



# AOPC ANNUAL REPORT 2018

ADMINISTRATIVE OFFICE OF PENNSYLVANIA COURTS



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# Message from the court administrator

I am pleased to present this Annual Report of the Administrative Office of Pennsylvania Courts (AOPC).

Through the collaborative efforts of jurists and court staff, and partnerships with other state agencies and branches of government, the Unified Judicial System has continued to enhance many court programs and services that are working to advance Pennsylvanians' access to justice.

Further, renewing Pennsylvania's status as a longstanding leader in court technology, 2018 marked another year of significant technological achievement – most notably in the form of the completion and implementation of the new Guardianship Tracking System.

This innovative accomplishment, among the many other ongoing projects and initiatives showcased in this report, reflects the judiciary's continuous efforts to promote the fair and efficient administration of justice across the Commonwealth.

Comments regarding this report may be directed to AOPC/ Communications.



Sincerely,

A handwritten signature in blue ink, which appears to read "Tom Darr". The signature is fluid and cursive, written over a light blue horizontal line.

TOM DARR  
Court Administrator of Pennsylvania  
2015-2018

# How the court system works

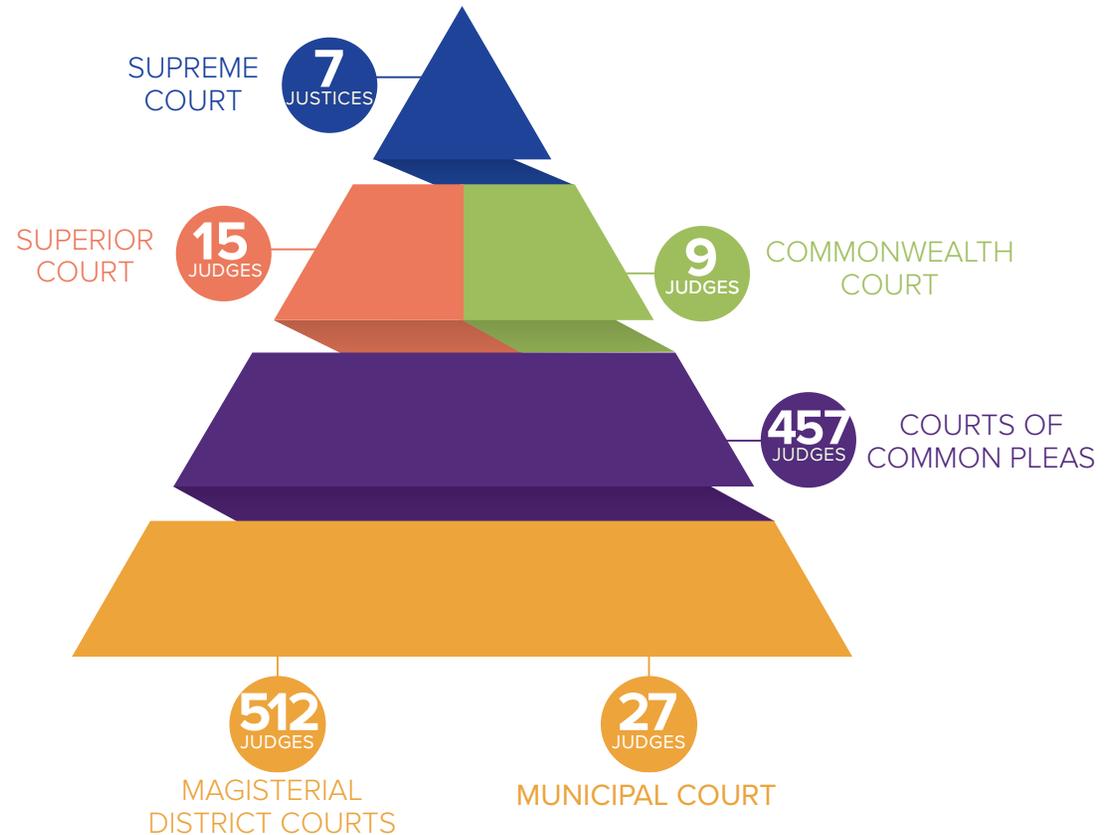
## FACILITATING ACCESS TO JUSTICE IS THE HIGHEST PRIORITY OF PENNSYLVANIA'S COURTS.

We approach each and every day with this focus – to keep courts open, safe, accessible, fair, effective, responsive and accountable.

Pennsylvania continues to lead the nation in our use of technology to make the courts accessible and efficient. Our court data is used widely in government to help make informed policy decisions and to foster public safety.

Our programs provide opportunities for dramatic differences in peoples' lives and are proving to be cost-savers as well.

The Pennsylvania court system is structured like a pyramid with the Supreme Court at the top. All courts fall under the umbrella of the



Unified Judicial System (UJS) headed by the Supreme Court. In the interest of full transparency and accountability, Pennsylvania's UJS provides comprehensive public access to court records online and upon request. [Learn more about Pennsylvania's Unified Judicial System.](#)

WHO WE ARE

# Defining the AOPC

The Administrative Office of Pennsylvania Courts (AOPC) is the administrative arm of the Pennsylvania Supreme Court.

Led by the Chief Justice of Pennsylvania, the Supreme Court supervises and administers Pennsylvania's judicial branch of government. The Supreme Court appoints the court administrator of Pennsylvania.

## THE AOPC IS RESPONSIBLE FOR:



**Representing the court system** to the public and at all government levels, providing each with reliable information.



**Developing and maintaining information technology resources**, such as case, financial and administrative management systems.



**Facilitating safe and accessible courts** for all.



**Providing legal services** to system personnel.



Recommending **court system improvements** and program innovations.



Conducting **continuing education programs** for judges and staff.



