South	130.0%	82.3%	48.5%	49.2%	\$58,973,217	43,948	36,151
Pima	131.7%	85.9%	55.7%	57.9%	\$53,230,397	28,951	24,862
California							
Los Angeles	89.7%	83.7%	58.2%	60.2%	\$451,408,020	301,016	251,886
Orange	100.9%	87.9%	63.5%	65.2%	\$180,536,344	71,201	62,590
San Bernardino	100.5%	86.0%	60.0%	62.6%	\$169,468,863	116,395	100,127
Illinois							
Cook County	70.8%	75.3%	57.6%	56.2%	\$334,125,681	233,265	175,699
Aurora Region	81.5%	81.8%	58.0%	63.7%	\$94,645,960	40,932	33,462
Belleville Region	77.8%	82.6%	54.3%	58.1%	\$46,331,938	32,144	26,564
Indiana							
Marion County	100.9%	74.9%	54.9%	61.6%	\$105,497,869	67,269	50,369
Lake County	107.3%	68.0%	53.5%	61.1%	\$39,195,231	30,059	20,428
Maryland							
Baltimore City	90.9%	80.0%	53.5%	53.6%	\$85,844,657	63,475	50,775
Prince George's County	92.0%	79.5%	69.0%	66.1%	\$116,380,174	42,297	33,623
Michigan							
Wayne County	81.1%	74.6%	52.7%	41.2%	\$283,665,070	320,562	239,064
Oakland County	94.2%	76.2%	73.5%	66.0%	\$167,486,480	74,615	56,825
Genesee County	92.1%	81.7%	57.4%	55.6%	\$62,100,748	61,593	50,309
Minnesota							
Hennepin County	100.5%	82.5%	66.7%	64.7%	\$102,358,813	54,683	45,126
Ramsey County	94.7%	78.2%	63.0%	62.5%	\$52,067,432	29,673	23,192
St Louis County	104.6%	88.4%	70.3%	66.0%	\$25,411,487	11,917	10,534
Missouri							
Kansas City	NA	83.9%	56.5%	59.3%	\$94,130,038	45,393	38,064
St. Louis County	NA	84.5%	60.8%	61.1%	\$52,145,125	26,821	22,672
St. Louis City	NA	89.6%	54.2%	55.2%	\$72,197,986	43,410	38,877
Nebraska							
Omaha/Douglas County	97.9%	88.8%	65.1%	68.0%	\$60,574,383	36,520	32,426
Nevada							
Clark County	107.4%	80.5%	49.3%	59.4%	\$88,833,790	72,236	58,174
Ohio							
Franklin County	84.4%	73.1%	65.1%	65.1%	\$147,764,760	78,292	57,259
Cuyahoga County	87.7%	79.0%	59.7%	55.8%	\$205,067,616	126,894	100,307
Hamilton	82.7%	74.8%	60.7%	59.6%	\$117,879,928	78,476	58,690
Texas							
Dallas NW	85.2%	76.0%	60.8%	65.3%	\$60,164,575	25,695	19,537
Dallas SW	85.5%	79.2%	62.1%	66.4%	\$67,168,840	28,218	22,337
Houston North	88.3%	81.1%	63.2%	65.2%	\$76,446,161	30,083	24,389
Wisconsin							
Milwaukee	93.6%	80.6%	56.9%	48.5%	\$111,246,624	123,578	99,590



Philadelphia Performance Measures – FFY 2008 through FFY 2012

Paternity Establishment

The establishment of paternity is the first step toward determining the child support obligation. In Pennsylvania, there is no legal relationship between the alleged father of a child born out of wedlock unless and until a valid Acknowledgement of Paternity, signed by both parties, is validated and on record with the BCSE; or the court enters an order establishing paternity. Acknowledgements of Paternity may be entered voluntarily, or can be completed in-hospital, at the time of the child’s birth. Once paternity is established, the child may be eligible for any of the following:

- Birth Certificate – child's birth certificate will show name of father
- Health Care Benefits – if available, the father may be able to include the child under his health care plan
- Social Security – the child may be eligible to receive Social Security benefits if the father becomes disabled or dies
- Inheritance – upon death of the father, a child may have the right to inherit from his estate
- U.S. Military benefits – the child may be entitled to benefits as a result of the father's military service
- Child Support – the court may establish an order for the father to support the child until the child is emancipated

Utilizing rules and statutes governing paternity establishment, the court may enter default paternity orders or use genetic testing to establish the paternity of a child. During the order establishment process, staff in the Establishment Unit routinely establishes paternity for children born out of wedlock by executing acknowledgements of paternity or scheduling genetic tests. This testing procedure is non-invasive, i.e., the body is not pierced by any instrument. The instrument used to collect a buccal swab is a cotton or Dacron™. The procedure involves gently stroking the lining of the inner cheek (buccal mucos) with the applicator. The tissues collected on the swab are buccal epithelial cells that are continually shed as a normal physiological process and are normally present in saliva. These cells contain the DNA required to perform parentage testing. Typically four swabs are collected from each individual in a case, two are used for initial testing which is usually adequate to finish a case, and the remaining two are stored indefinitely. There are no age restrictions on individuals from whom specimens are to be drawn. Currently, buccal swabs are used on one-day-old infants as part of in-hospital acknowledgement programs. Because some intergovernmental jurisdictions may not currently utilize Buccal Specimen Collection, it may be necessary to collect blood specimens in reciprocal cases. The Domestic Relations Branch also has access to the Pennsylvania Paternity Tracking System (PTS) that allows them to research and view in-hospital Acknowledgements of Paternity. In 2012, the Genetic Testing Lab in the Domestic Relations Branch conducted more than 5,000 DNA tests. As of December 31, 2012, there were more than 80,607 children associated with a Philadelphia County IV-D case that were born out of wedlock. Of this figure, more than 70,000 children (nearly 88%) had paternity resolved.

643 Filing Unit

When a parent applies for cash and medical public assistance benefits for a child and is determined to be eligible by the County Assistance Office; as an eligibility condition, that parent must agree to assign his/her child support rights to the Pennsylvania Department of Public Welfare so that the expended funds can be reimbursed to the tax payers of Pennsylvania. After authorization, the County Assistance Office generates a FAIR 643 form using the Pennsylvania Department of Public Welfare Computer Information System which is electronically forwarded to domestic relations for appropriate court support action. Under these circumstances, the custodial parent receiving public assistance is not required to physically appear in domestic relations to file a TANF Complaint for Support.

