

# WELCOME

2011 Support Magistrate Conference

Friday May 13, 2011

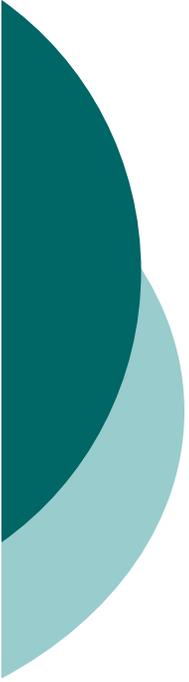
8:30 AM – 3:00 PM

# **State of Child Support in the US**



## How has the child support program evolved?

- The program is over 35 years old
- In the late 1990's, the program's mission, funding, policies and strategies shifted from welfare cost recovery to a focus on families
- The goal has remained the same – to ensure that children receive support from both parents



## Who participates in the child support program?

- 17 million children and both parents participate in the program
  - 1 in 4 children
  - 1 in 2 poor children
- More children in child support than any other social welfare program, besides Medicaid
- 17% of custodial parents are fathers
- 39% of parents were never married
- 84% of poor custodial families participated in the program

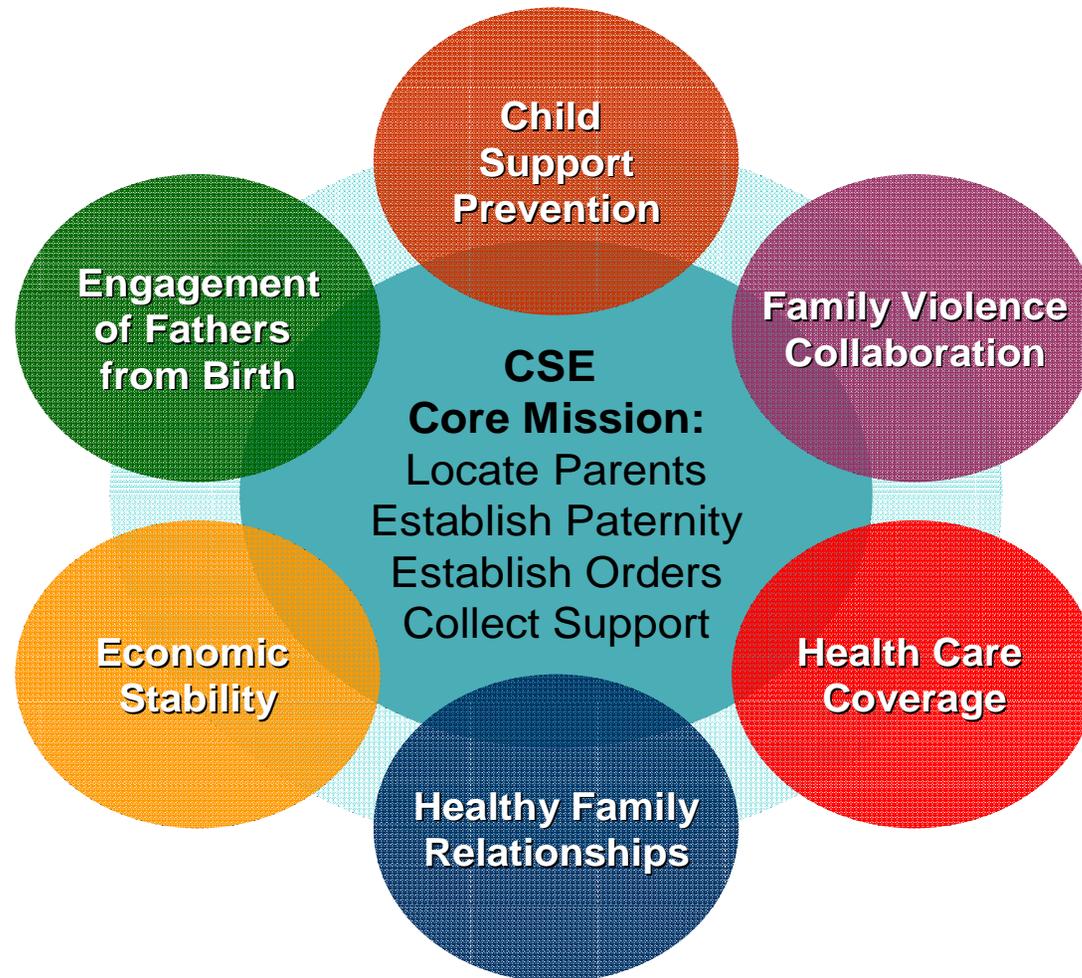


## Why does child support matter?

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- In 2008, 35% of poor and 43% of near poor custodial mothers received child support.
- Average amount of child support received among poor and near poor custodial mothers who received it was \$3,477 and \$4,294.
- Supplements and stabilizes family income, increases self-sufficiency, and avoids public assistance costs.
- Positive effect on children's educational achievement
- \$4.78 is collected for every government dollar spent.

## Family-Centered Child Support Services





## The New Face of Child Support

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Some opportunities for partnerships being promoted at the federal level

- Building fatherhood services to scale
- Adding child support component to workforce, reentry and veterans programs
- Addressing debt, credit, assets
- Public benefits access projects
- Health care outreach
- Child welfare/child support partnerships
- Domestic violence/child support partnerships
- Place-based partnerships



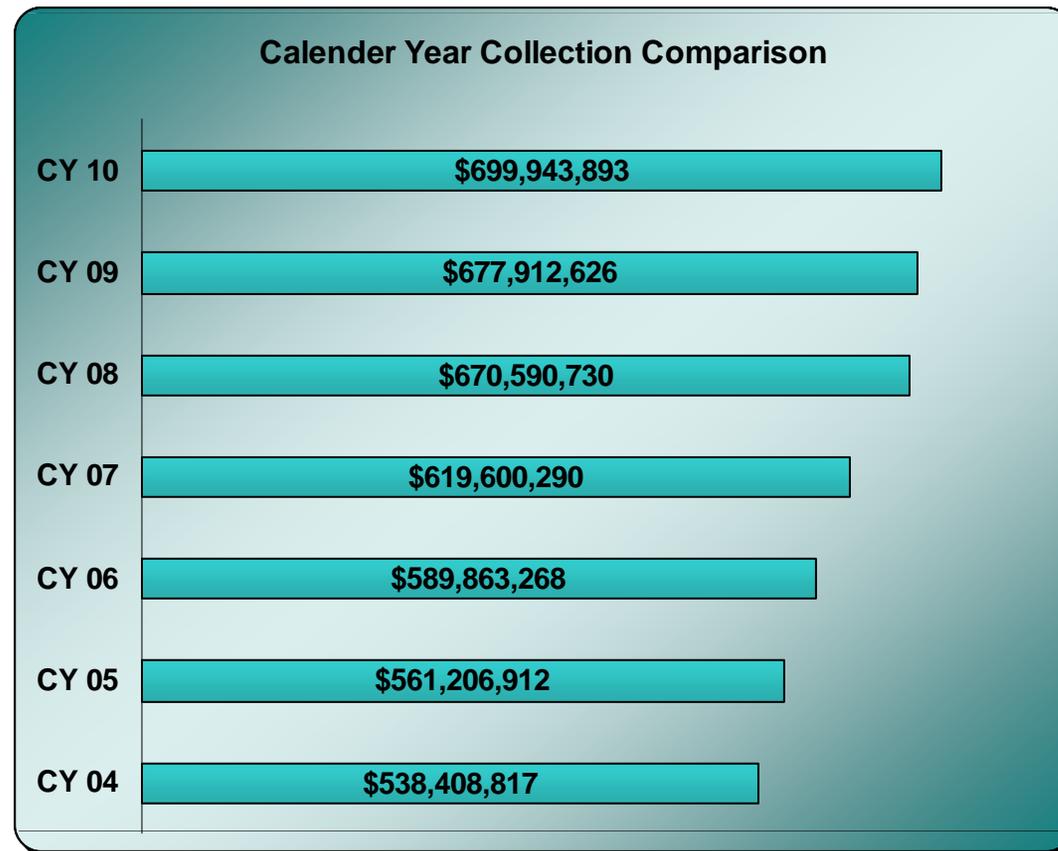
## The Federal Commissioner's Challenge

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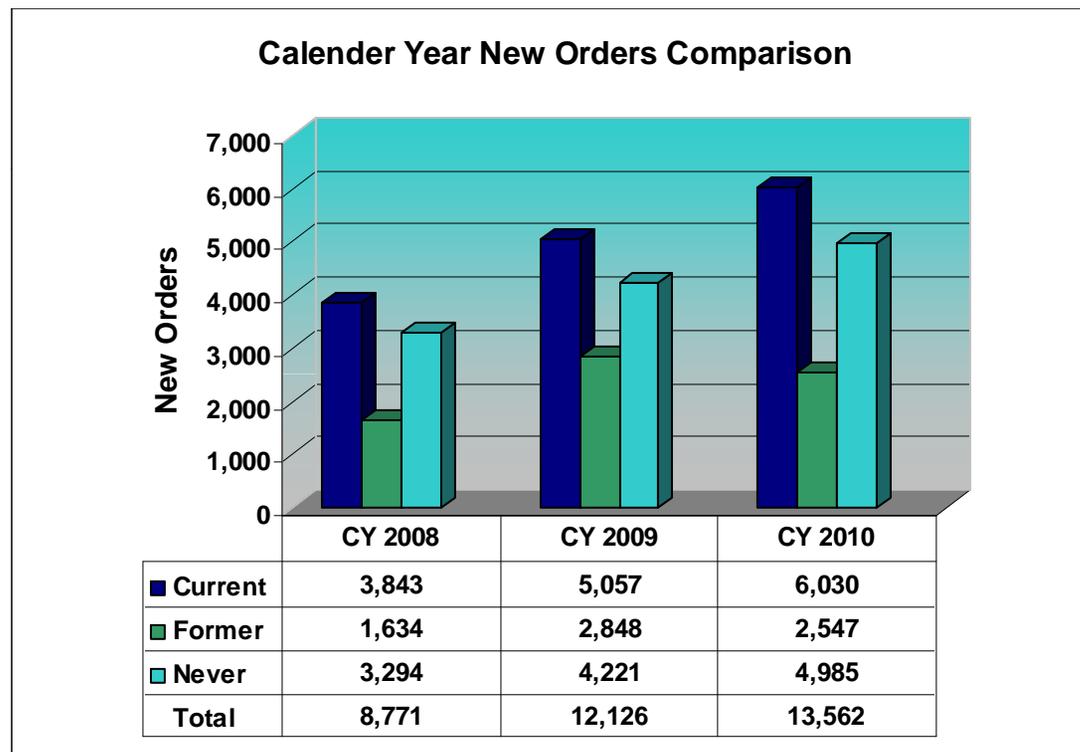
- Move our program from an abstract discussion on serving families to concrete action, within our existing statutes and beyond
  
- Build on a base of a stronger, more efficient enforcement program through:
  - automation,
  - case segmentation,
  - staffing augmentation and
  - flexibility in funding and policies