**Managing administrative functions** including finance and human resources.



**Educating the public** about the courts' roles and functions, ensuring all court information is as transparent and publicly accessible as possible.



Assisting president judges and district court administrators in **management** of local courts.

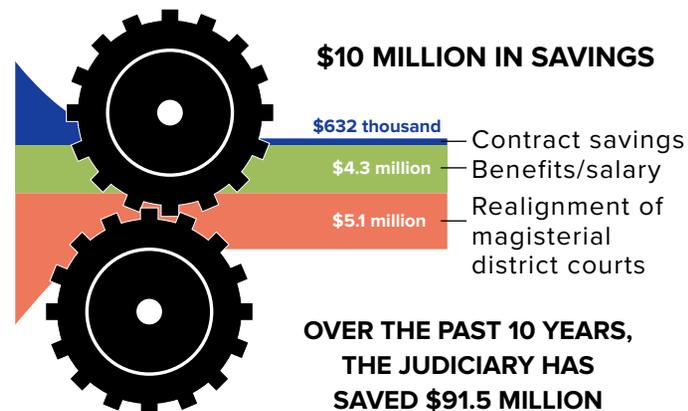
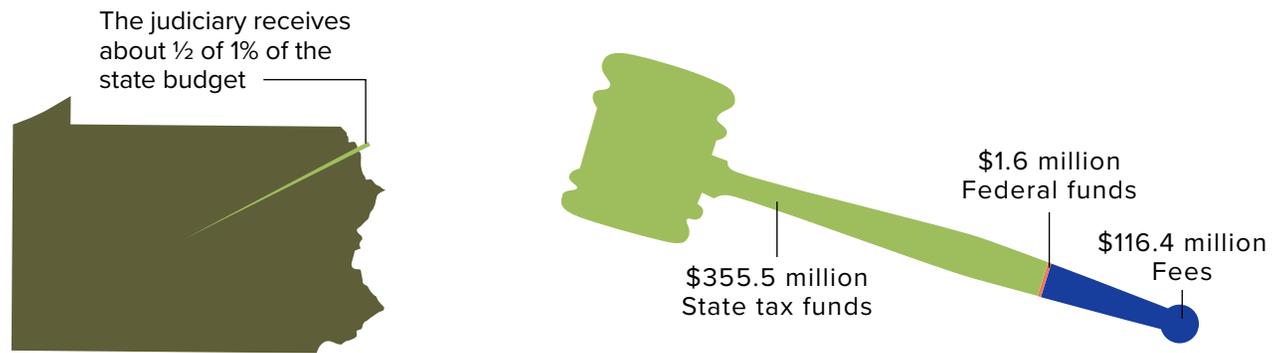
# How the court system is funded

AOPC/Finance provides critical management of budget, accounting and payroll systems for the entire UJS and serves as the primary resource for the organization on financial matters.

The Pennsylvania Constitution calls for justice to be administered without “sale, denial or delay.” That mandate shapes the core mission of the courts – delivering fair, timely and accessible justice for all. Adequate funding with an ongoing commitment to efficiency and the wise and transparent use of public funds allows the mission to be met.

The judiciary strives to use tax dollars wisely and efficiently. Over the last ten years, reducing its personnel complement, renegotiating leases and contracts, containing benefit costs and limiting merit and cost-of-living increases has saved more than \$91 million.

## PROPOSED 2018-19 BUDGET



## WHO WE ARE

# By the numbers



Pennsylvania's problem-solving courts had a **67% combined successful graduation rate.**



Pennsylvania courts collected nearly **\$483 million** in fees, fines, costs and restitution.



**30%** of Pennsylvania's active judges were women.



**2.2 million new cases** were filed in magisterial district courts.



**39,048** protection from abuse (PFA) orders were filed.



**51%** of children who were under court supervision and left the system were reunited with family or relatives.



**100 million docket sheets** were viewed for free on our website.



Family court judges monitored over **15,300 youth who were adjudicated delinquent**, promoting youth rehabilitation and public safety.



**40,392** people served on a jury.



Facilitated **41,000** requests for interpreters.



More than **8,000 followers** on Twitter @PACourts.



Judges completed more than **34,000 hours** of continuing education.

For more numbers see the [AOPC's interactive data dashboards.](#)