The 643 Filing Unit is the domestic relations' single point of contact for all electronic FAIR 643 form referrals from the Pennsylvania Department of Public Welfare for TANF clients. Using the information provided on the FAIR 643 forms; the 643 Filing Unit must prepare Complaints for Support of the children receiving cash and medical public assistance benefits against the non-custodial parents and schedule support establishment conferences. The Cooperative Agreement Under Title IV-D of the Social Security Act requires the domestic relations to process, "Referrals from County Assistance Offices (CAO) with existing cases on PACSES must be processed within two business days; all other referrals from CAOs that contain sufficient information to open a case must be acknowledged and referred for additional appropriate action within twenty (20) business days..." The FAIR 643 processing timeframe set forth under the Cooperative Agreement is significant because over 52% of the FAIR 643 referrals do not contain sufficient information to file a TANF Complaint for Support and schedule a support conference.

During 2010, to address FAIR 643 forms with insufficient information the 643 Filing Unit reengineered and its functions were organized into three basic areas: 1) *filing pleadings*-Filing Clerks review FAIR 643 electronic referrals and prioritize their processing based upon information provided on the FAIR 643 referral. Filing Clerks immediately process referrals with sufficient information to complete FAIR 643 processing (i.e., clear, merge with existing case, file, and schedule); refer "bad" FAIR 643 referrals to supervisor for review and appropriate action; and refer FAIR 643 referrals with insufficient information to Clerical Assistants; 2) *custodial parent interviews*- Clerical Assistants attempt to obtain missing information necessary to complete FAIR 643 processing by calling custodial parents or generating and forwarding 30 Day Letters to custodial parents if they cannot be contacted by telephone. All pertinent information obtained is referred to the original Filing Clerk. If a custodial parent does not respond to the 30 Day Letter or fails to provide sufficient information in response to a 30 Day Letter; Clerical Assistants will generate non-cooperation notices and forward them to the County Assistance Office for appropriate sanctions against uncooperative custodial parents. If Clerical Assistants are unable to obtain sufficient information necessary to properly process FAIR 643 referrals from custodial parents and their perfunctory tabletop investigations; the case will be referred to the Investigator for a full locate investigation; and, 3) *locate investigations*-The Investigator attempts to locate non-custodial parents' whereabouts, income, assets, and health insurance coverage using all available Federal and State automated means and local resources in accordance with 45 CFR 303.3. Additionally, domestic relations enhanced its coordination and collaboration with the Pennsylvania Bureau of Child Support Enforcement which has oversight over the County Assistance Offices.

Under this plan; the 643 Filing Unit eliminated its backlogged FAIR 643 referrals and increased TANF Complaint for Support filing by 83%.

Support Order Establishment

In 2012, there were 39,487 support filings, including approximately 23,617 new complaints in support. Each new complaint is scheduled for an establishment conference which is conducted under Pennsylvania Rule of Civil Procedure (Pa. R.C.P.)1910.12. In 2012 there were more than 34,000 establishment conferences scheduled. If no agreement for support is reached at the conference, or if the defendant fails to appear, the Conference Officer may enter an interim Support Order based on the Support Guidelines as allowed by Pa. R.C.P. 1910-12 (b)(1)(2). In 2012, there were approximately 12,000 final and interim orders entered in the Support Establishment Unit. If paternity of an out of wedlock child is denied, genetic testing will be ordered and the case listed for court on the results. Conference Officers also hold conferences on claims for support raised in a divorce action and process stipulations and orders for alimony payments.

If the matter cannot be resolved at the pre-trial conference the case is scheduled for a hearing before a Support Master. Under certain circumstances a case can also be "remanded" to the Master by a judge after a court hearing on exceptions. In 2012, there were approximately 9,000 Support Master events scheduled and only 1,000 Support Exceptions filed.

All Support Masters are licensed attorneys who conduct record hearings (by audio-recording) at which the parties are sworn in and present to the Master evidence, testimony and documentation

to support their positions regarding the support order. At the conclusion of the hearing, the Master prepares a "proposed order," which is the Master's recommendation to the court as to the final order.

Issuance of the proposed order starts a ten day period during which either or both sides may file "exceptions" to the proposed order. Exceptions is a document in which a party specifies the mistakes of law, fact or procedure that the party believes were made by the Master in the report and proposed order and/or during the hearing.

First Payment – Exit Interview Program

In 2012, the Support Establishment Unit continued the First Payment - Exit Interview Program, which is the final step in the establishment conferencing process. Defendants who have been ordered to pay child support must be seen in an Exit Interview to render their first payment, which is due on the day of the conference. The Exit Interviewer provides payment instructions, payment method options, and reviews all potential enforcement actions that result from non-payment. Payments are taken via credit card, check, or cash/money order to the cashier. If payment cannot be made at the time of the Exit Interview, a Review Interview is scheduled for two weeks into the future. If payment is not received prior to, or at the Review Interview, the defendant's case is referred to the Support Compliance Unit for possible enforcement action.

Collections are facilitated by the issuance of wage attachment orders to the defendant's employer, but the defendant is ultimately responsible for meeting the monthly support obligation. The Exit Interview is a critical step to ensure that the defendant begins making timely and consistent support payments.

	2011	2012	Increase	% Increase
Exit Interview Collections	\$222,520	\$265,558	\$43,038	19%
Review Interview Collections	\$116,157	\$153,969	\$37,812	33%
Total	\$338,677	\$419,527	\$80,850	24%

Intergovernmental Unit

An intergovernmental support action involves two courts/tribunals in separate states. The primary law that governs intergovernmental case processing is the Federal Uniform Interstate Family Support Act which is routinely referred to as UIFSA or the "Act" and has been adopted by each state and the District of Columbia. An international support action involves two courts/tribunals in separate countries. UIFSA is also applicable to international support actions and permits the United States to establish federal reciprocal agreements with foreign countries such as: Australia; the Canadian provinces of Alberta, British Columbia, New Brunswick, Newfoundland/Labrador, Northwest Territories, Nova Scotia, Manitoba, Nunavut, Ontario, Prince Edward Island, Saskatchewan, Yukon; the Czech republic; El Salvador; Finland; Hungary; Ireland; Israel; Netherlands; Norway; Poland; Portugal; and the Slovak republic; Switzerland; and The United Kingdom of Great Britain and Northern Ireland. An intrastate support action involves two courts/tribunals in separate counties of the same state. The primary law that governs intrastate case processing is the Intrastate Family Support Act which is routinely referred to as IFSA and has been adopted by each county of Pennsylvania. The Intergovernmental Services Unit is the domestic relations' single point of contact for all intergovernmental, international, and intrastate support case processing such as establishing paternity, as well as, establishment, modification, and enforcement of court support orders. The processing timeframes set forth under federal regulation 45 CFR 303. 7 are significant due to the volume of cases to be processed and the inherent communication challenges between domestic relations and other courts/tribunals.