# **State of Child Support in NYC**

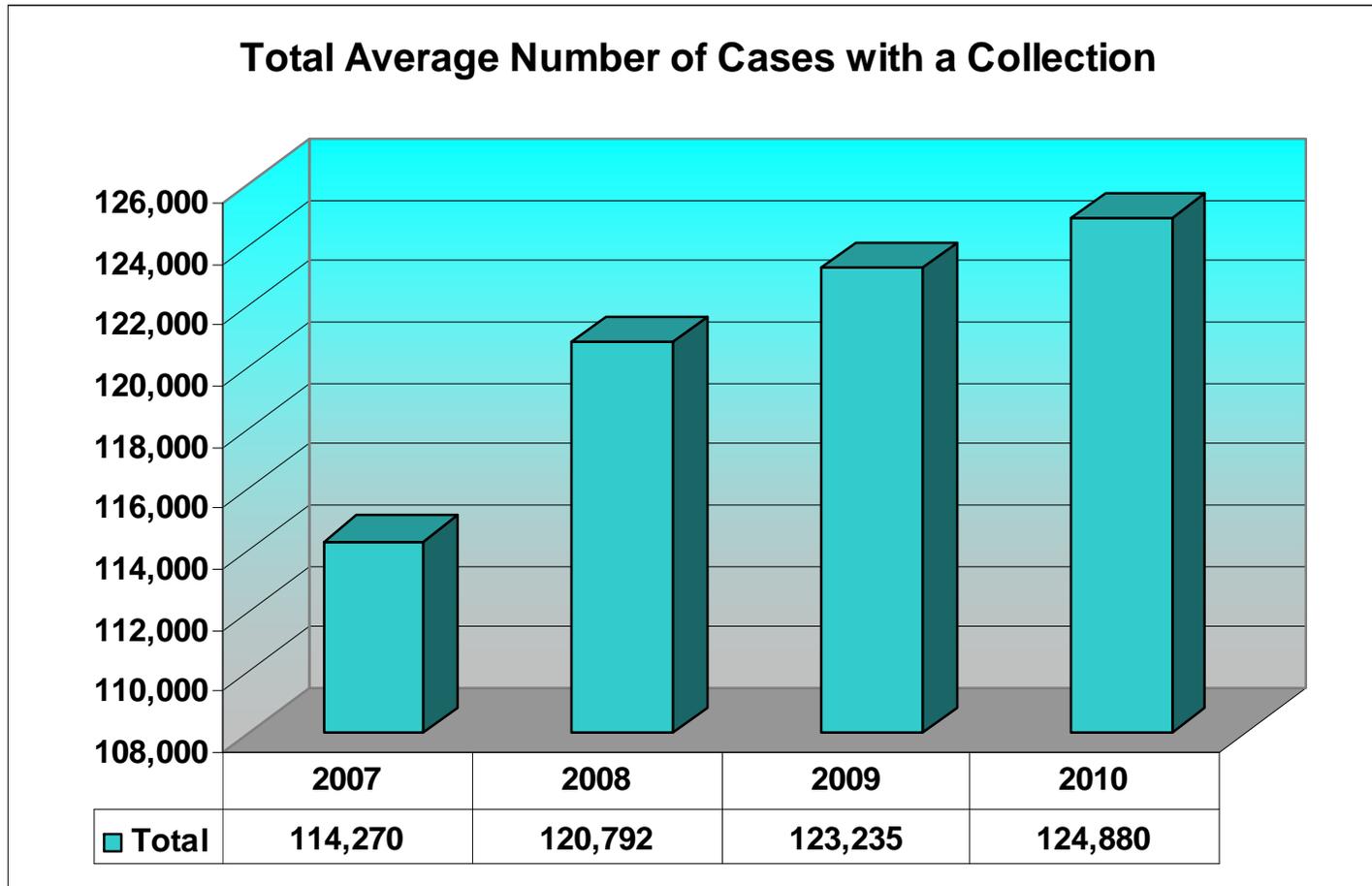
# Collections



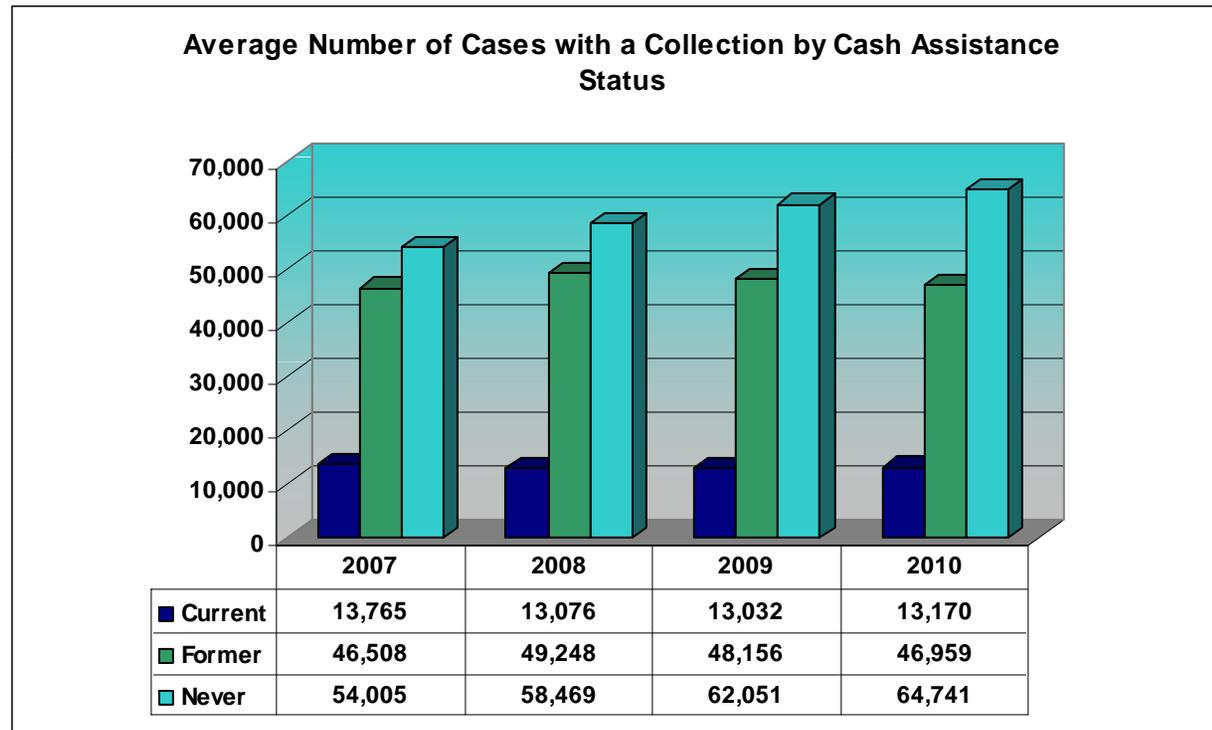
# New Orders



## Calendar Year Total Average Cases with a Collection

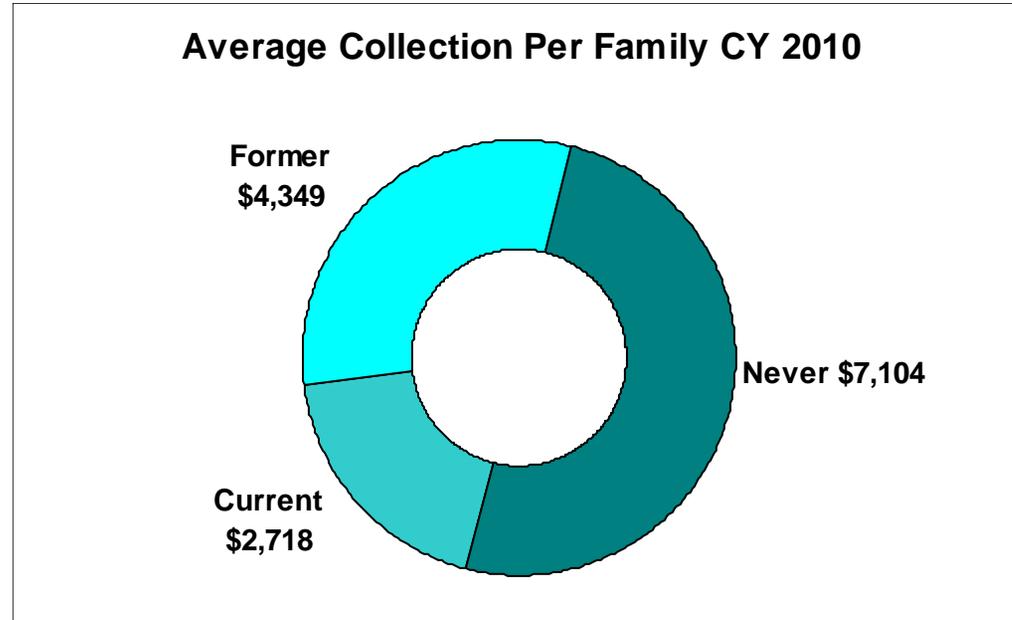


## Calendar Year Average Cases with a Collection – CA Status



# Collections Per Family

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## Performance Measures (as of April, 2011)

- SEP (Support Establishment Percentage)
  - 69.9%
  
- PEP (Paternity Establishment Percentage)
  - 70.4%

# Strategic Partnerships and Community Affairs

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*Engaging the Public and Creating a Culture of Cooperation*

# Parent & Community Engagement

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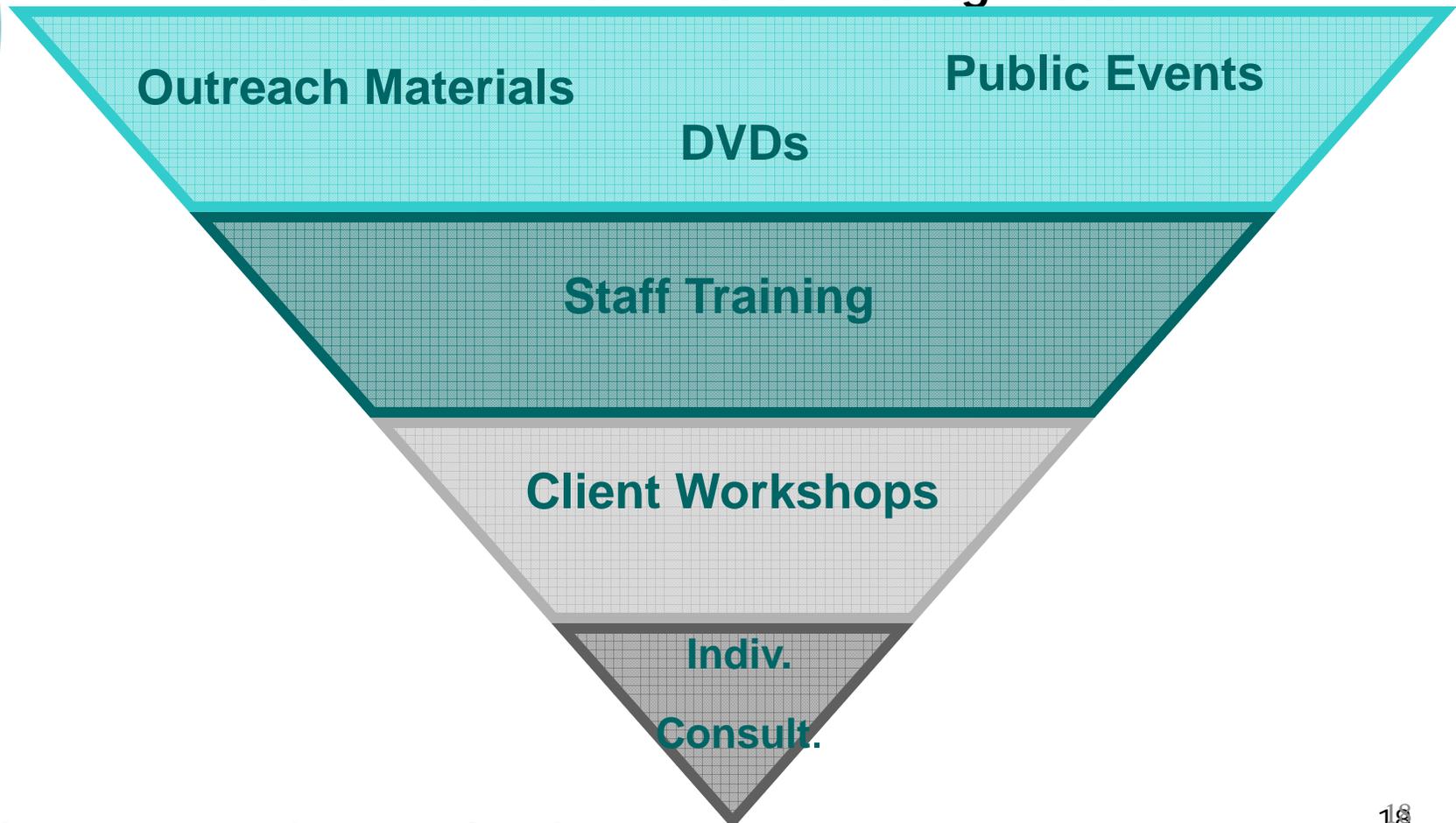
## OCSE Division of Parent & Community Engagement

### Objectives:

- Shifting the public **image** of Child Support to a more positive one;
- Educating the **public** on the benefits of formal Child Support and our services;
- Focused outreach to **organizations** that service custodial and noncustodial parents;
- Engaging directly with custodial and noncustodial **parents** and educating them on the rules that govern the child support program.

# OCSE Partnership Development Model

We work directly with organizations that service parents and families and offer the following services





## Child Support Initiatives

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Promotion of services designed to assist families with their child support needs. These services include:

- Employment initiatives: *STEP*; *Low-Income DadS (LIDS) Pilot*
- Assistance on Order Modifications and Arrears for Low-Income Dads:
  - **Modified DSS Order Program (MDO)**
  - **Arrears Cap Initiative**
  - **Arrears Credit Program (ACP)**
- Mediation Referral Program
- Educational Videos for Custodial and Noncustodial Parents (English/Spanish)

# Strategic Partnerships

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Working closely with various Governmental and Non-Governmental Agencies to offer us direct access to targeted and hard-to-reach clients, such as inmates, the recently released, and the homeless.

## Governmental Agency

**NYS Division of Parole**

**NYS Department of Correctional  
Services**

**NYC Admin for Children Services**

**NYC Dept of Correction**

**NYC Dept of Education**

**NYC Dept of Health**

**NYC Dept of Homeless Services**

**NYC Dept of Probation**

## Non-Governmental Agency

**AmericaWorks**

**Brooklyn AIDS Task Force**

**Fortune Society**

**Hispanic Federation**

**Neighborhood Defender Service of  
Harlem**

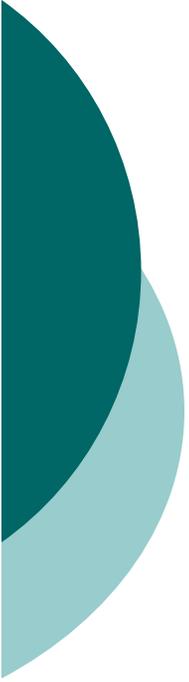
**Osborne Association**

**STRIVE**

**Union Settlement Association**

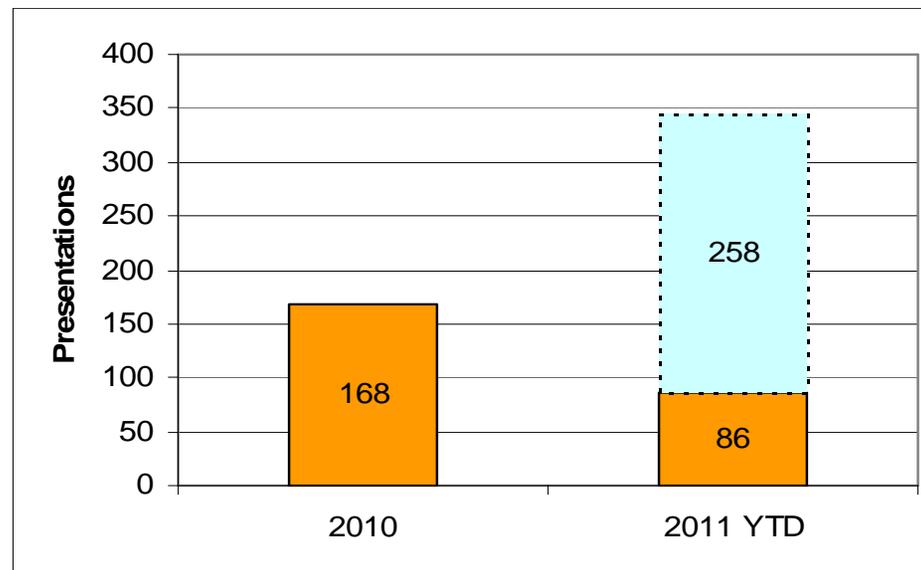
# Strategic Outreach

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- Targeted Outreach
    - Bronx County
      - Bronx Stats
      - Community boards
      - Key Community-Based Organizations
      - Fairs/Informationals
      - Elected Officials
  
  - Hispanic Outreach
    - Hispanic Federation
    - HNBA
    - Spanish-speaking outreach staff
    - Spanish-language materials
    - Interpretative services

## Review of Outreach Performance

- In 2010, over 4,100 individuals were educated on the child support program. A **43%** increase from the previous year.
- 168 presentations
- Just for the First Quarter of 2011 – 86 presentations
- Current rate – over 200% increase



# **Employment Services**

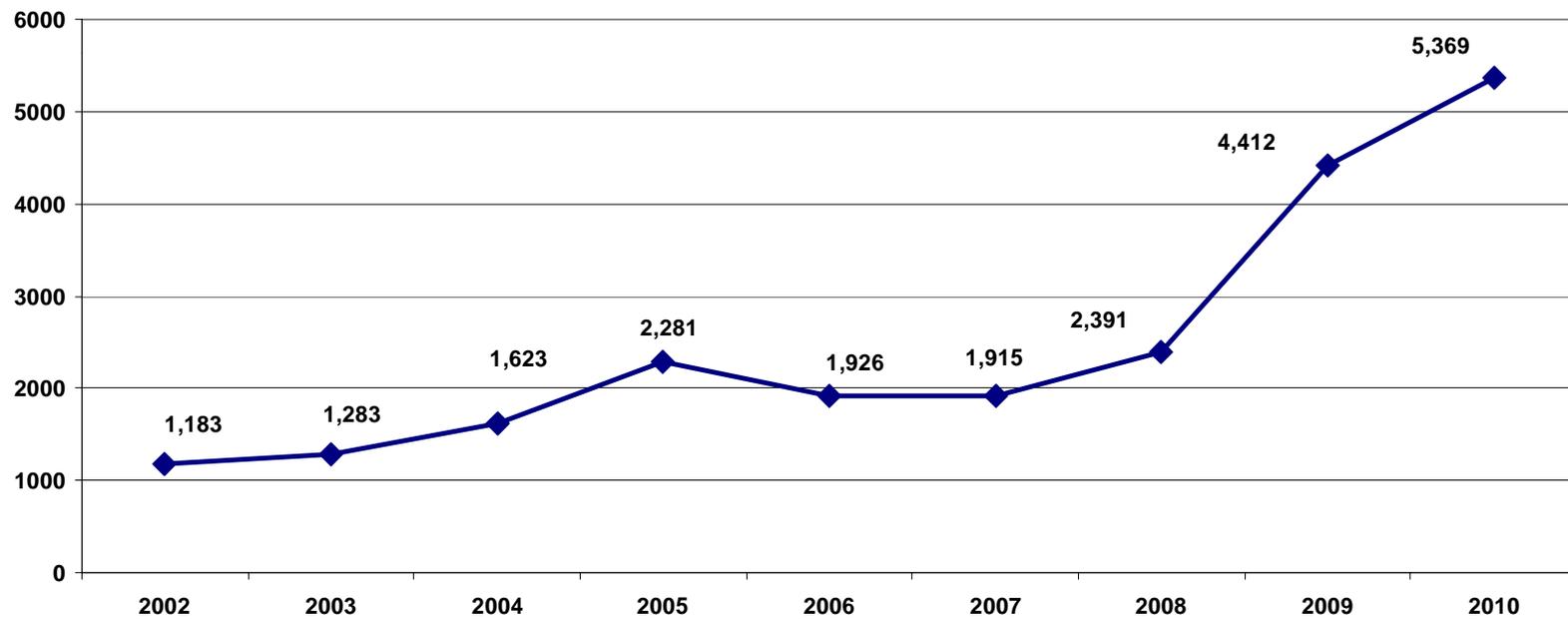
# OVERVIEW

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- STEP:
    - 2010 Outcomes
    - STEP Advantages
    - 2011 Focus
  