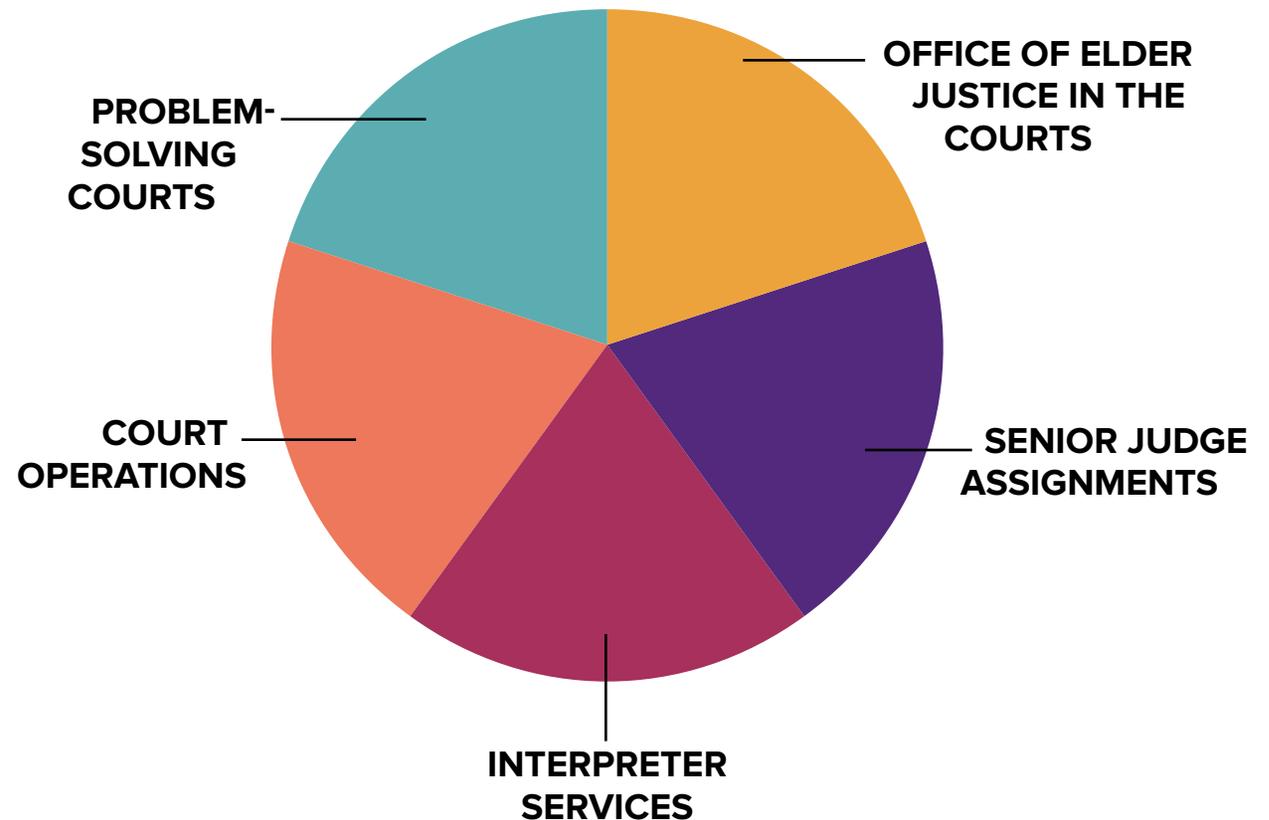
# FACILITATING ACCESS TO JUSTICE

## Judicial operations

[AOPC/Judicial District Operations and Programs](#) Department works closely with court administration at both the state and local level to supplement the efficient operation of minor and trial courts and to promote equitable access to justice.

While funding for all AOPC operations comes mainly from appropriated state funds and also from fee funding, it receives a small amount of federal funds – including a STOP Grant (see page 15).

### COMPONENTS OF JUDICIAL DISTRICT OPERATIONS DEPARTMENT:



# FACILITATING ACCESS TO JUSTICE

## Problem-Solving Courts

More than 20 years ago, Pennsylvania established [problem-solving courts](#), in an effort to address a growing need in the community for those struggling with addiction. Since that time, the need for additional services and support to address major social policy issues has grown, and the role of the courts along with it.

As of Dec. 2018, more than 118 problem-solving courts were operational across the state, serving those with DUI offenses, veterans, those living with a mental illness and more. These specialized courts focus on behaviors and conditions that many times are linked to crime and social problems and have a major impact on the court system.

Rather than serve jail time, defendants may complete community service and are given access to counseling, treatment opportunities for addiction, educational assistance and healthcare support.

Completing the program and graduating opens doors to the future for these defendants, with many seeing their charges dismissed, sentences reduced or criminal records expunged.

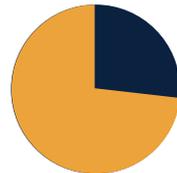
### 2018 HIGHLIGHTS:



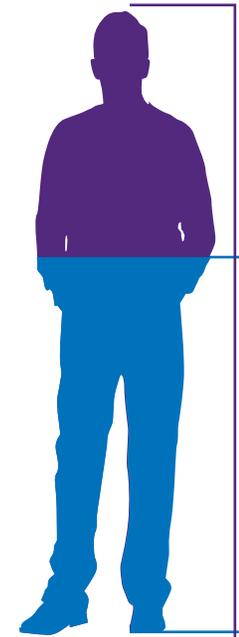
**304 participants** achieved an increase in education



**557 participants** who were unemployed found jobs



**67%** Average successful graduation rate



**2,440** participants were admitted.

**1,584** defendants graduated.

# FACILITATING ACCESS TO JUSTICE

## Problem-Solving Courts

### 2018 HIGHLIGHTS:

- **Made system enhancements to the Problem-Solving Adult and Juvenile Courts Information System (PAJCIS)** by transitioning it to the Drug Court Case Management (DCCM) code base – allowing PAJCIS to receive regular updates as well as have multi-browser capability. Using a grant from PCCD, the upgrade made the system significantly more user-friendly.
- Awarded 15 scholarships to treatment court team members to attend the **National Association of Drug Court Professionals (NADCP) Conference**.
- Held **regional team trainings** where Dr. Kevin Baldwin (faculty member at both the National Judicial College and the National Drug Court Institute) presented *Addressing Co-Occurring Disorders within Problem-Solving Courts*.
- Hired Dr. Doug Marlowe (Chief of Science, Law, & Policy at NADCP) to present *Effective Use of Incentives and Sanctions in Problem-Solving Courts – Part 2*.
- Co-sponsored a one-day event with Widener University Commonwealth Law School: *Veterans Courts in Pennsylvania: Ensuring Success for the Veteran*.
- Hosted **Veterans Justice Outreach (VJO) Workshop** where PA Supreme Court Justice Debra Todd and her husband, Col. Todd, helped facilitate a discussion on veteran mentor coordinators.
- Awarded 26 scholarships to attend **the Pennsylvania Association of Drug Court Professionals (PADCP) Conference** in State College.
- Hosted the first two-day **Statewide Mental Health Court Conference** in Pennsylvania.