The Intergovernmental Services Unit re-engineered its staff and management plan; implemented a decentralized case processing strategy; enhanced or clarified policies and protocol; explored communication technology and automated remedies provided by ACCOM. The Intergovernmental Services Unit also incorporated the Pennsylvania Bureau of Child Support Enforcement recommended performance improvement strategies and plans such as PIM and the Pennsylvania Bureau of Child Support Enforcement memorandums regarding managing difficult interstate cases. The Intergovernmental Services Unit functions were reorganized into three basic areas: 1) *case processing*- Conference Officers conduct scheduled and impromptu walk-in conferences to interview potential litigants for the purpose of establishing paternity for children of whom the putative father is not married to that child's mother; and suggesting agreements as to support order establishment, modification, and enforcement in intergovernmental, international, and intrastate support actions. Conference Officers also conduct conferences to dispose incoming IFSA and UIFSA Petitions for Registration of Foreign Orders for enforcement and or modification, and Petitions for Determination of Controlling Orders; 2) *administrative*- Legal Clerks are responsible for administrative preparation and processing of incoming and outgoing UIFSA and IFSA pleadings: Complaints for Support; Petitions to Modify Support; registrations; redirects; accepting and docketing incoming transfers; consult QUICK and FCR; crediting IRS intercepts, scheduling, and answering telephones; and 3) *customer service*- Clerical Assistants are responsible for performing all forms of specialized front line customer service such as receiving and greeting clients, and answering telephone calls. Clerical Assistants also perform other functions such as acknowledgements; hearing notices; scheduling, open/sort mail, faxes, email, and incoming referrals from other units, consult QUICK and FCR; retrieve and forward copies of orders, and prepare payment histories.

The Pennsylvania Bureau of Child Support Enforcement assigned state workers to the Intergovernmental Services Unit who are stationed in the domestic relations courthouse and assist domestic relations by performing various duties such as docketing intergovernmental pleadings, scheduling intergovernmental conferences, and contacting responding courts for case status updates.

Video testimony is permitted under the intrastate [Pa. C.S. 23§ 8311(g)] and intergovernmental [Pa. C.S. 23 §7316(f)] statutes and the Pennsylvania rules of civil procedure [Pa. R.C.P. 1930.3]. Domestic relations purchased stationary and mobile video equipment to enhance intergovernmental and intrastate communication. The stationary video conferencing equipment has been installed in the Training Resource Center to allow face-to-face communication between the Philadelphia presiding officer, the case member appearing in the Philadelphia courthouse, and the out-of-state or out-of-county case member during conferences. Mobile video conferencing equipment is available to allow face-to-face communication between Philadelphia Judges, the case member appearing in any courtroom in the Philadelphia courthouse, and the out-of-state or out-of-county case member during court hearings.

ACCOM logic was modified to enable automatic selection of non-compliant registered foreign support orders and Philadelphia issued support orders in intergovernmental support cases for closure and modification respectively.

Support Order Enforcement – Collection of Current and Past Due Support

Domestic Relations staff in the Support Compliance Unit, Tactical Enforcement Unit and Intergovernmental Unit routinely monitors and tracks all child support orders to ensure compliance. Support orders are electronically monitored through the Pennsylvania Automated Child Support Enforcement System (PACSES) for payments. Efforts are taken to encourage compliance as soon as the order is entered. If necessary, progressive enforcement remedies are taken. When accounts become delinquent, payors may be scheduled for Enforcement Conferences, Contempt Conferences, or Judicial Contempt Hearings, depending on the circumstances or the severity of the delinquency. In 2012, Domestic Relations judges presided over more than 12,000 contempt of support hearings. The underlying objective of the child support enforcement process is to compel payment, and encourage ongoing compliance, so that child support payments become a consistent source of income for families and children.

Cases that meet certain criteria for automated enforcement are selected for one or more of the following enforcement remedies: Income attachment, Federal and Pennsylvania tax intercepts, Credit Bureau Reports, Driver's License Suspensions, Professional License Suspensions, Financial Institution Data Matches, Passport Denials, Property Liens, and Lottery Interceptions.

2012 Collections – Philadelphia County

Current IV-A	\$9,380,670
Current IV-E	\$2,008,843
Former	\$61,844,719
Medicaid Never	\$17,099,040
Other Never	\$65,628,073
Sent to other States	\$8,564,599
Sent to other Countries	\$47,040
Non IV-D	\$7,210,530
Total	\$171,783,514
# of Open cases	98,207
Collections Per Case	\$1,749

Despite difficult economic conditions, the Domestic Relations Branch was able to reach these performance and collections figures. An examination of the 2009 through 2011 three-year estimate of the U.S. Census American Community Survey conducted by the Philadelphia Inquirer and Temple University sociologist, David Elesh, found that Philadelphia has the highest rate of "deep poverty," people with incomes below half the poverty line, of any of the nation's ten most populous cities.³ Ensuring that child support is a consistent income source for children living in such economic conditions is of paramount importance to the judges and staff of the Domestic Relations Branch.

Support Compliance Unit:

In 2012, the Support Compliance Unit (SCU) continued to strengthen its case management approach to enforcing and modifying support orders and to improve the current support collections performance measure. Each of the twenty-six (26) Conference Officers in SCU is assigned a representative portion of the Philadelphia County caseload. Officers are expected to routinely monitor their cases to ensure compliance with the existing order, and to ensure that the order is realistic and that the obligor has the present ability to pay support. Officers use an array of resources, including PACSES and the Performance Improvement Module (PIM), to achieve these goals. In 2012 there were more than 27,000 enforcement/modification conferences scheduled in Support Compliance, resulting in almost 11,000 final and interim orders being entered.

³ http://www.philly.com/philly/news/20130319_Of_big_cities__Phila__worst_for_people_in_deep_poverty.html

Tactical Enforcement Unit:

In 2012, the Tactical Enforcement Unit continued to implement special projects designed to increase collections and improve the federal payment on arrears performance measure. One project involved specialized letters to non-custodial parents (NCPs) who had suspended Pennsylvania driver's license due to nonpayment of support. NCPs were easily afforded the opportunity to have their driver license reinstated upon making a lump sum payment and/or providing new employer information. Other projects utilized the statewide Performance Improvement Module (PIM) to identify arrears only cases with no payments made during the federal fiscal year and cases with some payments during the year, but no payments in the previous 60 days. Another project identified cases that could be closed sooner, benefiting the NCP, through a voluntarily increase of their arrears payment provision.