  - LIDS:
    - New Pilot Program
    - Initial Outcomes

# REFERRAL TREND

STEP REFERRALS, 2002-2010





## REFERRAL OUTCOMES

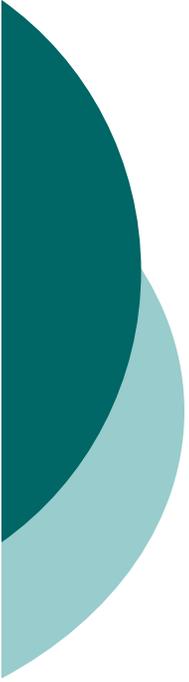
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- 4% Ineligible for STEP
- 20% Fail to report to Court Services
- 24% Fail to report/comply with vendor
- 52% Work with vendor
- 20% Get a job or disclose employment

## OUTCOMES: JOBS

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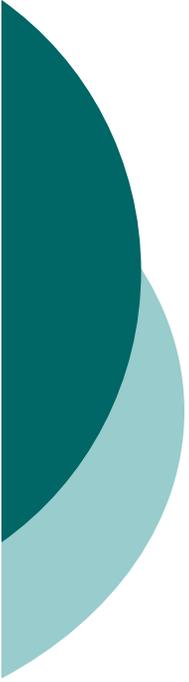
- Average wage: \$11/hour.
- Average work week: 33 hours.
- Job retention for employed NCPs:
  - 80% keep them for 90 days.
  - 60% hold them to 180 days.



## OUTCOMES: SUPPORT PAID

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- All 2010 child support paid by STEP participants (2002-10) \$24M, up from \$20M in 2009.



## STEP Advantages

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- Vendor experience.
- Vendor relationships with employers.
- Incentive payments for NCPs.
- Child Support Specialists.
- Parenting classes.
- Metrocards.

## 2011 FOCUS

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- Reduce NCP noncompliance.
- Increase vendor accountability and outcomes.

## LOW INCOME DADS PILOT

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- Three year pilot, enrolling 600 NCPs living in Bronx and Brooklyn.
- Participants: unemployed, low income, low education and work history, 18-35.
- Vendor--Center for Employment Opportunities (CEO).

# LOW INCOME DADS MODEL

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- Additional services for NCP (parenting classes, mediation, financial literacy, support groups, incentive payments).
- Additional milestones for vendor:
  - Employment (paid for placements that last 30, 90, 180, 365 days).
  - Child support order establishment.
  - Child support payment (90, 180, 365, 545, 730 days).

# LIDS INITIAL OUTCOMES

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- 80+ NCPs are enrolled.
- Number of jobs claimed.
- CEO working with NCPs to:
  - establish paternity,
  - establish orders, and
  - pay child support.

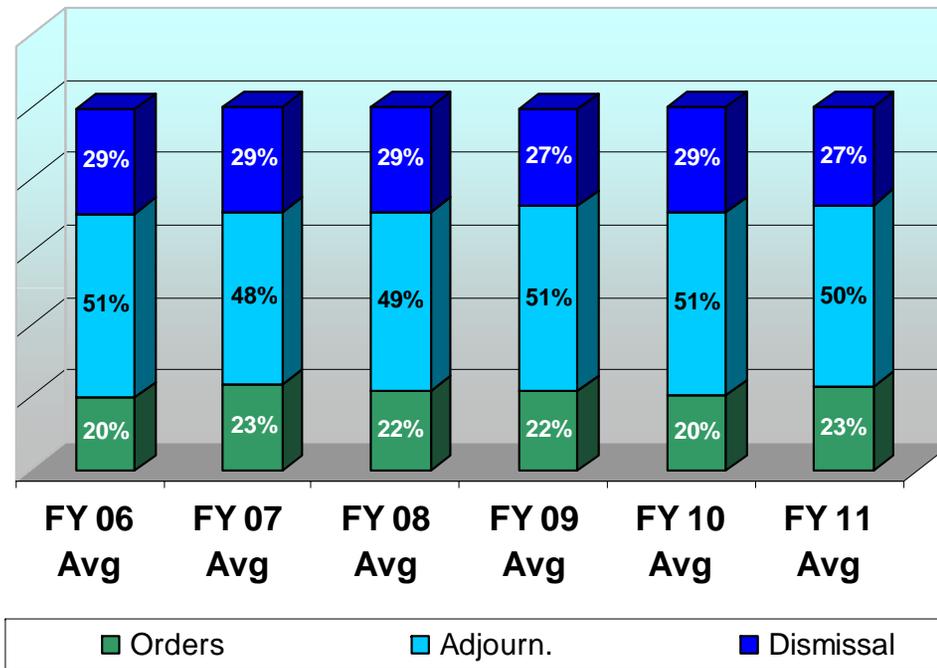
# QUESTIONS?

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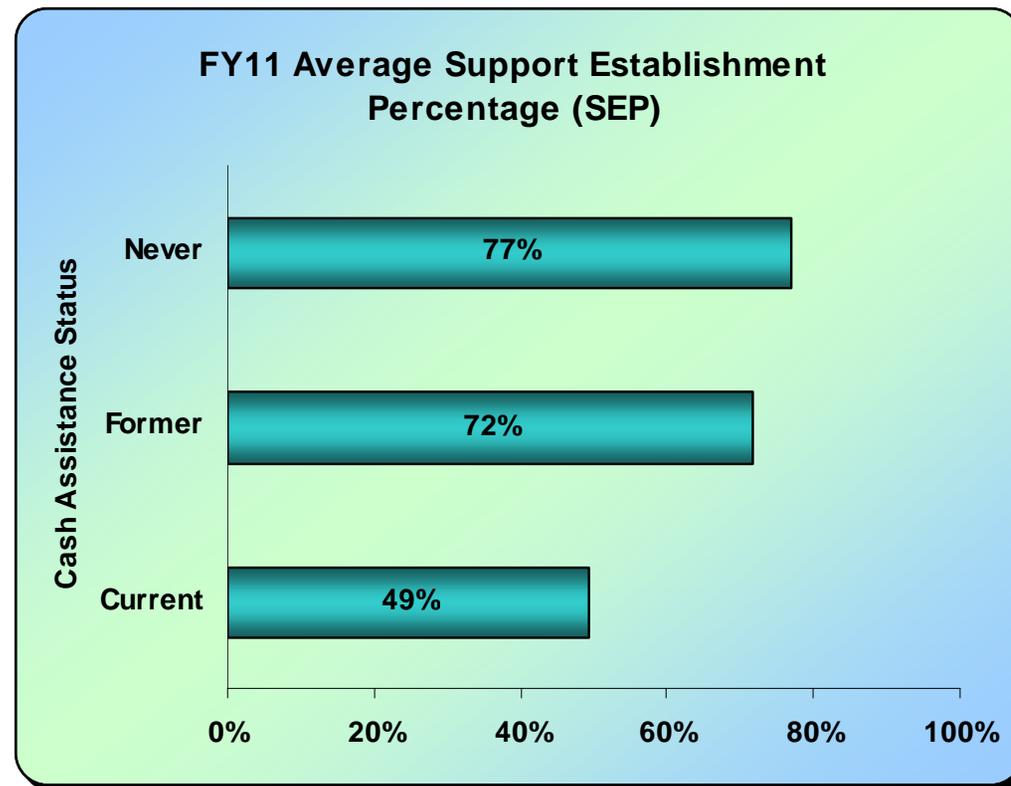
# **CA Cases - Dismissals Statistics and Solutions**

# Court Outcomes

FY Average of Court Outcomes - CA Cases  
(FY 06 Thru Feb 2011)

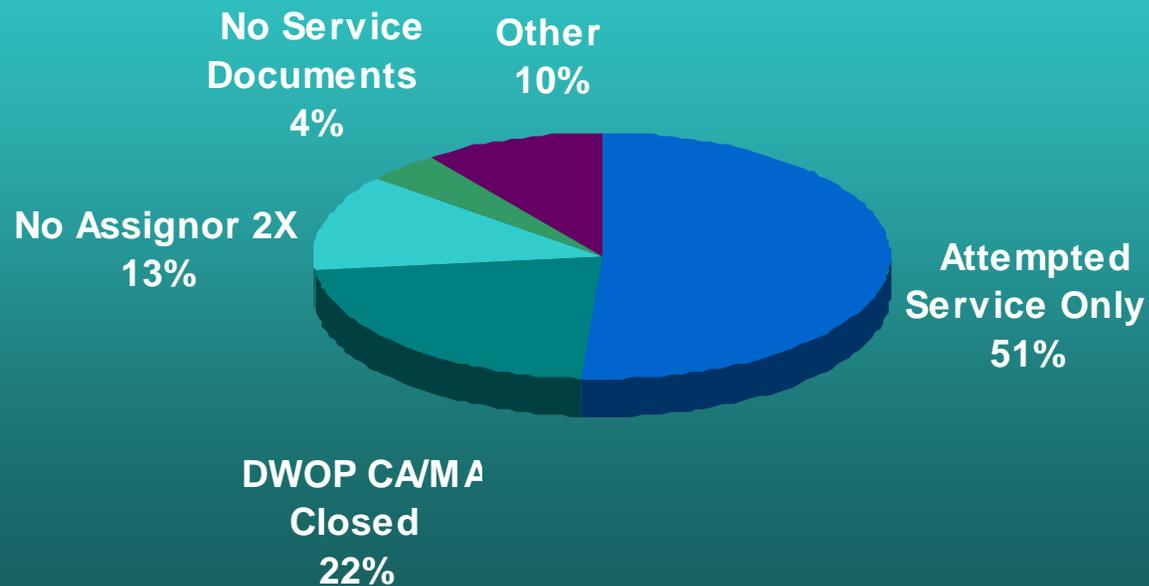


# SEP (Support Establishment Percentage)



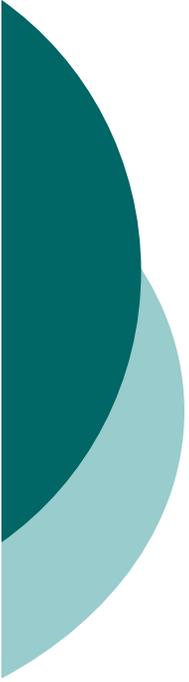
# Statistics

## Top Dismissal Reasons for CA Cases - FY 10



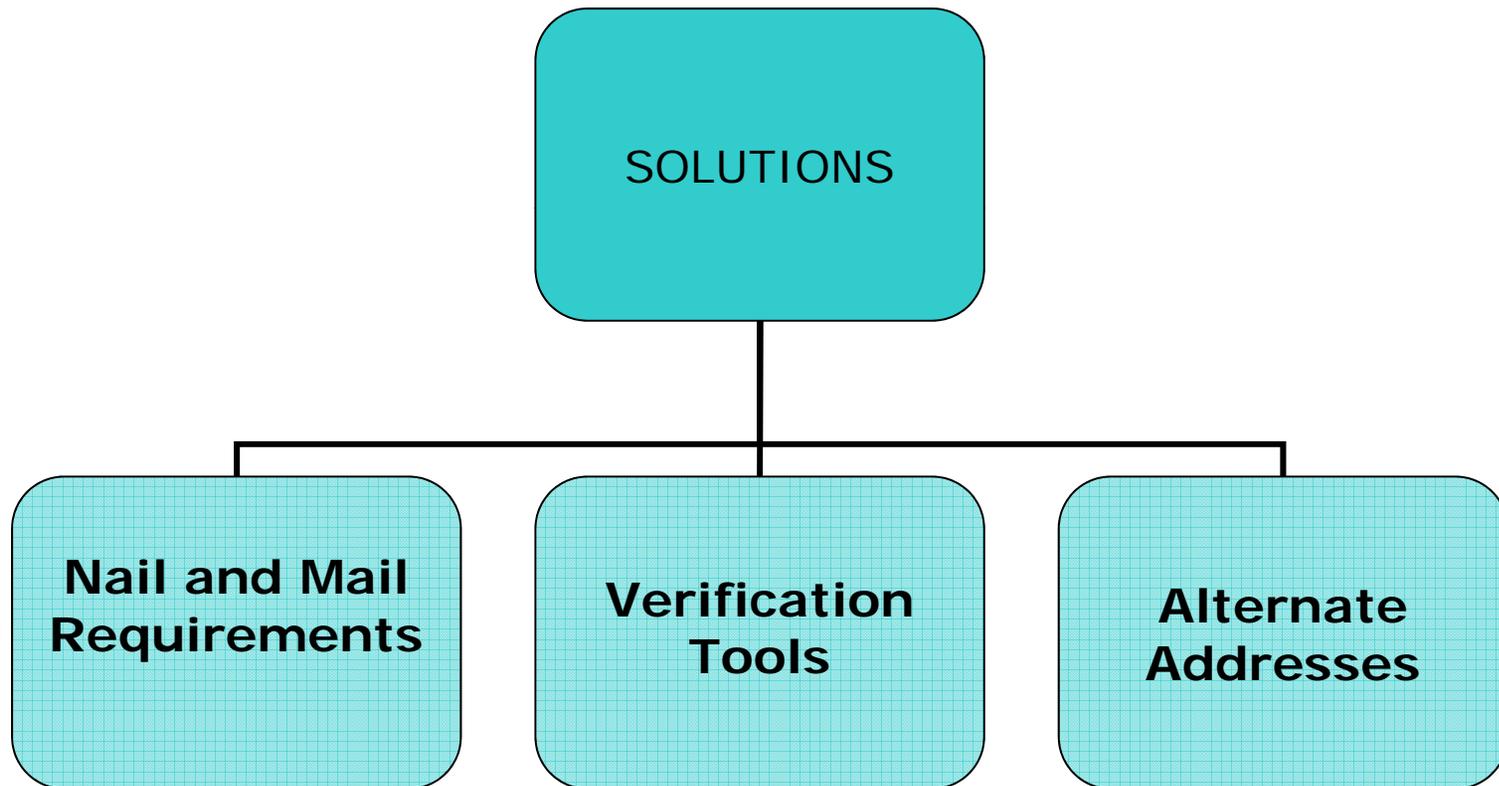
# Teamwork.....