Successful graduation rates by court:

Drug Court **60%**

DUI Court **78%**

Mental Health Court **64%**

Veterans Court **81%**

4 new problem-solving courts opened:



Centre County  
Drug Court



York Family  
Treatment Court



Northumberland  
Family Treatment  
Court



Clarion County  
Mental Health  
Court

**Accreditation** is a thorough examination of the 10 key components and best practice standards, which were established by the National Association of Drug Court Professionals, and renewal is a review of their progress and continued adherence to the components and standards.



Columbia/Montour Drug Court  
received accreditation.

5 problem-solving courts had their accreditations renewed:



Snyder/Union  
Counties  
DUI Court



Philadelphia  
County  
DUI Court



Erie County  
Drug Court



York County  
DUI Court



Blair County  
DUI Court

# Supporting Pennsylvania's elders

AOPC's [Office of Elder Justice in the Courts \(OEJC\)](#) assists the Supreme Court of Pennsylvania and the Advisory Council on Elder Justice in the Courts in implementing the recommendations made by the Elder Law Task Force, while fostering collaborations with elder justice entities.

Through education, training programs and presentations, the OEJC promotes best practices in the areas of guardianship, elder abuse/neglect and access to justice for elders in the Commonwealth's courts. The OEJC also calls attention to the prevention of elder abuse.

## 2018 ACTIVITIES AND ACCOMPLISHMENTS:



**Created informational brochures** (in English and Spanish) that encourage the reporting of elder abuse.



**Held 24 trainings**, educational sessions and presentations, for various justice entities.



Presented "Elder Abuse and Exploitation: Practical Tools for Ensuring Access to Justice" to judges, court staff, Orphans' court clerks' staff and district attorney victim witness coordinators around the state in conjunction with **Temple University's Institute for Protective Services**.



Piloted a free training program in several counties for family and lay guardians – "**Fundamentals of Guardianship: What Family Guardians Need to Know**".



Members of the Advisory Council made presentations to the deans of **six Pennsylvania law schools** to explain the work of the Elder Law Task Force and the Advisory Council, and highlight the problems of access to justice and abuse/neglect.

# Supporting Pennsylvania's elders

When a court deems a person incapacitated, a professional or family guardian is appointed to make financial, medical and personal decisions on their behalf.

Recognizing the need to protect this vulnerable population, one of the over 130 recommendations put forth by the Supreme Court's Elder Law Task Force was the creation of a statewide system to enhance the monitoring of guardian activity.

Under the direction of the Advisory Council on Elder Justice in the Courts, AOPC/IT collaborated with the Office of Elder Justice in the Courts (OEJC) in development of the groundbreaking new Guardianship Tracking System (GTS) advancing [guardianship in Pennsylvania](#).

## GUARDIANSHIP TRACKING SYSTEM



The design, development and implementation of the **new statewide Guardianship Tracking System (GTS)** was completed in December 2018.



GTS is a comprehensive web-based system that is used by guardians, court staff, Orphans' court clerks and judges to **file, manage, track and report on guardianships**.



GTS gives the courts a new, enhanced tool to monitor guardian activity while **streamlining and improving the guardianship filing process**. Among its many benefits, the GTS...

- Flags potential concerns of financial loss or neglect immediately.
- Reduces the potential for an unfit guardian to relocate to another county.
- Enables guardians to file reports entirely online and sends automatic reminders when reports are due.
- Allows for the compilation of detailed, statewide guardianship statistics – facilitating a data-driven approach to guardianship reform.