During 2012, Tactical Enforcement began fully utilizing the overnight passport release option program. Anytime an NCP pays his/her arrears balance in full as reported by the enforcement conference officer, the BCSE Passport Denial Team is able to cut the red tape and immediately report to the OCSE and the Department of State (DoS) for overnight processing. By paying the arrears in full obligors can have the speed of the Overnight Release without having to pay any expedited fee or when not paying the fee having to wait for the normal 3-5 week processing time. Statewide passport denial collections increased \$230,000 in 2012 with Tactical Enforcement collecting \$94,094 and a single \$31,000 collection in May 2012.

Networking for Jobs and Ex-Offender Program:

Philadelphia Domestic Relations serves as the county Title IV-D child support agency. Philadelphia is the largest Pennsylvania county with unique and extraordinary challenges relative to its largely urban, transient, and wage earner population in contrast to its much smaller, rural, and affluent sister counties. The Pennsylvania Bureau of Child Support Enforcement recognized that Philadelphia's child support performance measures had a disproportionate impact on the Commonwealth of Pennsylvania overall because of its aforesaid challenges and therefore, the federal incentive funding for the other sixty-six (66) counties as well.

Historically, nominal support orders of \$50.00 per month were administratively entered as final orders against unemployed obligors. These unemployed obligors were issued Employment Entry Forms to log each place they searched for employment and were personally served with an Order to Appear for an employment review within sixty (60) to ninety (90) days after the conference. This process did not address the obligor's barriers to employment such as a lack of education and training, as well as, criminal histories. Many obligors failed to obtain employment within the allotted sixty (60) to ninety (90) days after the conference. Under these circumstances, Domestic Relations routinely proceeded as if employable obligors claiming unemployment as a defense in an enforcement or establishment action deliberately failed to obtain employment within sixty (60) to ninety (90) days after the conference or were hiding income to avoid paying support. Consequently, available judicial dates were pushed further out and judicial resources were being exhausted. As a practical matter, the nominal orders were unenforceable under Pennsylvania law because the failure to obey the court ordered support obligation was due to the obligors' inability to pay. The issuance of unenforceable nominal orders negatively impacted Domestic Relations'

federal performance measures regarding collecting current support and collecting support arrears. The failure to meet the federal performance measures negatively affected Domestic Relations IV-D funding and by extension, the funding for the other sixty-six (66) counties as well. Wage withholding orders were immediately issued against obligors for collection of the nominal support order upon notice of employment without review of the obligors' actual employment income and ability to pay.

Domestic Relations created the Networking for Jobs and Ex-offender Reentry Program to promote responsible parenthood and improve work opportunities for unemployed obligors who are required to pay child support. The Networking for Jobs and Ex-offender Reentry Program helps unemployed obligors find and keep full time employment by connecting them with provider agencies. The provider agencies assistance includes career counseling, job readiness classes, peer support, weekly transpass, job placement, on-going contact with career counselor, and additional training. Since the creation of the Networking for Jobs and Ex-offender Reentry Program, Domestic Relations no longer issues nominal orders.

After appearing for any child support establishment, modification, or enforcement proceeding, unemployed obligors can be referred to the Networking for Jobs and Ex-offender Reentry Program by the Judiciary, Support Masters, Trial Commissioners, and Conference Officers or the Prison Liaison Officer after being released from prison. All unemployed obligors referred to the Networking for Jobs and Ex-offender Reentry Program are initially screened and interviewed by the Program Coordinator who is also responsible for outreach to potential job providers. After the screening and interviewing process; the Program Coordinator determines if unemployed obligors are employable and identifies any potential barriers to employment. If eligible to participate in a job program, the Program Coordinator determines which job program is best suited to meet the individual needs of unemployed obligors and makes the referrals to the selected job training and placement program such as: 1) Educational Data Services, Inc.; 2) Pennsylvania CareerLinks; 3) Mayor's Office of Community Services; and, 4) People for People.

Domestic Relations has entered into a partnership with the Pennsylvania Bureau of Child Support Enforcement; the Administration for Child and Families, Office of Child Support Enforcement; and, the Federal Bureau of Prisons to promote successful re-entry of female federal inmates into the community through mock job fairs conducted at the Federal Detention Center, 700 Arch Street, Philadelphia, PA. This process was formalized and expanded upon entering into a Memorandum of Understanding between the Philadelphia Family Court, Domestic Relations Branch and Federal Bureau of Prisons. The Prison Liaison Officer assists Domestic Relations with communication (e.g., telephonic and video testimony, and correspondence) between the court, inmates, and the various county, state, and federal prisons concerning the incarceration status of inmates who are members of active Philadelphia child support cases. The Prison Liaison Officer monitors Domestic Relations' interface with the Department of Corrections regarding the incarceration of child support obligors and recommends the appropriate action such as: paternity acknowledgement; genetic testing; support order modification; and, case closure based upon the verified length of incarceration and sentence. Ex-offenders are required by court order to report to Domestic Relations within a week of their release from state prison. Ex-offenders are also required to register with the Philadelphia Police Department as ex-offenders upon release. The Philadelphia Police Department provides the Prison Liaison Officer the names of registered ex-offenders on a weekly basis. The Prison

Liaison Officer reviews the child support cases of registered ex-offenders and the nature of their convictions (e.g., summary, misdemeanor, or felony) to determine if the ex-offender may be eligible for the Networking for Jobs and Ex-offender Reentry Program.

The four (4) Conference Officers assigned to the Networking for Jobs and Ex-offender Reentry Program conduct employment review conferences after obligors complete the jobs program to suggest realistic agreements as to support order establishment, modification, or compliance in local, intrastate, intergovernmental, and international support actions that are commensurate with the verifiable employment income obtained after program participation. In all cases where the obligor has successfully completed the job program but remains unemployed; Employment Review Conference Officers conduct weekly scheduled employment reviews to monitor and track their individual job search efforts. Obligor who claim unemployment as a defense and appear eligible for a job program but are not actively participating in a jobs program in good faith (refused participation or dropped out) are also ordered to appear before the Employment Review Conference Officers. It is presumed that obligors falling under this category have unreported income. Therefore, the Employment Review Conference Officer's primary function in this scenario is to coerce obligors to report income by scheduling frequent employment review conferences which are intended to interrupt the obligor's unreported commerce while creating a record (e.g., financial statements; physical or mental limitations; education and training; work history and job skills; criminal record; substance abuse; etc.).