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- Work Shop
    - Defining Dismissal Reasons
    - Root Causes
    - Solutions

# Attempted Service Only

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# DWOP – CA/MA Closed

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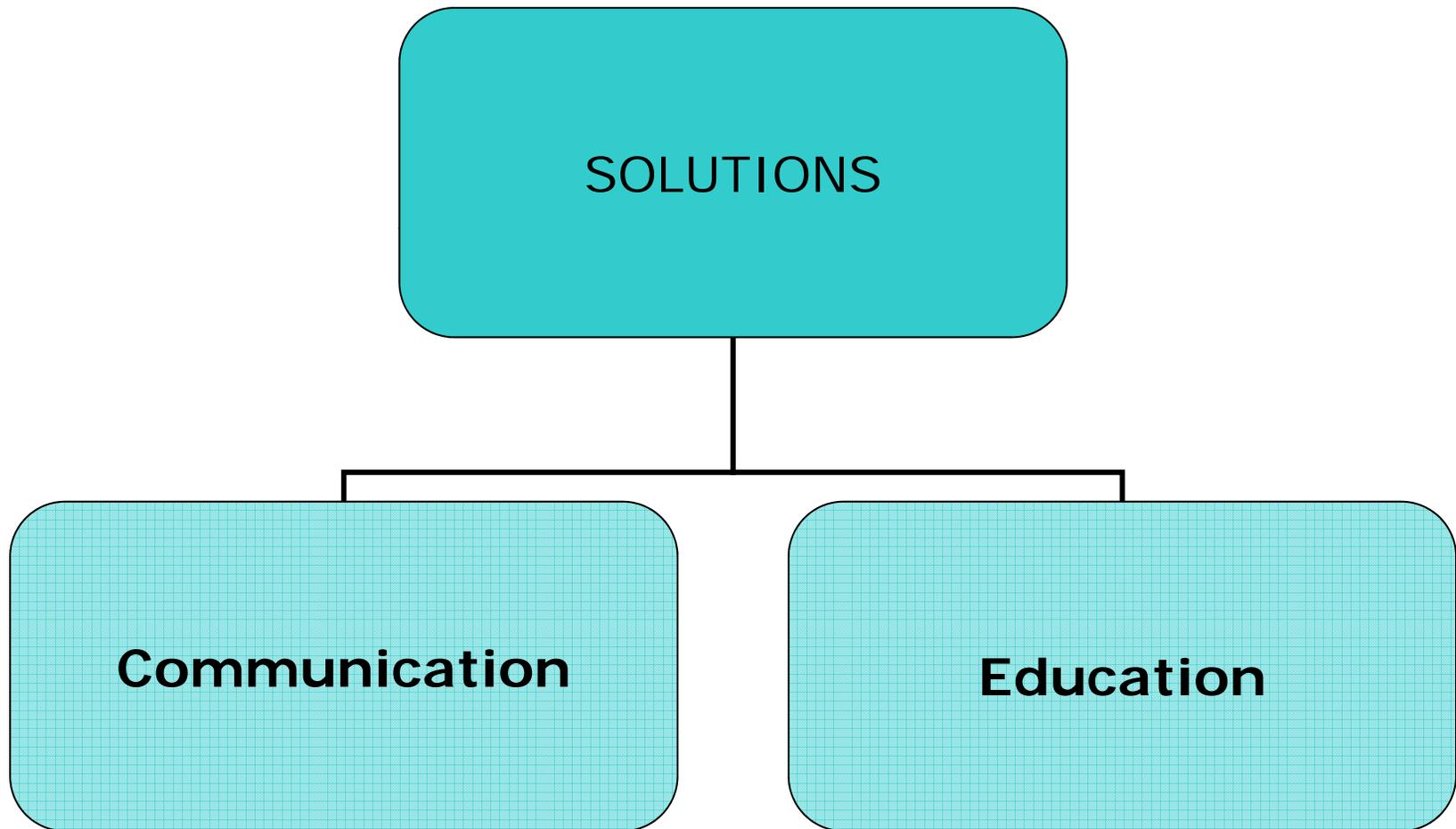
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graph TD; A[SOLUTION] --- B[Medicaid Only];
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SOLUTION

**Medicaid Only**

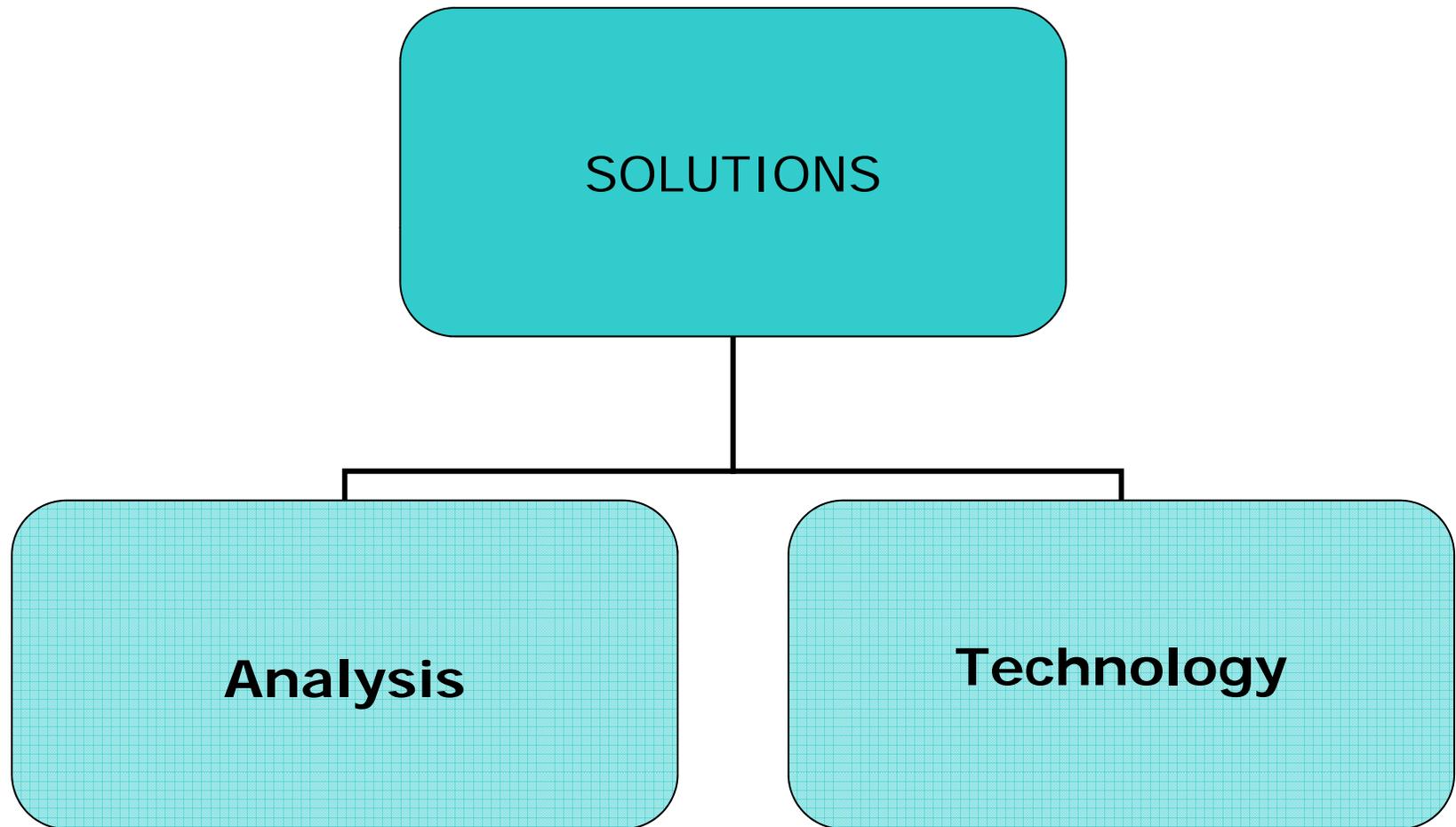
## Assignor Did Not Appear At Two Scheduled Hearings

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# No Service Documents in File

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## Next Steps

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- Assigning Time Frames
- Assigning Owners
- Frequent Stakeholders Meetings

# **Borough Office Operations**

# Overview

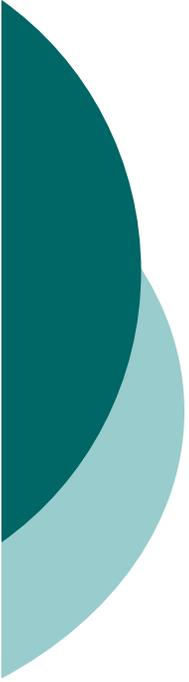
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- There are four Borough Offices that service clients throughout the New York City area. Each borough has their respective office except Staten Island; clients from Staten Island are serviced by the Manhattan B.O.
- Referrals originate from any one of the twenty-six Job Centers within the Family Independence Administration (FIA) at the time the family applies for Cash Assistance
- The goal of the Borough Office is to obtain a paternity and/or support order for each dependant child in the household by conducting interviews to gather relevant information that will lead to and secure the location of the Noncustodial parent

# Interviews

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- Caseworkers begin by sharing the mission of the agency and its benefits for the child, in order to foster an atmosphere of assistance and support.
- The purpose of the Client Interview is to obtain a residential address, an employment address, physical description and past relationship history to secure the appropriate Court Order for the child/children identified in the case.
- During the interview, information obtained is entered into one of many search engines to be validated for the Court process. (i.e. Lexis Nexus, DMV, UCMS, etc.)



# Process Improvements

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- Borough Office Interviewing Script
- New and improved investigative tools available to the investigator
- Interviewing Skills Training
- New Procedures
- Centralized locate

# Challenges

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Clients are often resistant to cooperate with the Borough Offices due to the following reasons:

- OCSE is one of approximately eight appointments mandated for clients to comply with prior to full acceptance for CA by FIA, therefore, it is not unusual for clients to come to us feeling frustrated with the systems demands and regiments.
- Many clients maintain on-going relationships with the respondents, so to elevate friction between them; clients may withhold or give erroneous information to avoid Court Action.

## Challenges (cont'd)

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- A number of clients have limited literacy capabilities which hamper and prolong the process. (i.e. affidavit of paternity)
- Language barriers also delay the interview process in time and cooperation.
  - Language Line
  - Bilingual staff
  - Forms in multi languages
- Cultural Beliefs/Practices
- Immigration Status

# Goals

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- Increase the number of Orders for Cash Assistance Cases
- Minimize the number of errors
- Reduce the number of dismissals

# **Central Court Services (CCS)**

# Overview

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- Central Court Services is responsible for processing approximately 2,400 court referrals received from four borough offices and Enforcement Services on a monthly basis.
  
  - CCS initiates and manages Cash Assistance child support related processes in conjunction with the Manhattan Family Court such as:
    - the scheduling of court hearings
    - processing of adjourned cases
    - processing New Service Personal Service (NSPS)
    - processing subpoena requests
    - preparing case files for the Office of Legal Affairs in anticipation of court hearings
    - Make STEP, Presumption of Legitimacy interviews and Domestic Violence referrals

# Central Court Services

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- Over the last few years, CCS workload has significantly increased:
  - From Fiscal Year '09 to FY '10
    - NSPS requests increased by more than 50% and is projected that FY '11 will be comparable to last year.
    - A 78% increase in subpoenas sent to the Sheriff's Office (from 526 to 4,616). Levels are expected to remain the same for FY'11.
    - A 45% increase in STEP referrals and is projected that FY '11 will end with a 17% increase over last year.
- In order to handle an increase in the workload and meet the courts needs in a timely fashion,
  - the unit was reorganized
  - processes were streamlined
  - staff was cross-trained



# Central Court Services

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- Hands on collaboration with the Office of Court Administration
  - During the implementation of Intake Part 39, OCSE was instrumental in assisting with the set up, workflow, calendar preparation and overall process to ensure a smooth transition.
  - Our continued communication with OCA has allowed a collective arrangement in the preparation of Prison cases for calendaring by OCA. Thus allowing an increase in the prison case orders of 44%.
  - Our continued hands-on approach in handling ‘urgent’ cases, clients and/or situations has also helped OCA to better serve our clients.

# Goals

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- Continue to maintain ongoing communication with OCA and OLA so delays and negative outcomes are reduced.
- Provide CCS NSPS documents in a timely manner as processing this task is inheritably time-sensitive and mission critical as it directly impacts court outcomes.
- Continue to review and ensure Adjournment Time Frames are sufficient.

# Panel Presentation

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LIFT

Justice for all.  
One family at a time.

# Programmatic Overview & Mission

*LIFT's Mission: To enhance access to justice for children and families by providing legal information, community education, and compassionate guidance, while promoting system-wide reform of the courts and public agencies.*

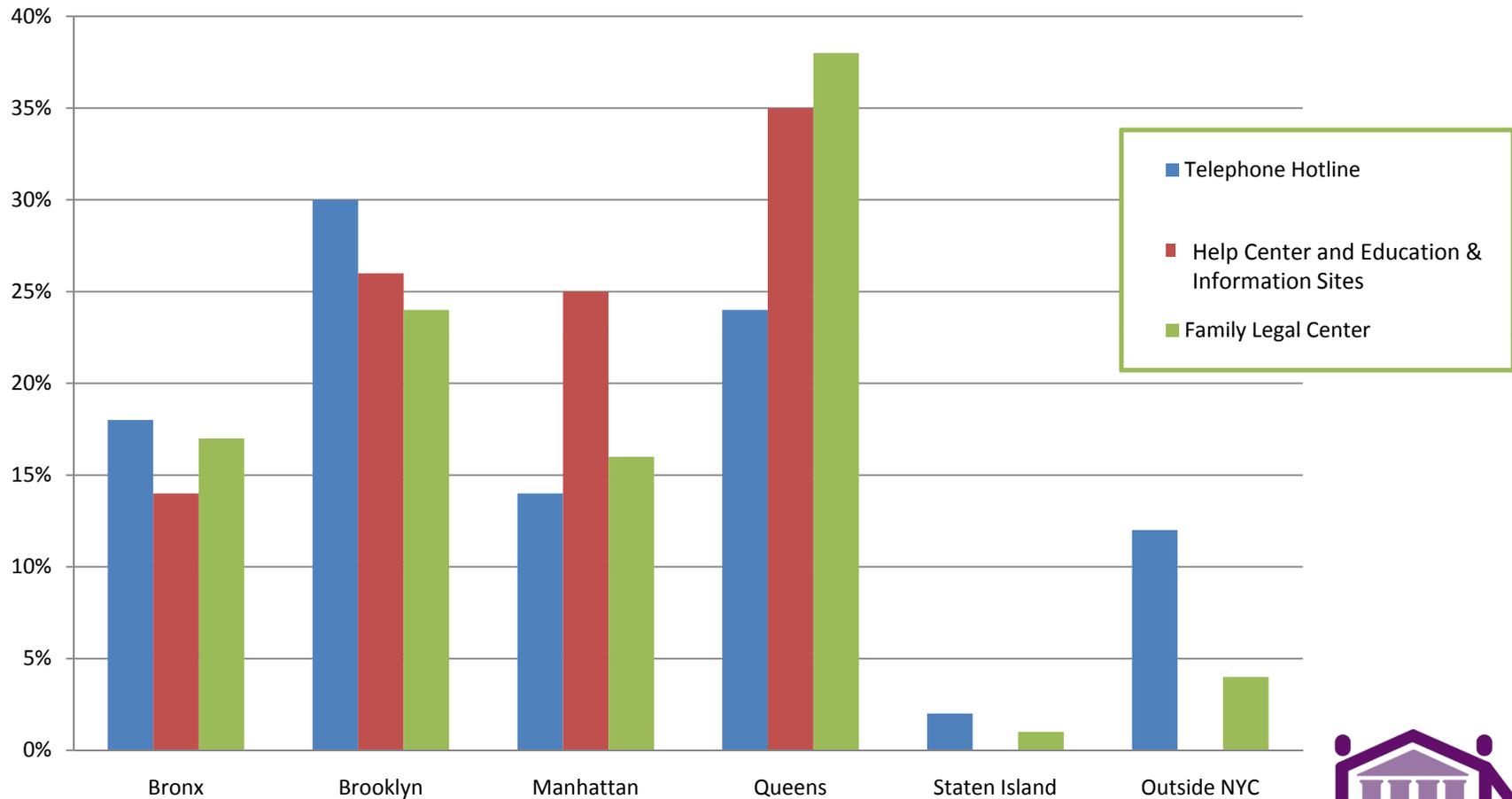
All of LIFT's programs empower unrepresented litigants to successfully self-advocate in Family Court:

- **Family Court-based Help Centers and Education & Information Sites**
- **36 multilingual Legal Resource Guides**
- **Family Law Information Telephone & Email Hotlines**
- **Legal Education Webinar Program**
- **Family Legal Center**

LIFT also has a policy department and engages in system reform efforts.