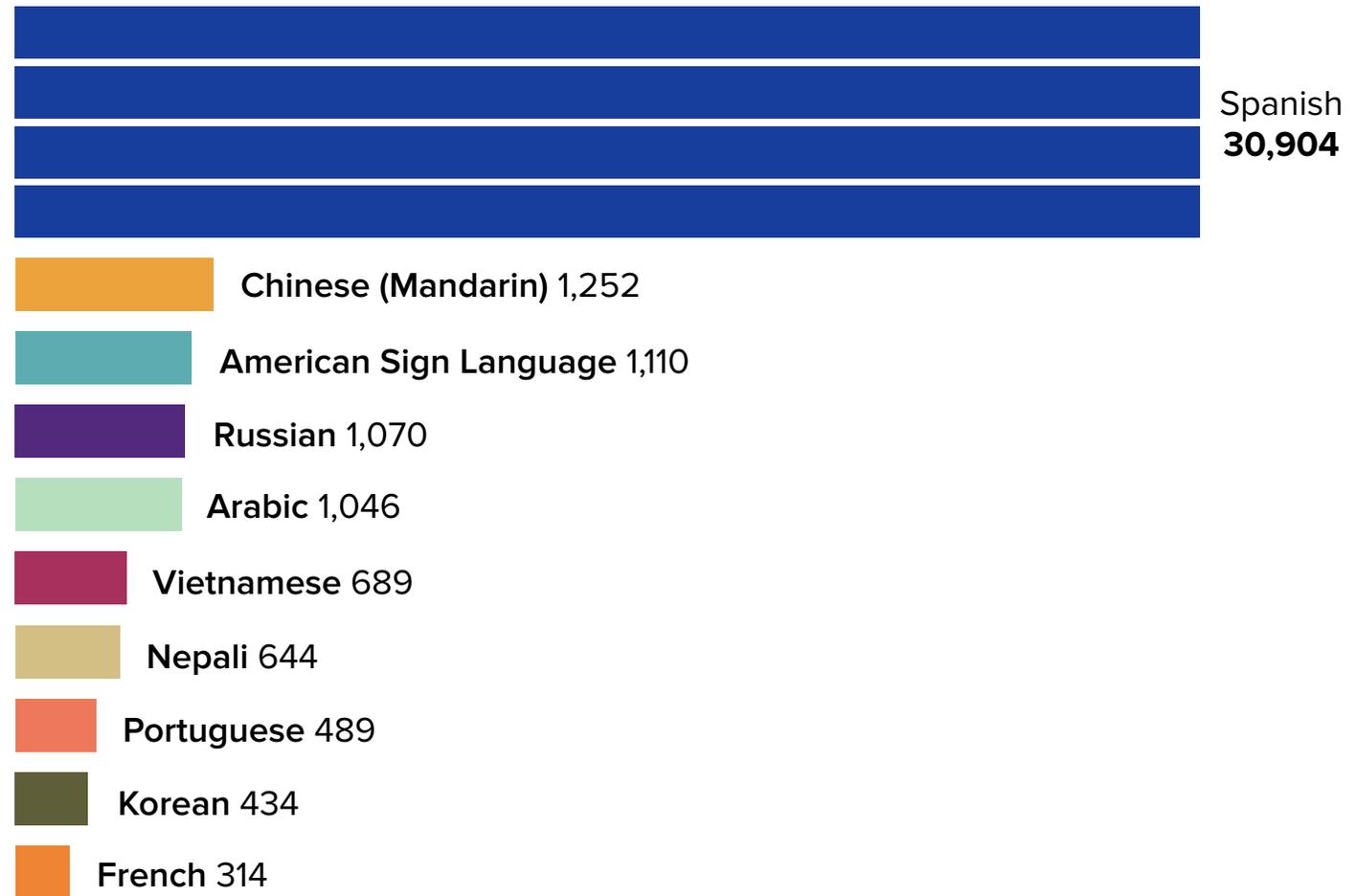
# FACILITATING ACCESS TO JUSTICE

## Language access

In 2018, the Language Access team developed training materials including a video that judicial districts can use to educate their bilingual employees on how to assist limited-English proficient court users.

They also launched a new [Language Access and Interpreter Program webpage](#) in late 2018.

### THE TOP 10 LANGUAGES REQUESTED IN 2018:



# Recruiting and certifying court interpreters

AOPC's [Interpreter Certification Program \(ICP\)](#), established in 2004, is a critical part of the UJS's Language Access Plan. It aids the judiciary in providing language access for all court proceedings and services by recruiting, training and certifying court interpreters.

The ICP holds four orientation sessions per year. AOPC staff engages in numerous outreach events statewide, increasing their exposure in local communities and enlisting qualified candidates.

## 2018 HIGHLIGHTS:



**\$4.51 million** spent on **41,038 interpreter requests**.



**223 interpreters** on the statewide roster represent **38 languages**.



Presented **eight trainings** and held **four outreach events**.

# KEEPING COURTS SAFE AND SECURE

## Judicial District Security

AOPC's [Office of Judicial District Security](#) evaluates and manages emerging threats, in addition to implementing innovative protective measures and security protocols.

Staff reviews security policies and procedures, develops training and educational materials to enhance situational awareness and incident avoidance, and provides regional workshops for local court security committees throughout the state.

The office also evaluates security needs and requests for security enhancements in its administration of ongoing grant programs to provide courts with essential security equipment.

### 2018 HIGHLIGHTS:



**622 security incidents** reported for Common Pleas and Magisterial District Courts. Of those,



**518** involved law enforcement.



**64** incidents results in criminal charges.



**Replaced non-functioning or ineffective duress alarms,** or access control equipment/systems CCTVs, video cameras or other relevant physical security features for Common Pleas and Magisterial District Courts.



Trained all magisterial district judges and over 200 court employees in **Verbal Judo: Martial arts for the mouth and mind – Treating people with dignity and respect.**

# PROVIDING FOR THE MOST VULNERABLE

## Protecting children

The judiciary's federally-funded [Office of Children and Families in the Courts \(OCFC\)](#), a program initiated by the Pennsylvania Supreme Court, continues to have dramatic impacts on the lives of children while contributing savings to the state.

OCFC works with judicial leaders and child advocates to place neglected and abused children in permanent homes rather than in temporary foster care. This improves a child's opportunities to succeed and significantly reduces the cost of institutional care - a savings of hundreds of millions of dollars in the past decade.

### 2018 HIGHLIGHTS:



Continued focus on creating trauma-responsive courtrooms – with **32%** of judicial districts using court facility dogs.

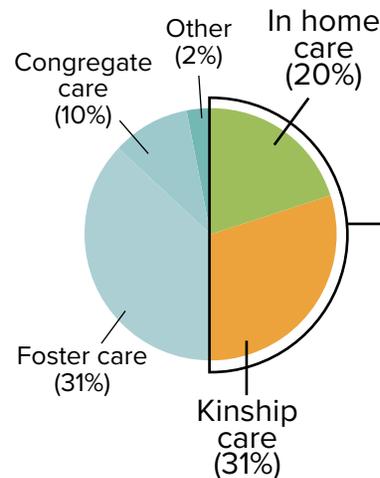


Created and launched an online, mandatory training for **new dependency hearing officers**.



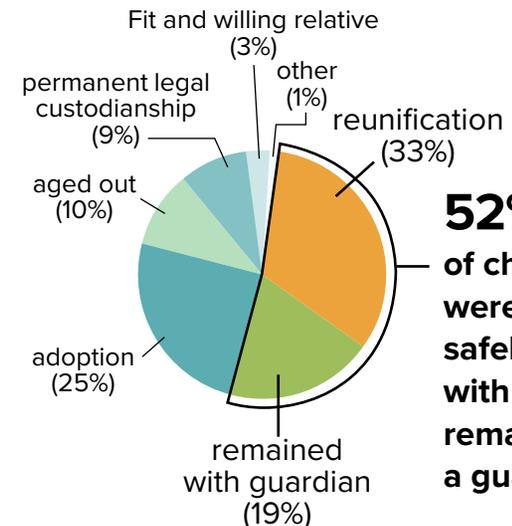
**Added six** new counties to the Family Engagement Initiative, a collaboration between the judiciary, legal advocates and the child welfare system.