The partnership and the coordinated efforts of the Pennsylvania Bureau of Child Support Enforcement, Educational Data Systems, Inc. and the court has enabled 72% of the obligors find jobs with an average hourly wage of \$9.77 and 47% of those jobs provided medical benefits. 20% of the obligors had misdemeanor criminal backgrounds and 34% had felony criminal backgrounds. During 2011, this program partnership was recognized locally, statewide, and nationally for reaching the support collection milestone of \$13,156,109. As of December 2012, the collection total is \$18,093,377. The Networking for Jobs and Ex-offender Reentry was cited in two editions of the Pennsylvania Domestic Relations Sections Best Practices in the Child Support Program booklet.

Night Court

Domestic Relations management recognized the public demand to address their IV-D concerns by telephone and the potential impact on its federal performance measures. In all, domestic relations invited the public to utilize the following five alternate forms of communication: impromptu personal visits, telephone calls, letters, facsimile, and e-mail. Still, there were people who for various reasons could not conveniently utilize the aforementioned forms of communication during traditional court hours. Therefore, a sixth form of communication was offered when domestic relations began to stay open until 8:00 PM on Wednesday nights to accommodate this population on a pilot basis which produced positive results.

The night court pilot enabled domestic relations to significantly enhance overall public access to IV-D services, helped to ensure accurate and streamlined case processing, provided a single point of contact for gathering and dissemination of pertinent information and back logged correspondence was reduced during nontraditional court hours. Wednesday Night Court was covered by full time Customer Service Representatives who regularly worked from 8:00 AM to

4:00 PM or 9:00 AM to 5:00 PM. Customer Service Representatives were offered voluntary over-time.

Due to the success of the night court pilot; domestic relations permanently extended its hours of operation until 7:00 PM each Wednesday. This plan was unique because domestic relations had never offered IV-D services during nontraditional court hours and it expanded domestic relations services to working parents who cannot afford to lose a day's wages which should be applied to child support. Providing IV-D services during nontraditional court hours directly reduced the percentage of cases in locate status and indirectly reduced the percentage of cases with outstanding bench warrants by updating addresses. Wednesday Night Court helped to reduce and or correct outstanding arrears by identifying and recommending adjustments to accounts which were not identified by the case closure projects. Wednesday Night Court responded to multiple issues case status inquiries which had a significant impact on overall quality control, as well as, all domestic relations operational units because these inquiries would have resulted in multiple referrals, due to unit specialization. Over 34,977 clients have participated and taken advantage the opportunity to resolve their child support concerns during night court. Over 13,163 support and custody pleadings have been filed. Over \$629,231.00 in support payments were collected during night court which exceeded the night court operational cost by 50.2 %. Night Court was cited in two editions of the Pennsylvania Domestic Relations Sections Best Practices in the Child Support Program booklet.

Writ Service Unit

Writ Servers are required to make personal service of legal notices, subpoenas, and other legal documents upon individuals ordered to attend domestic relations proceedings. The Writ Service Unit impacts domestic relations' overall federal performance measures because service on case members is critical to paternity adjudication, support order establishment, modification, and enforcement.

Historically, Writ Servers were assigned only field work and were required to attempt service in the field with no prior investigation. This resulted in a low personal service success rate, inaccurate or conflicting information, and minimal accountability.

Personal service was routinely attempted at defendants' places of employment and/or residences during traditional business hours. However, personal service attempts at defendants' places of employment during traditional business hours were unsuccessful when defendants worked during nontraditional business hours or when employers refused to accept service on behalf of their employees. When defendants' worked during traditional business hours but their places of employment was unknown or when defendants' were unemployed; personal service attempts at defendants' residences were unsuccessful. Affidavits of Personal Service frequently provided insufficient information or were not returned to Judges, Masters, and Hearing Officers before scheduled proceedings due to mismanaged volume. Hence, many cases required rescheduling or were unnecessarily referred to the Parent Locator Services Unit to investigate the whereabouts of case members.

In order to enhance domestic relations' personal service success rate; the Writ Service Unit incorporated a proactive approach concerning personal service by performing a perfunctory administrative investigation before attempting personal service in the field. A standard case

member investigation process was developed to ensure consistency, accuracy, and thoroughness. Writ Servers attempt to administratively confirm the location of the individual to be served by conducting table top investigations which include, but are not limited to, contacting the employer, reviewing Postal Verifications, Voter's Registration, Metro Search, Bureau of Motor Vehicles, J-Net, welfare terminal (CIS), and other internet based location sources on Hot Links (deceased or incarcerated). A check list consistent with the Writ Service Unit standard case member investigation process was prepared to assist Writ Servers in this regard.

Writ Servers are required to conduct field investigations when the individual to be served cannot be located at the address provided. Writ Servers are required to establish and maintain effective working relationships with members of the public and with employees in other agencies and associates. The field investigation may include, but is not limited to, speaking with: neighbors; Postman; corner grocery store clerk; utility workers (e.g., PGW, PECO, Verizon, cable), the Philadelphia Police Department, etc.

An additional shift was added so that personal service is attempted seven (7) days per week without over-time or additional cost to domestic relations. The Writ Servers who attempt personal service on Saturday and Sunday work from Wednesday to Sunday. A Field Supervisor was assigned to oversee the day-to-day personal service attempts in the field.

A new Verification of Personal Service form was developed which is more comprehensive than the PACSES generated Affidavit of Personal Service form which enhances Writ Server accountability and successful personal service attempts are docketed on PACSES. Writ Servers are required to complete the new Verification of Personal Service form detailing the conditions and outcome of each personal service attempt.

Since incorporating perfunctory administrative table top locate investigations before attempting personal service in the field; Writ Servers located 4,984 defendants in prison, and confirmed 198 deceased defendants. In addition to table top locate investigations; the overall unit successful personal service rate increased over 19% when personal service was attempted during nontraditional hours.

This process is cost effective. The Writ Service Unit performed this process at a cheaper rate in comparison to the cost of contracting private process servers. Writ Servers are routinely required to serve twenty-five writs daily at a cost of \$7.93 per personal service attempt and the private process servers' fee is \$45.00 per personal service attempt. Since Domestic Relations Writ Servers receive a salary, the cost to the court does not increase if the number writs served increases. In fact, the cost per writ decreases if the number of writs served increases. The Writ Service Unit was cited in two editions of the Pennsylvania Domestic Relations Sections Best Practices in the Child Program booklet.

Bench Warrant Unit

The Bench Warrant Unit is required to process bench warrants issued by domestic relations. Bench warrants impact domestic relations' overall performance because the underlying pleading is not disposed until the fugitive is brought before the court, and if there is an existing support order; the support account continues to accrue arrears until the fugitive is brought before the court.