# Geographic Scope of Services

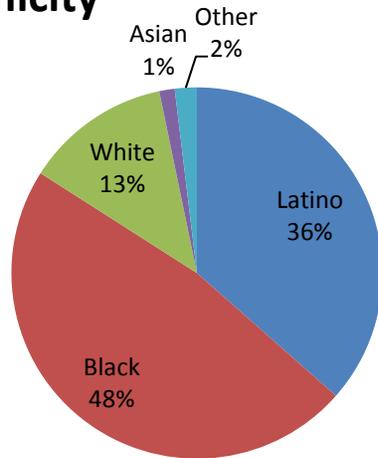


**Families across New York benefit from LIFT's unique programs.**

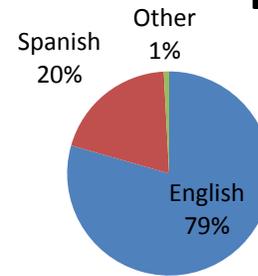


# 2010 Demographics of Families Served Across LIFT Programs

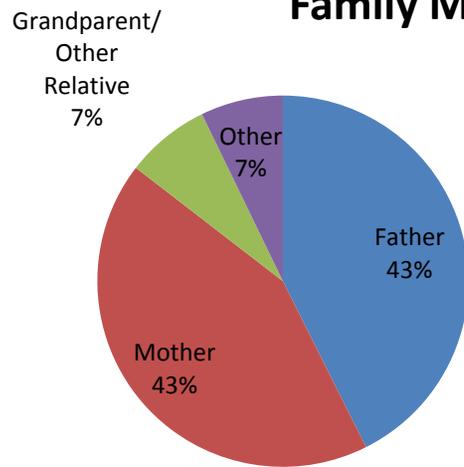
## Race/Ethnicity



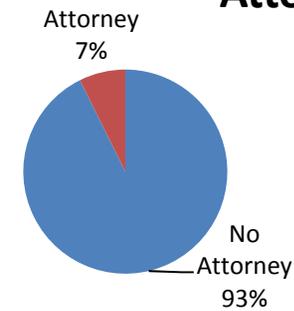
## Language



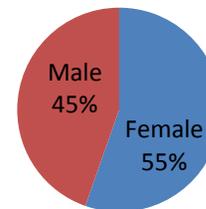
## Family Member



## Attorney

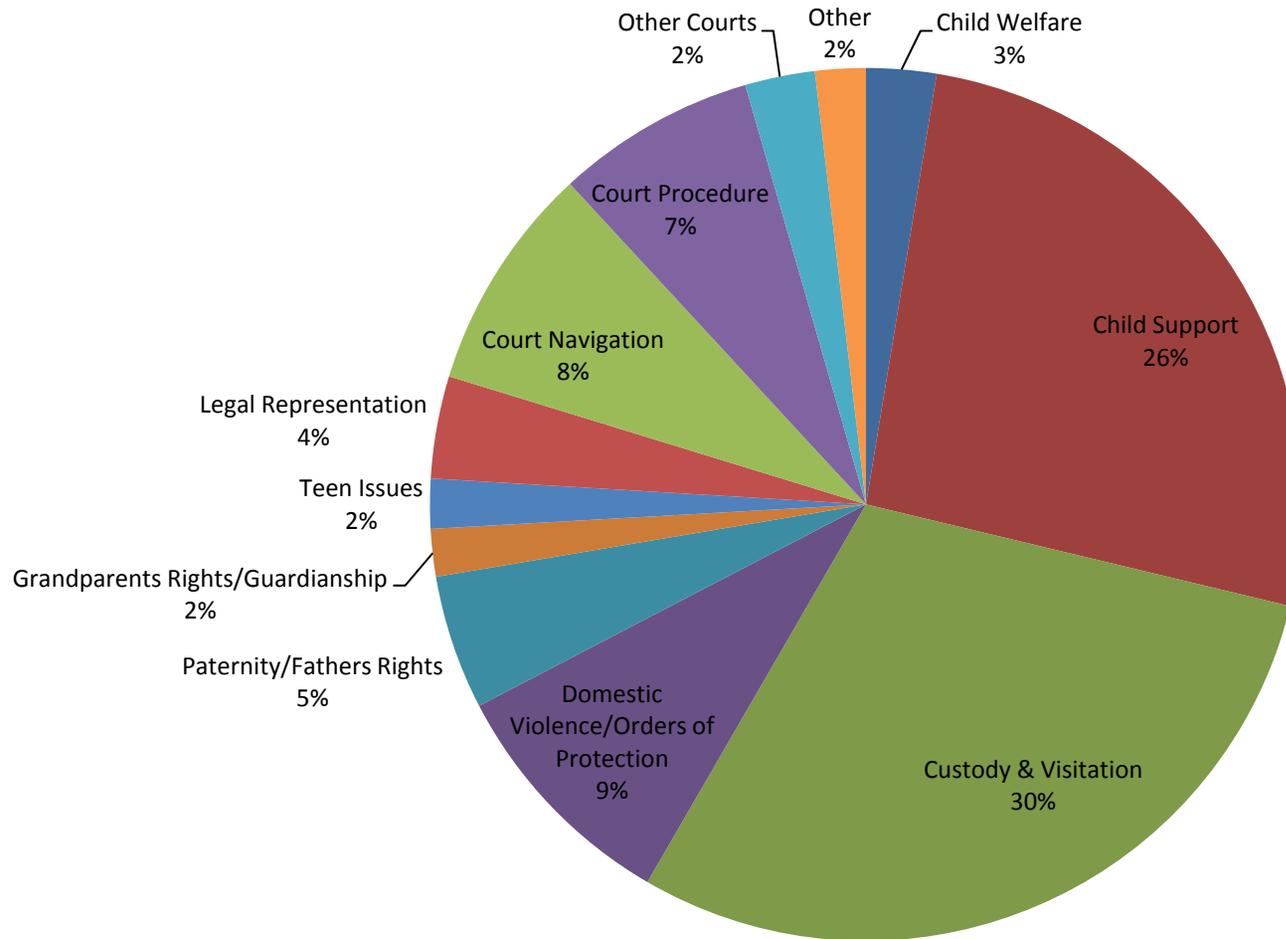


## Gender



# Areas of Inquiry

## Help Centers and Education & Information Sites and Hotline



Total number of questions answered at Help Centers and EI Sites: 88,471  
Total number of questions answered on Telephone Hotline: 33,702

- The top three areas of inquiry are:
  - Custody & Visitation
  - Child Support
  - Domestic Violence/Orders of Protection

## Family Court Education & Information Sites

The Education & Information Sites (launched September 1996) are located in the in the Bronx, Brooklyn, Manhattan, and Queens Family Courts, and provide bilingual (Spanish/English) one-on-one legal information about Family Court proceedings and resources, access to LIFT’s Legal Resource Guides, and referrals to other LIFT programs.

Program Goal: To empower unrepresented litigants with legal information and compassionate guidance to navigate Family Court.

<b>Education &amp; Information Sites – FY10</b>	
<b>Service Utilization</b>	<ul style="list-style-type: none"> <li>• 17,547 people served</li> <li>• 88,471 questions answered</li> <li>• 146,079 Legal Resource Guides distributed</li> </ul>
<b>Key Demographics</b>	<ul style="list-style-type: none"> <li>• 42% Mothers, 42% Fathers, 6% Relative Caregivers</li> <li>• 44% Black, 34% Latino/a, 22% diverse ethnicities represented in “other” categories.</li> <li>• 55% Female, 45% Male</li> <li>• 10% Spanish Speakers</li> <li>• 90% did not have an Attorney</li> </ul>
<b>Geographic Scope of Services</b>	35% Queens, 26% Brooklyn, 25% Bronx, 10% Manhattan (PT Site – LIFT Central office up the block from Family Court), 3% Outside New York City, 1% Staten Island
<b>Consumer Feedback</b>	<ul style="list-style-type: none"> <li>• 99% felt that they were treated with respect and compassion</li> <li>• 98% would recommend LIFT to their friends</li> <li>• 93% knew what their next step would be</li> <li>• 76% knew about LIFT’s other services</li> </ul>
<b>Staff</b>	Current: Bronx - 1 FTE ; Queens - 1 FTE, Brooklyn - 1 FTE, Manhattan - 1FTE (Splits time b/t MFC and FLC) All Sites utilize law school interns
<b>Total Program Cost</b>	\$335,210
<b>Unit Cost</b>	\$19 per person

## Family Law Information Telephone & Email Hotlines

The Family Law Information Telephone & Email Hotlines offer Bilingual (Spanish/English) family law information along with high-impact referrals to responsive community-based social and legal services. Program Goal: To empower unrepresented litigants with legal information and compassionate guidance to successfully navigate Family Court; and to connect participants with LIFT's more in-depth services provided at the Family Legal Center.

<b>Family Law Information Telephone &amp; Email Hotlines – FY10</b>	
<b>Service Utilization Telephone Hotline</b>	<ul style="list-style-type: none"> <li>• 4,977 people served</li> <li>• 33,702 questions answered (26% Child Support, 30% Custody &amp; Visitation)</li> <li>• 12,340 referrals</li> </ul>
<b>Service Utilization Email Hotline</b>	<ul style="list-style-type: none"> <li>• 509 people served</li> <li>• Question categories (46% Child Support, 42% Custody, 31% Visitation)</li> <li>• Referrals (60% to Telephone Hotline, 35% to FLC, 31% to LRGs, 17% to LIFT Website)</li> </ul>
<b>Key Demographics</b>	<ul style="list-style-type: none"> <li>• 59% Female, 41% Male</li> <li>• 92% do not have an attorney</li> <li>• 41% Black, 35% Latino/a, 18% White, 3% Asian, 3% Other</li> <li>• 45% Mothers, 36% Fathers, 9% Relative Caregivers – mostly grandmothers, 9% Other</li> <li>• 10% Spanish Speakers</li> </ul>
<b>Geographic Scope of Services</b>	31% Brooklyn, 23% Bronx, 23% Queens, 18% Manhattan, 7% Outside New York City, 2% Staten Island
<b>Consumer Feedback</b>	99% rate their experience as either helpful or very helpful
<b>Staff</b>	3 FTE Hotline Associates
<b>Total Program</b>	\$232,717

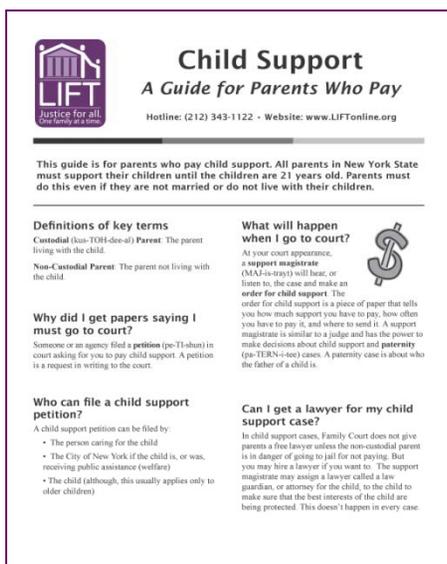
## Family Legal Center Community-Based Services

The Family Legal Center (FLC) offers intensive individualized legal information, peer support groups, financial literacy education, and high-impact referrals to unrepresented parents and other caregivers involved in child support, custody, and visitation cases.

Program Goal: To empower unrepresented litigants with legal information and compassionate guidance to successfully self advocate in court; and to give parents other caregivers the tools and access to resources to increase engagement in the emotional, physical, and financial well-being of their children.