### Kinship care placements nearly doubled over the past five years



**51%** of children remained safely in their home or were placed in kinship care in 2018.

### Reasons court supervision ended in 2018



**52%** of children were either safely reunified with family or remained with a guardian

# PROVIDING FOR THE MOST VULNERABLE STOP Grant

Administered through the Office of Violence against Women (OVW), the STOP Formula Grant Program awards federal grant money annually to states and territories to help enhance their communities' efforts to combat violence against women.

The Pennsylvania Commission on Crime and Delinquency distributes the grant – five percent of which goes to the judiciary.

The AOPC uses that funding to provide support and enhance court services available to victims of domestic and sexual violence, and offers local and national training opportunities tailored to Pennsylvania's jurists and court staff highlighting new research and best practices.

## 2018 PROJECTS AND ACTIVITIES FUNDED BY STOP:



[How-to-file a protection order video \(in Spanish\)](#)



Reprinted **elder abuse posters and brochures**.



Scholarships for judicial staff to attend **human trafficking training conferences**.



**Trauma-informed** trainings for **court staff and interpreters**.



**Regional trainings** for court administrators, supervisors and managers on **domestic/sexual violence in the workplace**.

# Leading in court innovations

## [AOPC/Information Technology](#)

develops, maintains and updates statewide case management systems for all three levels of Pennsylvania's courts (Appellate, criminal and juvenile Common Pleas and Magisterial District courts). The systems are linked, allowing case data and information to be shared as cases move through the court system saving time and money.

Court technology helps make court information significantly more accessible, improves collection of fines, fees, costs and restitution, and creates administrative efficiencies for courts and other government agencies.

## 2018 HIGHLIGHTS:



**2.69 million** cases were docketed.



**\$130 million** in fines, fees, costs collected online through PAePay®.



**100 million** docket sheets were viewed on our website.



**304,705** documents were e-filed statewide.



**38,000** law enforcement and public safety officials used our case management systems to perform daily duties.

# System design and development

Funded by fees and fines rather than taxpayer dollars, AOPC/IT provides general IT support for the Pennsylvania Supreme Court and AOPC, and performs all aspects of the software development lifecycle in designing systems – from writing the code and testing its functions, to implementing the technology, to providing all necessary training and help desk support.

## 2018 HIGHLIGHTS:



Completed development and launched the **Guardianship Tracking System** statewide. More than **16,000 cases** from all 67 counties were migrated to the new GTS. As of Dec. 2018, there were roughly **17,300 cases** statewide in the new system.



AOPC/IT staff played an integral part in the **review and analysis of the Clean Slate legislation**. Clean Slate also required substantial system development and coding changes to comply with the legislation. *Under Clean Slate, criminal history record information pertaining to eligible criminal and summary records, and non-conviction records are automatically shielded from public view when individuals have been free from conviction of offenses punishable by a year or more in prison and have completed all court-ordered obligations for 10 years.*



Expanded ERMS (**Electronic Records Management System**) into the Magisterial District Courts.

- At the end of 2018, there were **37 counties using ERMS** within the Common Pleas Case Management System (CPCMS).



Completed **PDF/A document archival solution**. This was rolled out to the statewide case management systems beginning in April 2018 and completed in Dec. 2018. This new feature provides users with the ability to manage and convert all electronic documents to the newly accepted PDF/A archival format.

- Implementation has also **allowed judicial districts to more efficiently process cases in a paperless environment** eliminating the need to provide physical space to store voluminous paper records in court offices or other off-site locations.