Historically, domestic relations bench warrants were assigned to private contractor Warrant Officers by the Bench Warrant Unit Manager. The Warrant Officers were contractually provided 90 days to affect the arrest or surrender of the domestic relations fugitives. Warrant Officers were paid \$75.00 for each arrest and \$25.00 for surrenders. Fugitives who surrendered or were arrested were routinely brought before a Trial Commissioner who would vacate the bench warrant. The Warrant Officers were required to return any bench warrant outstanding after 90 days to the Bench Warrant Unit Manager. These cases were referred to Bench Warrant Unit support staff who searched various data bases, up dated relevant information on PACSES, sent a Warning Letter to the fugitives, and filed/stored these bench warrants. The bench warrants remained in file/storage pending response from the fugitive or until additional information was received. Consequently, support staff forwarded numerous [final] warning letters to the fugitives in an attempt to affect their surrender. Bench warrants were issued at a rate faster than they could be vacated and as a resulted; there were as many as 23,579 outstanding bench warrants.

Additionally, the Bench Warrant Unit Manager had little control or oversight over the private contractor Warrant Officers and there were numerous complaints from the community concerning the manner in which domestic relations bench warrants were being executed.

Under the current plan, all private contractor Warrant Officer Contracts were terminated and domestic relations entered into a FJD Interdivisional Memorandum of Understanding. Under the FJD Interdivisional MOU, domestic relations, Pre Trial Services of the Criminal Division, and the Pennsylvania Bureau of Child Support Enforcement developed an inter-agency organizational hierarchy and management design that has facilitated communication, established a clear chain of custody, and agency responsibilities relative to the execution of domestic relations bench warrants. Procedures were developed to prioritize and expedite case screening and bench warrant assignments to Pre Trial Services. An inter-agency method to exchange data to track viable case selection, execution of bench warrants, and inter-agency accountability was developed. Under this MOU, the execution of Domestic Relations bench warrants was expanded to seven days per week and twenty-four hours per day.

The Bench Warrant Special Projects Team was established to administratively work bench warrants identified from computer reports ensuring that work completed is consistent with the priority set by management. The Bench Warrant Special Projects Team also proactively contacted parties adversely affected by bench warrants to obtain relevant information and provide case status.

As outlined in the Inter-divisional MOU; domestic relations, Pre Trial Services of the Criminal Division, and the Bureau of Child Support Enforcement demonstrated successful execution of

domestic relations bench warrants. The combination of the MOU, the administrative bench warrant review process, successful Bench Warrant Amnesty Programs, and ACCOM has enabled domestic relations to successfully manage and dispose of outstanding bench warrants at an unprecedented rate. Under this plan, the number of outstanding bench warrants was reduced from 23,579 to fewer than 4,000. For example, 5,219 bench warrants were issued and 4,969 (95%) bench warrants were disposed, during 2012. During the three preceding years the number of warrants vacated exceeded the number of warrants issued and the Bench Warrant Unit was cited in the Pennsylvania Domestic Relations Sections Best Practices in the Child Support Program booklet.

Pennsylvania Child Support Enforcement System (PACSES) Enhancements:

During 2012, representatives from Philadelphia DRS paired with BCSE and other DR workers from throughout the Commonwealth in a series of “visioning” meetings to plan for the eventual incremental renewal of PACSES. The goal of incremental renewal is to move PACSES from a mainframe to a web-based application, while at the same time streamlining and enhancing the case flow management application.

Pennsylvania Rule of Civil Procedure (Pa. R.C.P) 1910.19(g)(1) authorizes the Domestic Relations Section (DRS) to reduce a charging support order by 20% or by an amount sufficient to retire the overpayment by the time the charging order is terminated. Rule 1910.19(g)(2) allows a former obligee to file a petition for recovery of an overpayment within one year of the termination of the charging order. In order to comply with these new rules, two new case categories were created in PACSES. These new case categories will allow DRSs to create and manage recovery cases using existing PACSES functionality.

Mail Alerts delivered through PACSES guide workers to the next required action on a case to ensure Federal and State timeframes are met and to assist workers with daily case management tasks. In 2012, the PACSES Mail Alert system was enhanced to allow users the ability to sort, filter and easily identify and prioritize Mail Alerts. Due to the high volume of Mail Alerts generated and delivered to workers in Philadelphia County, this enhancement had a significant impact in Philadelphia and has allowed the DRS the ability to prioritize alerts and allocate resources to tasks that impact overall performance.

The Internal Revenue Service (IRS) requires access to Federal Tax Information (FTI) be limited to Title IV-D agency staff on a need-to-know basis, and then only to the extent necessary to establish or collect child support obligations or to locate individuals owing such obligations. A recent IRS audit determined that PACSES screens containing FTI were not properly identified nor labeled. Additionally, access to these screens was not properly controlled on a need-to-know basis. As a result of these audit findings, significant programming changes were made to PACSES label all screens containing FTI data; transfer responsibility to approve and establish FTI access for all PACSES users to BCSE; establish policy and procedure to request FTI access; and to assign worker specific security profiles to all PACSES users.

CUSTODY

Responsibilities

The Judges and Custody Masters assigned to the Domestic Relations Branch preside over all custody related matters, including, but not limited to, primary custody, partial custody, contempt of custody and relocation matters. Resolution of child custody disputes is one of the more sensitive and emotionally charged functions of the Domestic Relations Branch. All petitions seeking to establish a custody order or to modify an existing order are referred to the Master's Unit by the Clerk of Family Court and the Intake Unit. In 2012, there were more than 27,000 custody related filings filed with the Domestic Relations Branch, including more than 13,000 complaints seeking to establish or modify a custody order. In 2012, there were approximately, 15,000 events scheduled in the Custody Masters' Unit. If no agreement is reached at the Master's Conference, even for a temporary order, the Master may, in some cases, direct the parties to a Judge for a same-day hearing and the entry of a temporary order. In 2012, nearly 900 cases took advantage of this "walk-over" program. Where no final agreement is reached at the conference, the matter will be listed for a full hearing before a Domestic Relations Judge. In 2012 there were more than 13,000 custody related judicial events scheduled in the Domestic Relations Branch. In 2012, the Domestic Relations Branch continued their partnership with Temple University, University of Pennsylvania and Good Sheppard Mediation to offer Custody Mediation to parties who are seeking an opportunity to amicably resolve their custody disputes. In 2012, through the efforts of the Custody Masters and Domestic Relations Judges, final dispositions were entered on nearly 22,000 custody related petitions.