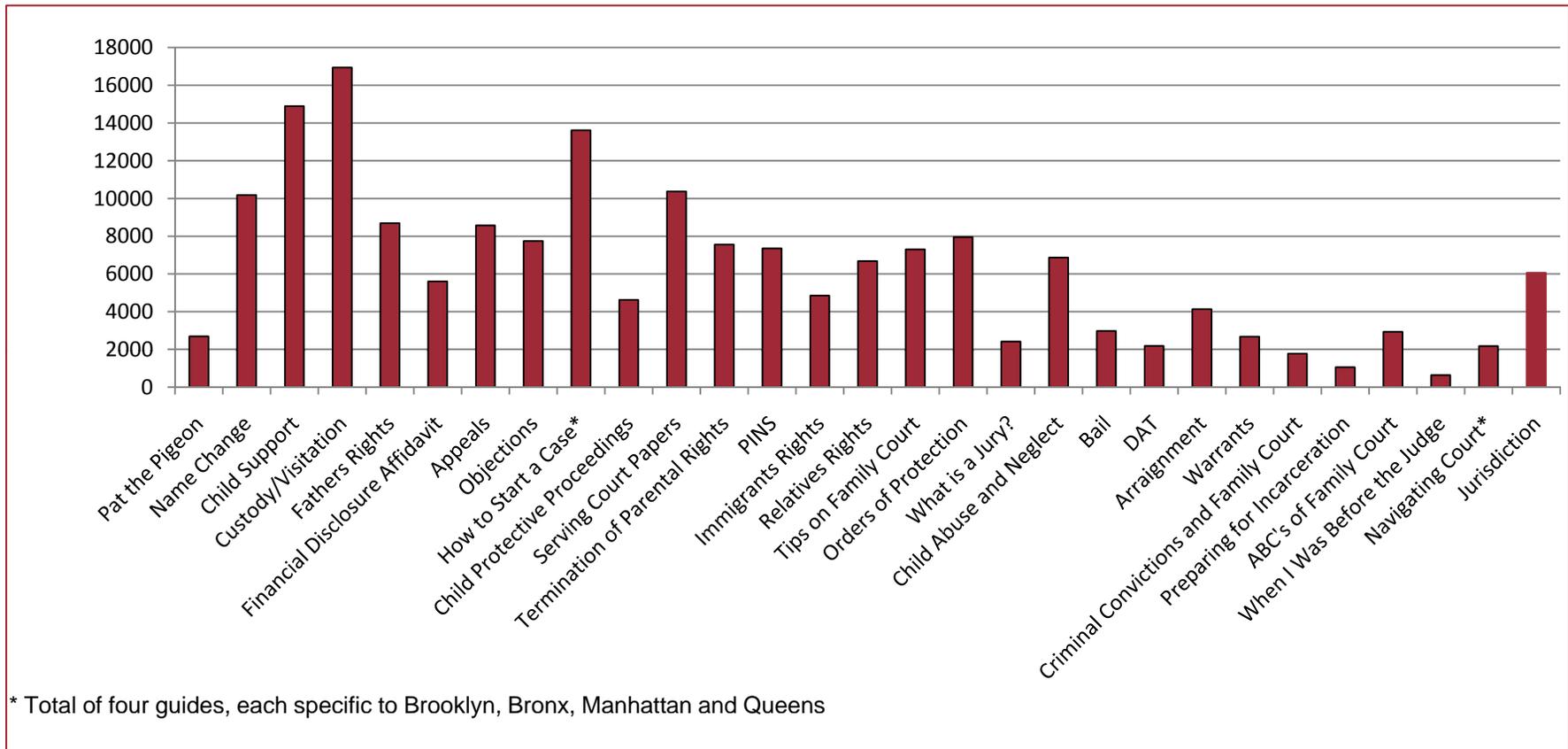
<b>Family Legal Center – FY10</b>	
<b>Service Utilization</b>	<ul style="list-style-type: none"> <li>• 608 new intakes from and 203 carry overs from FY 09 total - 811</li> </ul>
<b>Key Demographics</b>	<ul style="list-style-type: none"> <li>• 36% Female, 64% Male</li> <li>• 41% Black, 36% Latino/a, 12% other, 11% White</li> <li>• 61% Fathers, 33% Mothers, 5% relative caregivers, 1% other</li> <li>• 10% Spanish Speakers</li> <li>• 100% do not have an Attorney</li> </ul>
<b>Consumer Feedback</b>	<ul style="list-style-type: none"> <li>• 97% of respondents stated that coming to the Family Legal Center was helpful</li> <li>• 100% agreed or strongly agreed that it was easy to get the information they needed</li> <li>• 100 agreed or strongly agreed that the information made a big difference in helping them understand their rights</li> <li>• 91% agreed or strongly agreed that they know what to do in their Family Court case</li> </ul>
<b>Key Demographics</b>	28% Brooklyn, 26% Manhattan, 21% Bronx, 20% Queens, 4% Outside New York City, 1% Staten Island
<b>Staff</b>	3FTE, 2 PTE
<b>Total Program Cost</b>	\$441,254 <span style="float: right;">66</span>

# Legal Resource Guides



- LIFT produces 36 original Legal Resource Guides.
- The guides are easy-to-understand and answer readers' basic questions about Family Court and Criminal Court.
- Guides are available in Chinese, English, French, Haitian-Creole, Hebrew, Korean, Russian, and Spanish.
- The guides are distributed at the Help Centers, EI Sites, Family Legal Center's Resource Library, on LIFT's website, and are e-mailed to Hotline callers. They are also available at correctional facilities and at many of our partner organizations.
- LIFT also produces a coloring and activity book for children called *Pat the Pigeon Goes to Family Court*, in which Pat is given a tour of the courthouse by Judge Friendly; and an illustrated book for teenagers about the juvenile justice system called, *When I was Before the Judge*.

# Distribution of Guides Across Programs



- Total guides distributed across programs: 232,595 – Total FY10 cost \$49,443 ; 21 cents per LRG
  - Guides distributed at Education & Information Sites: 146, 079
  - Guides downloaded from LIFToonline.org: 77,323
  - Guides emailed to Hotline callers: 3,577
  - Guides distributed at Family Legal Center Legal Resource Library: 5,616

• 22% distributed are in languages others than English (e.g. Chinese, French, Haitian-Creole, Hebrew, Korean, Russian or Spanish).  
Translations are completed by volunteers.

# Legal Education Program

Since its launch LIFT has delivered educational workshops on a wide-range of family law topics in communities throughout the five boroughs.

Program goal: To empower unrepresented litigants with legal information to successfully self advocate in court and to ensure their ability to enter into the court system with greater knowledge and information; and to educate our partners about the Family Court system. In FY11 the LEP will transition to a webinar based program building scale while reducing cost.

Legal Education Program – FY10	
<b>Service Utilization</b>	<ul style="list-style-type: none"> <li>• 252 workshop attendees</li> <li>• 27 legal education workshops</li> </ul>
<b>Key Audience</b>	<ul style="list-style-type: none"> <li>• LIFT Participants</li> <li>• Partner Organizations Staff &amp; Participants</li> <li>• Court Staff &amp; Attorneys</li> </ul>
<b>Consumer Feedback</b>	Pre- and post-surveys of workshop participants reveal that 85% of attendees demonstrated increased knowledge of the legal topic presented.
<b>Staff</b>	1FTE (allocated over a number of positions)
<b>Total Program Cost</b>	\$210,871
<b>Unit Cost</b>	\$836

# Policy

In 2010 LIFT created a Policy Department to give voice to those we serve and catalyze system reform. Combining data driven research and concrete opportunities for participants to leverage their Family Court experiences, LIFT's policy department will address barriers to successful self advocacy through a variety of core strategies.

Policy – FY10	
<b>Core Strategies</b>	<ul style="list-style-type: none"><li>• Coalition participation</li><li>• Advocacy at the local and state levels</li></ul>
<b>Total Program Cost</b>	\$158,587 (FY10)

# Legal Resource Guides



- LIFT produces 36 original Legal Resource Guides.

- The guides are easy-to-understand and answer readers' basic questions about Family Court and Criminal Court.

- All of the guides are available in eight different languages.

- The guides are distributed at the Help Center and EI Sites, Family Legal Center's Resource Library, on LIFT's website, and are e-mailed to Hotline callers. They are also available at correctional facilities and at many of our partner organizations.

- LIFT also produces a coloring and activity book for children called *Pat the Pigeon Goes to Family Court*, in which Pat is given a tour of the courthouse by Judge Friendly; and an illustrated book for teenagers about the juvenile justice system called, *When I was Before the Judge*.



### Child Support

A Guide for Parents Who Pay

Hotline: (212) 343-1122 • Website: [www.LIFTonline.org](http://www.LIFTonline.org)

This guide is for parents who pay child support. All parents in New York State must support their children until the children are 21 years old. Parents must do this even if they are not married or do not live with their children.

**Definitions of key terms**

**Custodial** (koo-TOH-dee-ah) Parent: The parent living with the child.

**Non-Custodial Parent:** The parent not living with the child.

**Why did I get papers saying I must go to court?**

Someone or an agency filed a petition (pe-TI-shun) in court asking for you to pay child support. A petition is a request in writing to the court.

**Who can file a child support petition?**

A child support petition can be filed by:

- The person caring for the child
- The City of New York, if the child is, or was, receiving public assistance (welfare)
- The child (although, this usually applies only to older children)

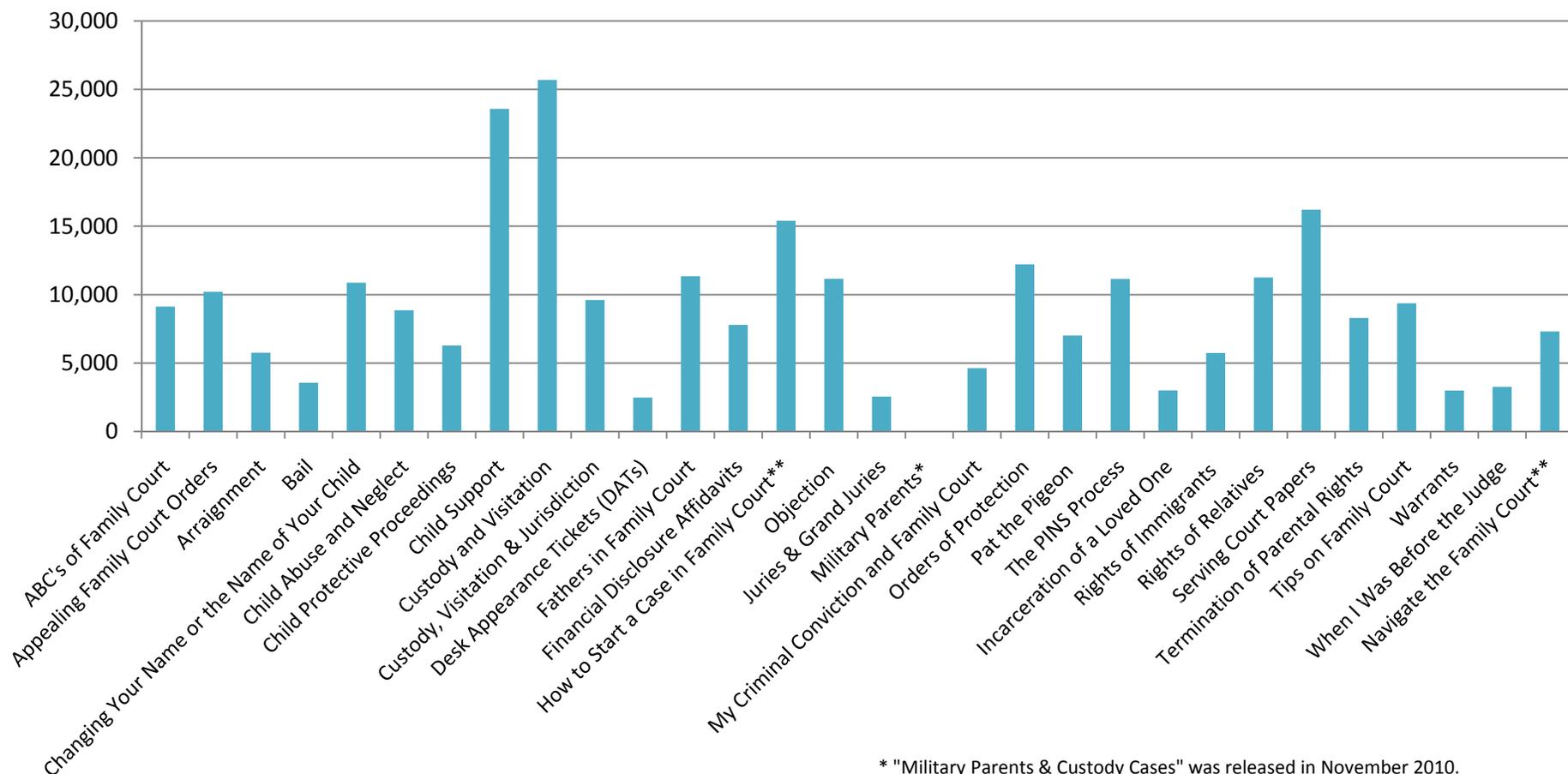
**What will happen when I go to court?**

At your court appearance, a **support magistrate** (MAJ-ee-stray) will hear, or listen to, the case and make an **order for child support**. The order for child support is a piece of paper that tells you how much support you have to pay, how often you have to pay it, and where to send it. A support magistrate is similar to a judge and has the power to make decisions about child support and **paternity** (pa-TERN-ee-tee) cases. A paternity case is about who the father of a child is.

**Can I get a lawyer for my child support case?**

In child support cases, Family Court does not give parents a free lawyer unless the non-custodial parent is in danger of going to jail for not paying. But you may hire a lawyer if you want to. The support magistrate may assign a lawyer called a law guardian, or attorney for the child, to the child to make sure that the best interests of the child are being protected. This doesn't happen in every case.

## Distribution of Legal Resource Guides



\* "Military Parents & Custody Cases" was released in November 2010.

\*\* Total of four guides, each specific to Brooklyn, Bronx, Manhattan, and Queens

Total guides distributed across programs: 275,125

- Guides distributed at Education & Information Sites: 193,544
- Guides downloaded from [www.LIFTonline.org](http://www.LIFTonline.org): 73,185
- Guides emailed to Hotline callers: 346
- Guides distributed at Family Legal Center Legal Resource Library: 8,050

Nearly 20% of guides received are in languages other than English (e.g. Spanish, French, Hebrew, Chinese, Korean, Haitian/Creole, or Russian)

# LIFT ONLINE COMMUNICATION

## Advancing our mission through technology

[www.LIFTonline.org](http://www.LIFTonline.org)

LIFT's website is a well-organized resource for visitors to access family law and Family Court information, download our Legal Resource Guides, ask questions through our Family Law Information Email Hotline, learn about our programs and community impact, donate to the organization, and find out about employment and volunteer opportunities.

In 2010, the website had 71,301 visitors.

[www.LIFT hotline.org](http://www.LIFT hotline.org)

LIFT's Family Law Information Email Hotline is a secure online resource for visitors to email questions about family law and Family Court. For some people, reaching us through email is more convenient than calling our Family Law Information Telephone Hotline, such as parents who work during regular business hours or military parents who are deployed overseas.

# LIFT ONLINE COMMUNICATION

## Advancing our mission through technology

**facebook**   [Keep me logged in](#) [Forgot](#)

**Sign Up** **LIFT is on Facebook**  
Sign up for Facebook to connect with LIFT.

**LIFT** [Wall](#) [Info](#) [Causes](#) [Photos](#) [Discussions](#) [Boxes](#)

LIFT + Fans **LIFT** Just Fans

**LIFT** Need legal information about Family Court and family law? Call LIFT's Family Law Information Hotline at 212-343-1122 or email us a question at [www.LIFT hotline.org](http://www.LIFT hotline.org)

**LIFT Hotline | LIFT Email Hotline**  
[www.lifhotline.org](http://www.lifhotline.org)  
Get answers to your New York State family law and Family Court questions. LIFT can help you understand your legal options, find resources in your neighborhood, and find stability and safety for yourself ...

Tue at 12:04pm · Comment · Like  
Radio and Liza like this.

**LIFT** Read this interesting NY Times article about how Family Court judges are trying to sentence juvenile delinquents to alternatives to detention in upstate facilities: <http://nyti.ms/8Zces1>

**The New York Times** **Brooklyn Judges Struggle Not to Send Juveniles to Prison - NYTimes.com**  
[nyti.ms](http://nyti.ms)  
The inadequacies of New York State's detention facilities for young offenders in Family Court are nearly matched by the shortage of options within the city.