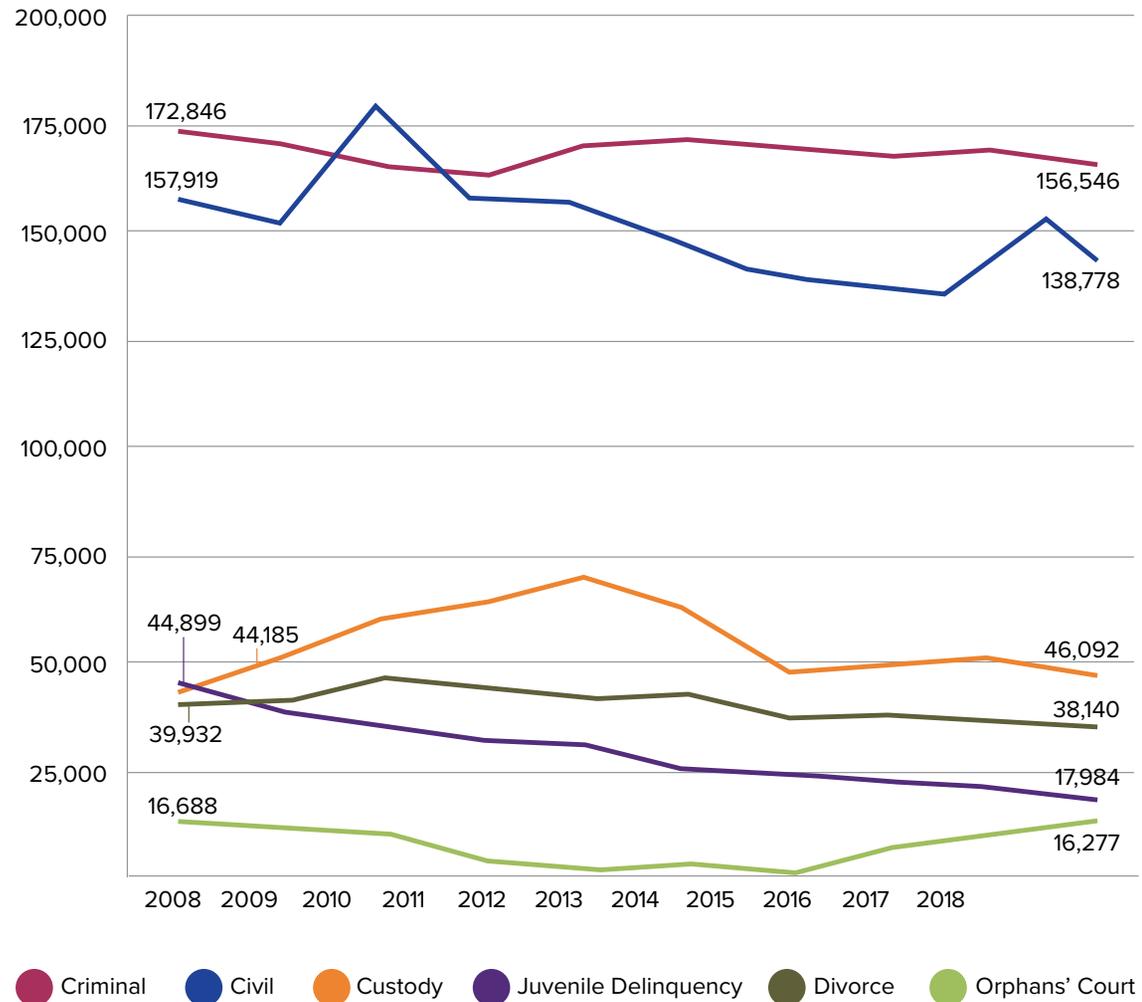
# ASSEMBLING AND ANALYZING COURT DATA

## Research and Statistics

[AOPC/Research and Statistics](#) collects and analyzes statewide court data, developing annual caseload statistics to help determine trends that inform policy and practice improvements.

In addition to providing data and analysis to the courts on topics related to case management, and court programs and operations, AOPC/Research and Statistics facilitates the public's access to this information by publishing data online via web-based reports and on the courts' interactive data dashboards.

### STATEWIDE FILINGS FROM 2008-2018:



View the full collection of [2018 court data](#) from all levels of the court system.

# Drafting and recommending rules

More than 180 appointed volunteers — most of whom are lawyers and judges — make up the various boards, committees and advisory groups that aid the Pennsylvania Supreme Court on a wide range of court matters.

More specifically, the rules committees assist the Court in establishing statewide rules governing procedures in cases. These committees study and draft rules before making recommendations to the Court.

Rule change proposals are published for public comment before being submitted to or adopted by the Supreme Court.

## RULES COMMITTEES 2018 HIGHLIGHTS:



The **eight committees** are made up of **95 members** that met **26 times**.



**23 proposed recommendations** were published for public comment.



**31 recommendations** were submitted to the Court for consideration.



**30 recommendations** were adopted by the Court.

## Rules Committees

- Appellate Court
- Criminal
- Civil
- Domestic Relations
- Orphans' Court
- Rules of Evidence
- Juvenile Court
- Minor Court

Read more about the [roles and functions of the different rules committees](#).

# Regulating the practice of law

The following Supreme Court Boards are responsible for regulating lawyers and the practice of law throughout the commonwealth. Most of the boards are funded by fee revenue\* – most of which comes from the **\$225 attorney registration fee** collected by the Disciplinary Board annually.

## 2018 HIGHLIGHTS:



The **Board of Law Examiners** is empowered to assess the competency, character and fitness of candidates seeking admission to the bar. It administers the bar exam to prospective lawyers twice every year and issues a certificate recommending admission to those that meet the requirements.

- **2,372 applications** were processed, most of which were for the bar exam.
- 2018 Pennsylvania Bar exam **pass rates**:
  - July **71%**
  - February **52%**



The **Interest on Lawyers Trust Account (IOLTA) Board** provides critical funding for civil legal aid to the poor and disadvantaged of Pennsylvania.

- More than **\$21.1 million** was awarded in total grants.
- **Over \$2.6 million** was awarded under the Bank of America Grant Program – which provides foreclosure prevention & community redevelopment legal assistance.
- **More than \$1.6 million** was awarded to Law School Clinical and Internship Programs.



The **Pennsylvania Lawyers Fund for Client Security Board** ensures clients will be reimbursed when lawyers misappropriate funds.

- During fiscal year 2018 the board's review of **235 claims** resulted in **135 awards** totaling **\$1,823,589**.



The **Disciplinary Board of the Supreme Court** regulates attorney conduct in support of its mission to “protect the public, maintain the integrity of the profession, and safeguard the reputation of the courts.”

- The Board **began collecting attorney demographic data** through annual registration, at the direction of the Court.
- **461 attorneys** were placed on administrative suspension.
- **98%** of attorneys completed their registration before imposition of the final late fee.
- Emeritus status was implemented (effective June 2018) – **allowing retired attorneys to do pro-bono work** with eligible legal aid organizations.
- The Board **reorganized their office** with the goal of moving cases through the system in a more efficient and effective manner.

Read more about the [specific functions of each board](#), and learn about the Court's different [advisory groups and independent entities](#).

\* With the exception of the Minor Judiciary Education Board.

# ASSISTING THE SUPREME COURT

## Continuing education

Under order of the Pennsylvania Supreme Court, all judges and lawyers in the state are required to complete continuing education requirements each year. Volunteers are appointed by the Court to make up the various boards that are responsible for overseeing these efforts.