DIVORCE

Responsibilities

The Domestic Relations Branch has jurisdiction over all facets of divorce proceedings. These include the entry of decrees in divorce and annulments and resolutions of all economic claims arising from divorce actions. Domestic Relations Judges hear all divorce motions; including motions for discovery, substituted service, specific relief, and enter orders approving grounds for divorce. Economic claims arising from divorce actions, such as equitable distribution, alimony, and counsel fees and costs are initially heard by Divorce Masters, who conduct non-record hearings. If an agreement is not reached before the Divorce Master, a proposed Order and Decree is issued and a party may file for a trial *de novo* before a Domestic Relations Judge. In 2012, there were 1,743 new Complaints in Divorce filed and there were 2,179 Divorce Complaints disposed. In addition to the new Divorce Complaints, there were an additional 11,208 divorce related pleadings (contested and uncontested) filed within the Domestic Relations Branch.

DOMESTIC VIOLENCE

Responsibilities

The Domestic Violence Unit is a *pro se* filing unit designed to provide assistance to victims of domestic violence. The Domestic Violence Unit conducts interviews with petitioners and prepares Protection from Abuse (PFA) Petitions, which are then submitted to Domestic Relations Judges for review and, if appropriate, the entry of a Temporary PFA Order. Domestic Relations Branch Judges hear cases involving domestic violence between family members, or between parties who have had an intimate relationship. Domestic Relations Judges also conduct hearings to vacate or extend restraining orders, and in contempt of PFA orders, both criminal and civil. In 2012, PFA petitions seeking the entry of an order totaled 11,993 and 12,108 cases were processed, in addition to the contempt cases and modifications filed.

Judges assigned to the Domestic Relations Branch conduct criminal trials every Tuesday and Thursday at the Criminal Justice Center on cases charging defendants with indirect criminal contempt for violation of a protection order entered pursuant to the Protection from Abuse Act. In 2012, Domestic Relations Judges conducted approximately 3,600 hearings in criminal abuse cases.

TRAINING

Responsibilities

During 2012 the Training Unit has continued to provide Orientation Training for New Hires, and enrichment training for current employees. The training provided combines case processing, policy and procedure, and computer systems training. The Training Unit provided over 700 hours of New Hire Orientation training in 2012. The Orientation training consists of several training sections including Overview of Domestic Relations, Legislative History of IV-D Child Support Enforcement, PACSES overview, Banner overview, and individual case processing using PACSES and related computer systems such as CIS and JNET. In addition to the orientation, the Training Unit has provided Customer Service Training, and Intergovernmental Training for Intake employees among other small workshops for current employees.

In an effort to enhance training opportunities for all Domestic Relations' employees the Training Unit has facilitated the use of the PACSETI LMS (PA Child Support Enforcement Training Institute Learning Management System) to access on line training courses as well as Learning Nuggets. The on-line training experience has enabled employees to receive training with minimal disruption to their work day and has given them greater flexibility in benefiting from training resources available through PACSETI. The on-line training also reduced costs associated with travel to Pennsylvania regional training sites. The Training Unit has provided assistance and new dedicated space and computers to take the on-line courses for any employee interested in or directed to take advantage of this training opportunity.

Additionally, in 2012, the Domestic Relation Division created a Training Committee comprised of key staff members from many of the operational units. The Training Committee works closely with the Training Coordinator to identify staff training needs and develop training programs for all staff. Because they are front line workers, the committee members offer a perspective that is most beneficial in designing effective and meaningful training programs. The committee wrote and filmed a video on courtroom etiquette.

The Language of Justice – Training on Bilingual PFA Forms

In September, 2012, Domestic Relations presented a training program for Family Court personnel on the use of Bilingual PFA forms. Supervising Judge Margaret Murphy; Domestic Relations Judge, Honorable Ida Chen; Deputy Court Administrator, Mary Lou Baker; Osvaldo Avilies, Interpreter Program Administrator; and Janet Fasey, Deputy Court Administrator, were



involved in developing and presenting the program. The program was successful in educating staff on how to serve individuals with limited English proficiency, and to learn intake and courtroom protocols for working with interpreters and other language services.

Left to right: Osvaldo R. Aviles, Interpreter Program Administrator; Janet Fasey, DCA; Honorable Ida Chen; Margaret Sweeney; Quam Pham, of Quantum, Inc.; Mary Lou Baker, DCA, Domestic Relations Branch.

DOMESTIC RELATIONS ASSOCIATION OF PENNSYLVANIA (DRAP)

On March 22, 2012, the Philadelphia Domestic Relations Branch hosted a meeting of the eastern region of the Domestic Relations Association of Pennsylvania (DRAP). The meeting included representatives from 16 counties, Office of Child Support Enforcement (OCSE), Bureau of Child Support Enforcement (BCSE), and the Pennsylvania Child Support Training Institute (PACSETI). Topics of discussion ranged from proposed legislation changes, including new child support guidelines, to enhancements to the PACSES system. The meeting proved to be a successful exchange of ideas and information.



Left to Right: Family Court, Administrative Judge Kevin Dougherty, Daniel N. Richard, Director, Pennsylvania Bureau of Child Support Enforcement; Supervising Judge Margaret T. Murphy; Mary Lou Baker, Deputy Court Administrator, Domestic Relations Branch

The annual statewide meeting of the Domestic Relations Association of Pennsylvania (DRAP) was held in State College, Pa. in October, 2012. Through the efforts of Administrative Judge Dougherty and Supervising Judge Murphy, the attendees at this year's conference were greeted with a video welcome from Chief Justice Ronald D. Castille. Chief Justice Castille congratulated DRAP for being the only state in the country to meet or exceed the 80% threshold in the key federal performance factors. DRAP was honored to have the Chief Justice officially open their annual conference.



Left to right: Gary Kline, Director, Montgomery County and DRAP President; Joseph Kamnik, Director, Philadelphia County and DRAP Treasurer; Pennsylvania Supreme Court Chief Justice Ronald D. Castille; Edward Lehmann, Director, Philadelphia County, DRAP Conference Chair.

Domestic Relations' own Edward Lehmann again served as the Conference Chair. Other staff members from Philadelphia County were instrumental in planning and coordinating this highly successful event. During the conference, Edward Lehmann was elected as Second Vice President and Joe Kamnik was re-elected as Treasurer of this statewide organization.

During the annual Awards Banquet, Supervising Judge Margaret Murphy was awarded the President's Award by DRAP President, Gary Kline, Montgomery County.



Supervising Judge, Margaret Murphy, 2012 DRAP Presidents' Award Recipient



Administrative Judge Kevin Dougherty, Family Court; Supervising Judge Margaret Murphy, Domestic Relations Branch; Deputy Court Administrator Mary Lou Baker, and representatives from Philadelphia County Domestic Relations Branch at the 2012 DRAP Conference, State College, Pa., October, 2012.