March 9 at 2:07pm · Comment · Like

**LIFT** Join us this Sunday for the LIFT Family Fundraiser at Playgarden in Tribeca - music, food, activities, and fun for the whole family!  
[www.LIFTonline.org/events.html](http://www.LIFTonline.org/events.html)  
January 27 at 1:55pm · Comment · Like

LIFT's legal name is "Legal Information for Families Today"

**Information**  
Founded: 1996

**Fans**  
6 of 204 fans [See All](#)

Liza Tarshean Angel  
Jennifer Tamika Andrew

[facebook.com/LIFTonline](https://facebook.com/LIFTonline)

**twitter** [Home](#) [Profile](#) [Find People](#) [Settings](#) [Help](#) [Sign out](#)

What's happening? 140

[New!](#) Add a location to your tweets. [Turn it on](#) - No thanks [Tweet](#)

**Latest:** Have NYS child support, custody, or visitation questions? The LIFT Family Legal Center can help. Call or stop by: <http://bit.ly/b3Qh7P> less than 5 seconds ago

**Home**

**LIFTonline** Have NYS child support, custody, or visitation questions? The LIFT Family Legal Center can help. Call or stop by: <http://bit.ly/b3Qh7P>  
less than 5 seconds ago via web

**nonprofitorgs** RT @TheTaskForce LA Times on Obama's move to extend hospital visitation rights to same-sex couples: <http://bit.ly/apEwF3>  
23 minutes ago via web from Phelps, Springfield

**pewresearch** 26% of #Millennials (adults born after 1980) are unaffiliated with any particular religion. <http://bit.ly/busJh6>  
41 minutes ago via web

**ChrisCQuinn** Redevelopment of Fulton Fish Market needs to include a regional public market <http://bit.ly/aiHQBS>.  
about 1 hour ago via web

**ChrisCQuinn** The act of hate demonstrated outside the LGBT Community Center in the Village is unacceptable.  
<http://bit.ly/a79HOc>  
about 1 hour ago via web

**LIFTonline**  
28 tweets  
48 following 64 followers 5 listed

Have 140 seconds?  
Help improve Twitter. Answer these 7 questions.

**Home**  
[@LIFTonline](#)  
Direct Messages 3  
Favorites  
Retweets  
   
Lists  
Lists are timelines you build yourself, consisting of friends, family, co-workers, sports teams, you name it.  
New list  
Trending Topics  
#FF  
#nowplaying  
#FollowFriday  
U-Kiss  
#TheresNothingLike

[@LIFTonline](https://twitter.com/LIFTonline)

**LIFT uses Facebook and Twitter to communicate online and connect with organization stakeholders and the people we serve.**

# Awards

Melissa M. Beck, LIFT's Chief Executive Officer, has been chosen to receive the New York City Bar Association's **Kathryn A. McDonald Award** for Excellence in Service to Family Court. This award recognizes individuals whose work in the Family Court system has set them apart for their dedication and accomplishments on behalf the children and families that they serve.

2009 LIFT is a finalist for the **New York Times Company Nonprofit Excellence Award**, give the nonprofit that best exhibits excellence in management and that plays a critical role in enriching and improving the lives of people in New York City.

2009 LIFT received the **Thom A. Fluellen Award** from the NYU Community Fund, which recognizes outstanding organizations that demonstrate tireless efforts in the community.

LIFT received **The Samuel J. Duboff Memorial Award** from the Fund for Modern Courts. The award recognizes non-lawyers who make extraordinary contributions toward improving the quality of justice in New York State.

2005 LIFT's Family Court-based Education & Information Sites were recognized as an "exemplary" court program by the **Association of Family and Conciliation Courts**.

# Goals for 2011- 2012

In 2011-12, LIFT has five primary goals:

- i. Continue to operate its unique programs, all of which provide vitally important legal information and compassionate guidance to unrepresented low-income New Yorkers facing the complex Family Courts;
- ii. Complete an organization-wide strategic plan;
- iii. Continue building our presence in the Family Court Help Centers;
- iv. Launch a legal information chat portal for Family Law Information Email Hotline;
- v. Build the Legal Education Program Webinar Initiative.



# SHERIFF'S OFFICE



NYC DEPARTMENT OF FINANCE



**PROVIDING FOR THE FUTURE**



# **THE FUTURE IS NOW**

**Sun Tzu said “Know your enemy, know yourself,  
you can fight a hundred battles without disaster”**

## **Reshaping the NYC Sheriff’s Office**

# Branding the Department

- New brochures - In Process
- Update web site - In Process
- New performance metric – In Process
- Merging all Law Enforcement in Finance under the Sheriff - In Process

# **STATUTORY REQUIREMENTS FOR SHERIFF'S OFFICE**

**There are Administrative Code provisions that require the Sheriff to account to the Comptroller for all fees received as these fees are city funds. Criminal and forfeiture consequences are provided for a failure to account for fees.**

**Liability: Public Officer Law governs the operations of a sheriff's office. § 72-a provides "Penalty of an officer for failure to execute mandate and make return. An officer who fails to execute a mandate according to its command and make a return thereon of his proceedings is liable to the party aggrieved for the damages sustained by him, in addition to any other punishment or proceeding authorized by law." Also County Law Section 650 (2) requires that upon written request by the issuer thereof, "the sheriff shall serve all civil process regardless of whether it has been issued by the court."**

# STATUTORY REQUIREMENTS FOR SHERIFF'S OFFICE

**In summary, regarding executing court mandates and serving process, there is a strict duty to do so and liability for not doing.**

The Sheriff would incur a liability to the party that obtains an order (mandate), files with this office and who is damaged by the failure of the sheriff to timely act on the order. For example, a party files an order that would have the sheriff seize property and the sheriff fails to timely act on the order with the consequence that the property is no longer in the jurisdiction when the sheriff finally attempts to enforce the order.

# DO'S AND DON'TS FOR DEPUTIES

- **Deputies are authorized to do the following in criminal matters, which would include CTX criminal cases: Deputies operate under the CPLR (Civil Practice Law and Rules)**
  - **General peace keeping duties**
  - **Warrantless arrests**
  - **Warrantless searches**
  - **Serve subpoenas, summonses or other process**
  - **Conduct surveillance**
  - **Conduct interviews**
  - **Issue moving and parking violations (vehicle stops)**
  - **Be the affiant on a search warrant application**
  - **Be a claiming agent for proceeds of a crime**
  
- **What deputies cannot do:**
  - **Execute warrant of arrest pursuant to CPL (Criminal Procedure Law) only (can execute others)**
  - **Execute search warrant pursuant to CPL only (can execute others)**
  - **Regulatory duties assigned to DOF**

# **DO'S AND DON'TS FOR DEPUTIES**

In summation, deputies could be used to investigate crimes at the Sheriff's direction. The only limitation is on the actual execution of an arrest or search warrant issued under the criminal procedure law.

# Sheriff-Deputy Statistics

## Poundage and Fees Collected – Majority from Private versus Public Court Action

2009 - \$1.3 million

2010 - \$1.1 million

2011 - on course to collect \$1.2 million

The Income Execution Unit has been transferred back to Sheriff, after it was transferred out in 1998.

1998 income staff = 27 non-uniformed staff and 2 part time deputies. The Unit presently has 6 non-uniformed personnel assigned and no deputies.

## Increase in Arrest: The Courts are now aware of Sheriff's ability to serve in this role

2009: 545

2010: 1,035

2011: projected 1,200+

## Service/Property Process Executed (Civil Cases)

2009: 8,032

2010: 7,183

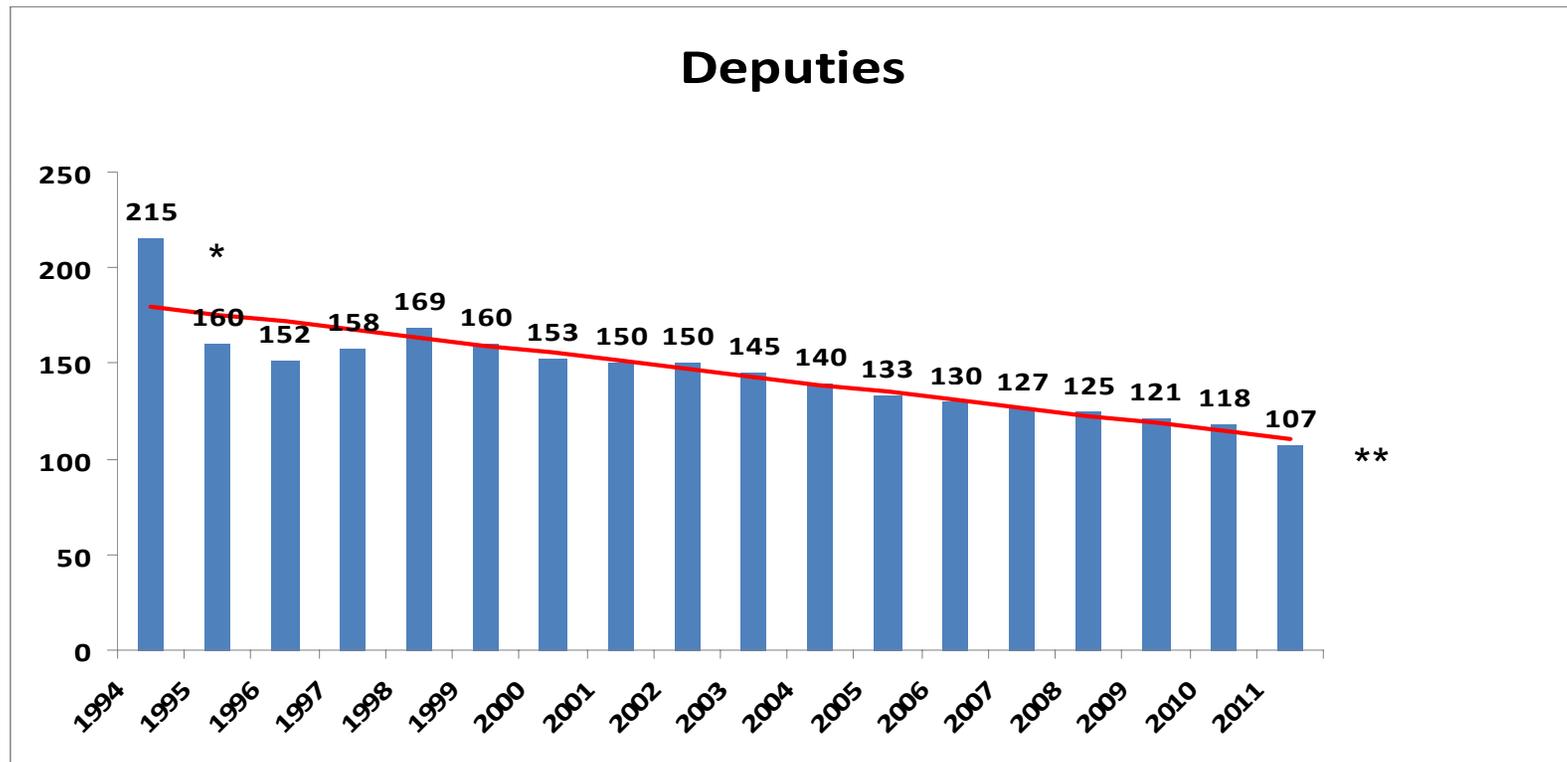
2011: 4,104 YTD

## DOES NOT INCLUDE KENDRA AND WARRANTS ACTIVITY

All expenses covered by reimbursement agreements. These two units make up 34% of current workforce.

# Sheriff Staffing

The Sheriff's Office has also experienced the "Graying of the Force" phenomenon. The high number of deputies eligible for retirement can cause a massive break down in the Office's ability to complete its missions.



\* 55 Deputies participated in the early buyout program offered during the Giuliani Administration

\*\* As of 01 April 2011

# Arrest Statistics

○	<b><u>FY 10</u></b>	<b><u>ARRESTED</u></b>	<b><u>VACATED</u></b>
○	JULY 09	7	6
○	AUG 09	0	3
○	SEPT 09	2	3
○	OCT 09	5	2
○	NOV 09	3	4
○	DEC 09	4	4
○	JAN 10	9	12
○	FEB 10	1	4
○	MAR 10	8	2
○	APR 10	0	2
○	MAY 10	0	3
○	JUNE 10	5	2
○	<b>TOTAL</b>	<b>56</b>	<b>59</b>
○	<b>AVERAGE</b>	<b>4.7/MO</b>	<b>4.9/MO</b>
○	<b><u>FY 11</u></b>	<b><u>ARRESTED</u></b>	<b><u>VACATED</u></b>
○	JULY 10	3	2
○	AUG 10	0	5
○	SEPT 10	22	6
○	OCT 10	4	2
○	NOV 10	9	9
○	DEC 10	6	4
○	JAN 11	3	5
○	FEB 11	6	5
○	<b>TOTAL</b>	<b>53</b>	<b>38</b>
○	<b>AVERAGE</b>	<b>6.6/MO</b>	<b>4.8/MO</b>

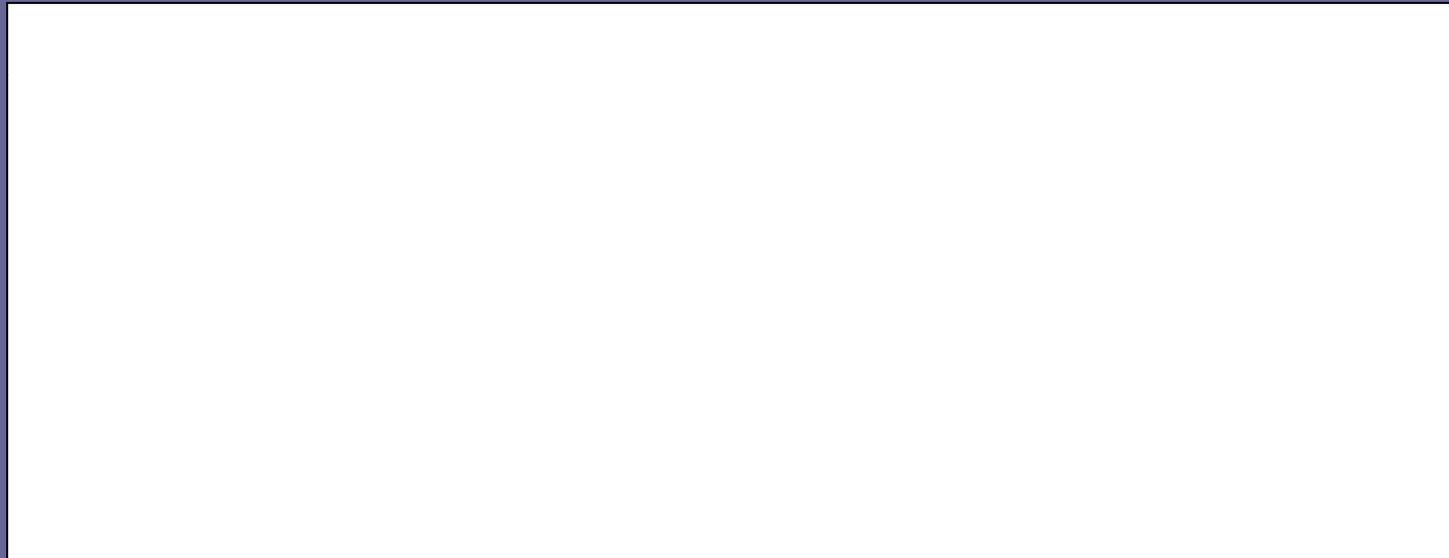
# Warrant statistics for April 2011

## SHERIFF'S OFFICE SPECIAL ENFORCEMENT UNIT - SERVICE OF PROCESS DAILY REPORT

RECAP REPORT - by Dep. John Eng

DATE	AM STOPS	PM STOPS	ATT TOTAL	AM SERVICES	PM SERVICES	VCP	TOTALS	RETURN TOTALS	LATE RETURNS	DEPUTIES IN FIELD	ABSENCES
1-Apr	252	0	252	58	0	9	67	151	2	14	0
4-Apr	72	80	152	18	12	16	46	124	7	9	2
5-Apr	174	104	278	41	21	6	68	106	14	16	1
6-Apr	148	92	240	43	17	12	72	152	6	15	2
7-Apr	105	91	196	32	22	15	69	146	12	12	5
8-Apr	64	0	64	13	0	10	23	131	5	4	2
11-Apr	77	83	160	20	18	9	47	46	11	9	4
12-Apr	156	92	248	38	26	8	72	79	2	15	2
13-Apr	165	96	261	43	21	12	76	107	4	15	2
14-Apr	122	77	199	35	17	5	57	161	3	15	4
15-Apr	89	0	89	26	0	9	35	112	1	7	0
18-Apr	119	106	225	34	23	15	72	42	0	13	0
19-Apr	103	67	170	31	14	10	55	97	4	11	8
20-Apr	148	64	212	51	13	9	73	143	3	13	6
21-Apr	140	61	201	33	14	16	63	109	2	12	7
22-Apr	67	0	67	24	0	12	36	111	4	4	2
25-Apr	75	48	123	29	12	8	49	59	7	7	6
26-Apr	142	81	223	38	17	6	61	83	2	13	6
27-Apr	56	85	141	21	24	5	50	136	2	9	7
28-Apr	145	96	241	42	31	8	81	104	6	14	5
			0				0				
<b>TOTALS</b>	2419	1323	<b>3742</b>	670	302	200	<b>1172</b>	2199	97	227	71