### 2018 HIGHLIGHTS:



The **Continuing Legal Education (CLE) Board** regulates lawyer compliance with CLE requirements and accredits ongoing education programs for lawyers.

- **61,804 lawyers** took **810,777 CLE credits**.
- **99.7%** of lawyers met the requirements of the CLE Rules.
- Collaborated with the Carnegie Mellon Entertainment and Technology Center on the development of a **diversity training program for Pennsylvania lawyers**. This program utilizes modern technology and interactive instructional design to explore issues of diversity, inclusion and anti-bias in the legal profession.



The **Minor Judiciary Education Board (MJEB)** administers certification and education programs for magisterial district judges and arraignment court magistrates.

- **589 judges** each attended **week-long sessions** of judicial education.
- Some 2018 MJEB session topics included:
  - Landlord/Tenant Law
  - Verbal Judo
  - Court Continuity Operational Plans – COOP
  - Wellness and the Legal Profession



The **Pennsylvania Continuing Judicial Education Board of Judges** oversees the continuing education program for trial and appellate judges in ethics and other designated areas of substantive law.

- **604 trial and appellate court judges** completed a combined total of **14,938 hours** of continuing education.

Read more about the [specific functions of each board](#), and learn about the Court's different [advisory groups and independent entities](#).

# INVESTING IN THE FUTURE

## Educating jurists

AOPC's [Judicial Education Department](#) provides continuing education opportunities to Pennsylvania's jurists, working closely with various planning committees to address new and emerging areas of law or issues of importance to judges. A knowledgeable judiciary is essential to the fair and impartial administration of justice.

Judges serving the appellate courts, Courts of Common Pleas and the Philadelphia Municipal Court complete continuing judicial education (CJE) requirements to stay abreast of changes in law, procedure, behavioral science, technological advancement and legal circumstances unique to Pennsylvania.

### 2018 HIGHLIGHTS:



**100% of judges** complied with the 2018 CJE requirement.



**604 trial and appellate court judges** completed a total of **nearly 15,000 hours** of CJE activity – an average of **24.73 hours** of continuing judicial education per judge (more than twice the requirement).

- **12,382 hours** were obtained with accredited providers.
- **2,556 hours** were obtained by single course providers.



**129 judges** earned **297 credit hours** by teaching



Judges earned **2,465 CJE credit hours** by attending **6 courses offered by AOPC Judicial Education:**

- Child, Youth and the Courts
- Dementia Diagnosis and the Law
- Probation Art, Science and the Law
- Conviction Integrity: A Systems Approach
- Electronic Evidence, Data Hacks and Social Media: The Cyberlaw Every Judge Needs to Know
- Products Liability Post-Tincher

# Working with state government partners

AOPC's [Office of Legislative Affairs](#)

organizationally falls under the Court Administrator's Office, and represents the AOPC before the state's executive and legislative branches of government.

Legislative Affairs staff is responsible for coordinating all interaction with the legislature, subject to the guidance of the court administrator and the Chief Justice of Pennsylvania.

They provide legislative support to the Unified Judicial System including all courts, boards, advisory groups and the AOPC.

As an important result of the judiciary's commitment to working with their government partners, proposed legislation receives crucial input from AOPC's legislative staff regarding the effects it may have on relevant courts, as well as on Pennsylvania's judicial system as a whole.

## 2018 HIGHLIGHTS:



Worked with family law judges and applicable rules committees to develop and present necessary amendments to comprehensive domestic violence legislation requiring the judicial ordering of relinquishment of firearms in final protection from abuse orders and consent agreements (Act 79 of 2018).



Continued participation in drafting of the Justice Reinvestment Initiative (JRI) 2 legislation. AOPC's focus was the membership of, and appointment to, the County Adult Probation and Parole Advisory Committee.



Coordinated with the Board of Law Examiners and legislators on a new reciprocity rule for military spouses who are licensed attorneys in another state. Under the new rule, military spouses who recently moved into Pennsylvania would be eligible to apply to practice law on a limited basis through a streamlined process established by the board.



Provided legal and programmatic guidance to the legislative and executive branch that was critical in the enactment of the "Clean Slate" law. Under the new law, certain criminal history information will be automatically sealed using AOPC/IT's technological infrastructure.



Facilitated data requests that assisted the legislature in its crafting of legislation amending the Crimes Code, Transportation Code, Crime Victims Act and other statutes.

# Public education and outreach

AOPC's [Office of Communications](#) manages media inquiries, social media accounts, website content, public information and educational opportunities to engage with the judicial branch.

By focusing on communication and outreach, the public has access to information about the key court programs, services and support available to them.

From educational videos to monthly infographics and an increased focus on the use of social media channels, case information, data and general information about the courts is more readily available and accessible to the public.

## 2018 HIGHLIGHTS:



By the end of 2018, the [@PACourts Twitter page](#) had nearly **8,000 followers** and generated nearly **120,000** tweet impressions.



Launched [PA Courts Facebook page](#) to connect with the public.



STOP abuse campaign – ran social media campaign on Facebook and Google to educate victims of abuse that protection orders are an option to help stop abuse. Campaign received **23,000 clicks** and was displayed **nearly 1.9 million times**.



Communications Office responded to **822 media calls** and **44 media data requests**.



**PA Courts InfoShare** is a monthly educational campaign explaining common legal terms and showcasing data collected by the UJS computer systems. For more visit <http://www.pacourts.us/news-and-statistics/media-resources>.



Released **educational video highlighting the Guardianship Tracking System (GTS)** and how the new system will help protect adults of all ages who have been appointed a guardian by Pennsylvania courts.



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ADMINISTRATIVE OFFICE OF PENNSYLVANIA COURTS