CHILD SUPPORT AWARENESS MONTH

During the month of August 2012, Domestic Relations celebrated national Child Support Awareness Month. Administrative Judge Kevin M. Dougherty and Supervising Judge Margaret T Murphy met with all Domestic Relations staff in the DR Training Center on Wednesday August 8th, 2012 to recognize the outstanding achievements of staff throughout the year. Title IV-D Child Support Enforcement services were advertised in several local neighborhood newspapers during August. All Domestic Relations staff throughout Pennsylvania wore blue ribbons to promote child support awareness, and Philadelphia created a “Children First” pin which was provided to all Philadelphia staff.



Philadelphia County Domestic Relations Staff members proudly display their "Children First" pins and ribbons in honor of Child Support Awareness Day, August 8, 2012. Left to right: Justin Sieck, Lauryn Bozzacco, James Gallagher, Fred Keller.

DR QUICK FACTS

Performance Measures Support Orders

Open IV-D Cases (As of 12/12)	95,822
# Active Children in Open Cases (As of 12/12)	132,861
(Average Children/Case)	1.39

Collections (OCSE 34A)	10/1/12 TO 12/31/12					
	FFY 2008	FFY 2009	FFY 2010	FFY 2011	FFY 2012	FFY 2013
TANF Collections	103,353,530	94,625,336	88,331,720	\$80,958,401	\$75,559,525	\$17,313,391
Non-TANF Collections	101,539,560	98,842,279	96,252,996	94,101,106	90,100,699	22,133,772
Total Collections	204,893,090	193,467,615	184,584,716	175,059,507	165,660,225	39,447,162

Collections (OCSE 34A)	Cal Yr. 2008	Cal Yr. 2009	Cal Yr. 2010	Cal Yr. 2011	Cal Yr. 2012
TANF Collections	102,685,304	93,811,519	86,336,247	\$79,488,619	\$74,733,261
Non-TANF Collections	100,727,765	98,561,903	95,663,732	93,050,607	89,839,723
Sub-Total Collections	203,413,069	192,373,422	181,999,979	172,539,226	164,572,984
Non IV-D Collections	6,470,308	6,295,838	6,466,605	6,853,239	5,551,199
Total Collections	209,883,377	198,669,260	188,466,584	179,392,465	170,124,183

Philadelphia Collection per Day (OSCE 34A)	FFY 2008	FFY 2009	FFY 2010	FFY 2011	FFY 2012	10/1/12 TO 12/31/12 FFY 2013
TANF Collections	394,479	362,549	338,436	310,185	289,500	262,324
Non-TANF Collections	387,556	378,706	368,785	360,541	345,213	335,360
Total Collections	782,035	741,255	707,221	670,726	634,714	597,684

Average Annual Collection Per Case (OSCE 34A)	Cal Yr. 2008	Cal Yr. 2009	Cal Yr. 2010	Cal Yr. 2011	Cal Yr. 2012
TANF Collections	1,678	1,605	1,574	\$1,467	\$1,340
Non-TANF Collections	3,993	4,096	4,107	4,160	4,064
Total Collections	2,354	2,332	2,329	2,254	2,114

Average Monthly Collection Per Case (OSCE 34A)	FFY 2008	FFY 2009	FFY 2010	FFY 2011	FFY 2012	10/1/12 TO 12/31/12 FFY 2013
TANF Collections	\$141	\$133	\$133	\$125	\$113	\$104
Non-TANF Collections	334	340	340	348	336	334
Total Collections	\$198	\$193	\$195	\$191	\$177	\$169

Accumulated Arrears Owed for all Federal Fiscal Years (OCSE 157 FFY 2012)

Philadelphia	158,473,174
Pennsylvania	984,384,275

Current Staff (As of 12/16/12 payroll)

Full-Time IV-D Employees	352
Part-Time IV-D Employees	0
Full-Time General Employees	50
Part-Time General Employees	0
District Attorney Employees	16

Unemployment Rate

- In Pennsylvania, there are 517,000 unemployed and 6,042,000 employed. The total labor force is 6,559,000 persons (Dec 2012).
- As of December 2012, Philadelphia unemployment rate is 10.6% and Pennsylvania's rate is 7.9%.

Source: www.bls.gov/eag/eag.pa.htm

TANF Assistance Statistics

Number of PA TANF Cash Grants – 204,608 (TANF + GA = 204,999)

- Number of PA Medical Assistance Grants – 2.2 million (children & adults)
- The number of PA receiving TANF has dropped more than 60,000 from 2005 through 2008
- CHIP will service 192,100 children

Source: <http://listserv.dpw.state.pa.us/Scripts/wa.exe?A0=ma-food-stamps-and-cash-ats&D=0&F=&H=0&O=T&S=&T=0>

Data as of 11/30/12

PACSES

- Over 400 different Child Support related forms are printed by PACSES
- 69% of our defendants have 1 case in PACSES (Source: PIM Spreadsheet)
- Philadelphia child support has 452 Optiplex 755 PCs

World Population – 7 Billion

- Daily change +215,120/day
- +255 People born every minute (+367,000/day)
- -106 People die every minute (-153,000/day)
- Overall poverty rate for 2011 is 46.2 million people, 15.0 percent remains unchanged from 2010 15.1%
- Poverty rate for single female headed families is 47.6%, which is 4 times the rate of married couple families 10.9%

Source: US Census Bureau

Record Low for Marriages

- Barely half of all adults in the U.S.—a record low—are married,
- The median age at first marriage has never been higher for brides (26.5 years) and grooms (28.7), reports a new PEW Research Center analysis of U.S. Census data.
- The number of new marriages in the U.S. declined by 5% between 2009 and 2010, a sharp one-year drop that may or may not be related to the economy.

Source: <http://www.pewsocialtrends.org/2011/12/14/barely-half-of-u-s-adults-are-married-a-record-low/>

Children in Child Support Enforcement Program

- Approximately 17 million children—or 25% of the nation's 72 million children under the age of 18—are enrolled in the Child Support Enforcement (CSE) program.

Source: NCSEA

Census: Child support payments

- Did you know – Monthly child support payments averaged \$430 in 2010 or \$5,150 per year according to the Support Providers: 2010, the new Census Bureau statistics of the Survey of Income and Program Participation.
Source: <http://www.census.gov/hhes/www/childsupport/providers2010.html>

Urban Jurisdiction Data Report

- 2007 through 2011 Urban Jurisdiction data report. Federal Performance Measures, Collections, and Caseload Data for selected States and Counties. [..urban jurisdiction data report](#)