# **Problem-Solving Child Support Proceedings: An Innovative Approach**



CENTER  
FOR  
COURT  
INNOVATION



*“Outcomes – not just process and precedents – matter. Protecting the rights of an addicted mother is important. So is protecting her children and getting her off drugs.”*

— New York State Chief  
Judge

Judith S. Kaye

**NEW GOAL**

courts should address the problems of victims,  
communities and defendants

Creative  
partnerships

Access to better  
information

Judicial  
monitoring

Using data to  
track impacts

**NEW METHODS**

## Public Complaints

According to polls, focus groups and interviews, courts are...

- remote
- out of touch
- incomprehensible
- a set of revolving doors spinning out of control

## Public Demands

According to the National Center for State Courts, more than 80% approve of...

- judicial monitoring
- forging new links with community groups
- partnerships with treatment providers

**Drug Courts** (adult, juvenile, and family)

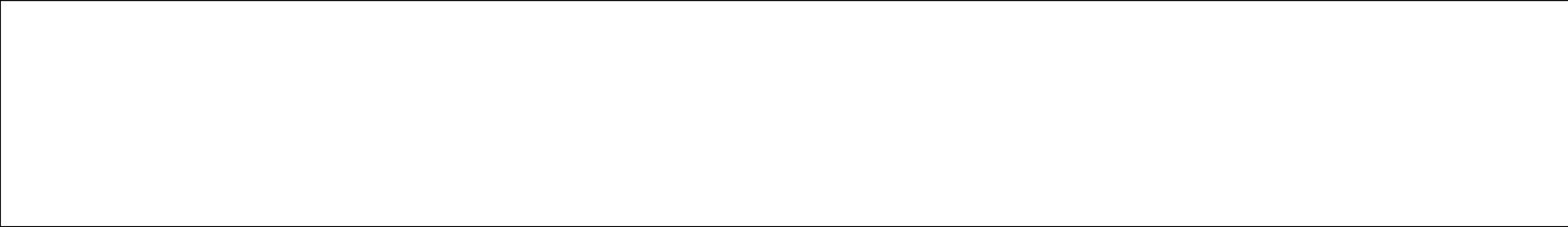
**Domestic Violence Courts** (adult criminal, juvenile, civil, and integrated)

**Community Courts** (criminal and multi-jurisdictional)

**Mental Health Courts** (adult and juvenile)

**Other Models** (e.g., DUI, reentry, homeless, youth, truancy, elder abuse, and sex offender courts)





1989 First drug court opens in Miami (FL)

1998 347 drug courts

< 50 other problem-solving courts

2008 > 2,000 drug courts

1,000 other problem-solving courts

Hon. Kirstin Ruth, Wake County, NC

2009 Syracuse Parent Support Program

Eligibility: Non-PA violation cases

Screening: Wizard; Under-employment

Program Plan: Work with Resource Coordinator to develop plan including FEES, legal support, other social services

Compliance Reviews: weekly and then reduced as compliance established

Graduation: Six months of payment



[npalos@courts.state.ny.us](mailto:npalos@courts.state.ny.us)

SEARCH CONTACT LINKS

ABOUT **CENTER FOR COURT INNOVATION**

DEMONSTRATION PROJECTS

EXPERT ASSISTANCE

PUBLICATIONS



**LATEST NEWS**  
An ambitious experiment in going to scale with problem-solving justice, Bronx Community Solutions officially opened its doors in the fall of 2005. | [read more](#)

**LATEST PUBLICATION**  
*Good Courts* is the first book to describe the problem-solving court movement and features in-depth looks at Center for Court Innovation projects. | [read more](#)

Community Court Drug Court Domestic Violence Court Mental Health Court Community Prosecution  
Problem-Solving Justice Reentry Juvenile Justice Mediation Technology Research

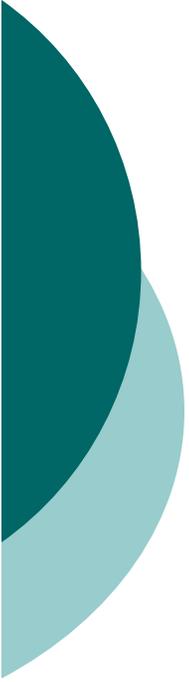


# CASH ASSISTANCE AGREEMENT PILOT (CAAP)

# CASH ASSISTANCE AGREEMENT PILOT (CAAP)

GOAL – to create a program that gives noncustodial parents in cash assistance cases the opportunity to:

- Execute an agreement for child support at Customer Service
- Ask questions about the child support program
- Enter into a formal agreement at Customer Service or establish an order at Family Court
- Learn about other services like mediation and employment



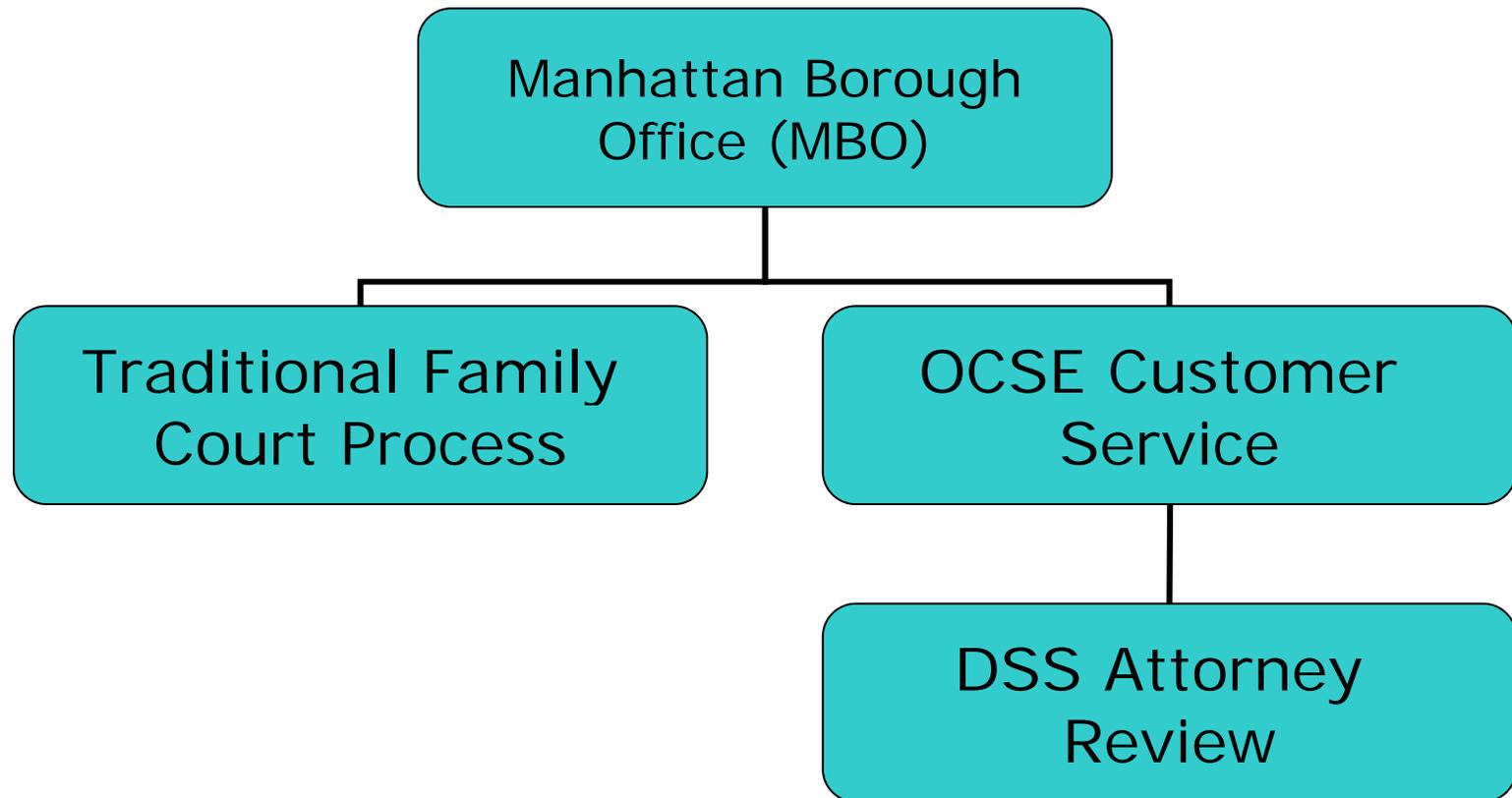
# CAAP Partnerships

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- For Two Years The Following Groups Collaborated on the Final Model:
  - NYS Office of Temporary and Disability Assistance
  - Support Magistrates from the NYS Unified Court System
  - OCSE Managers and Attorneys
  
- Workgroups developed
  - Agreements
  - Rights Documents
  - Appointment system
  - Training & Procedures

# CAAP Model

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## CAAP Model - MBO

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- The Manhattan Borough Staff will randomly select court ready cases for the two tracks –
  - Customer Services Agreement Pilot or
  - Family Court Hearing
  
- An invitation letter will be generated and put in the file before going to Central Court Services
  
- All cases will be forwarded to CCS to schedule a hearing



## CAAP Model – Central Court Services (CCS)

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CAAP and Family Court cases will have:

- A Hearing date scheduled
- A Summons and Notice to Appear generated and mailed

CAAP cases will also have:

- **An appointment letter inserted with the summons and notice package**



## CAAP Model – Customer Service

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Interview – A customer service representative will:

- Review the Child Support Standards Chart
- Review the Notice of Rights
- File an AOP with the Department of Health to establish paternity
- Review financial documents
- Explore Health care coverage
- Generate the child support agreement with the guidelines calculation
- Ask the NCP to sign

# CAAP – Office of Legal Affairs

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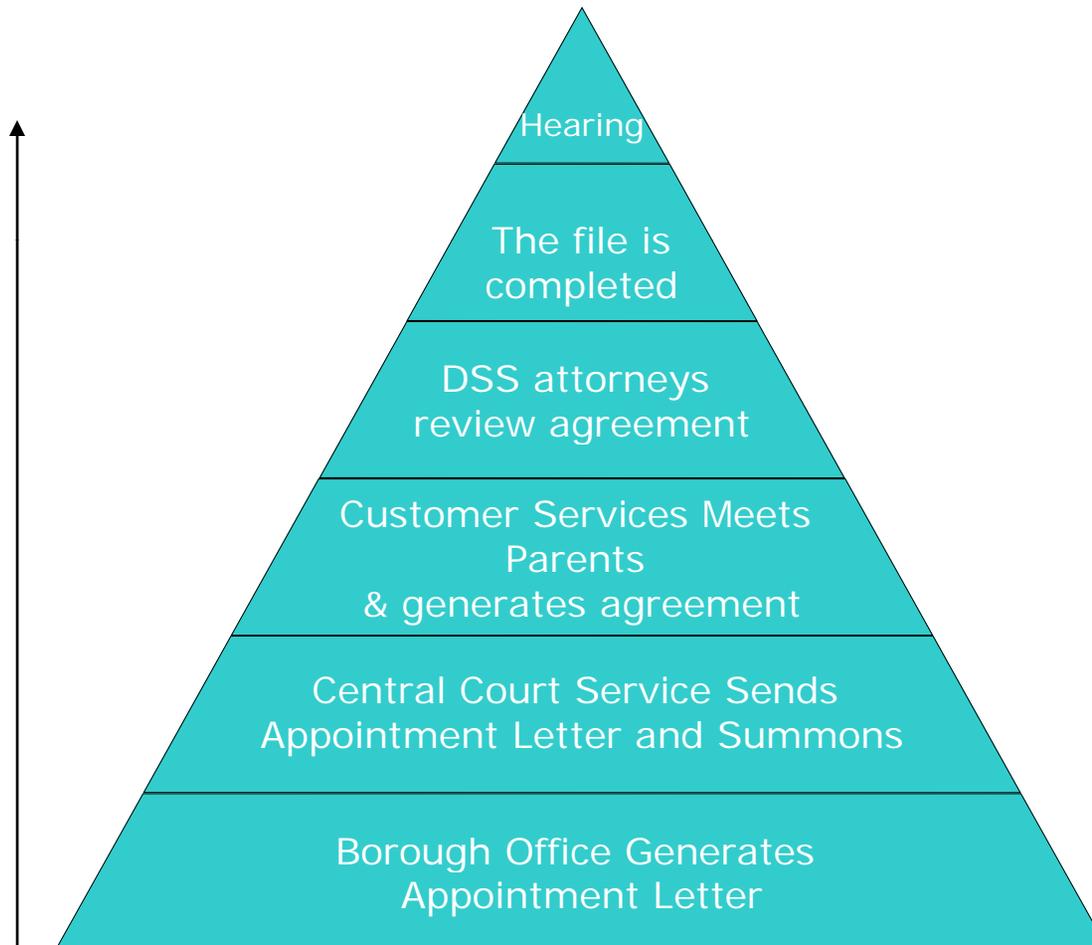
DSS Attorneys will review the agreement and supporting documentation.

Customer Services Staff will speak to the noncustodial parent about the program while he/she waits for an executed agreement.

The day of the hearing, if the NCP does not show up the DSS attorney will submit the agreement and ask for a court order in accordance with the terms of the agreement.

# CAAP OVERVIEW

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# Panel Presentation

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