



**DISTRICT OF
COLUMBIA
COURTS**

*Open to All
Trusted by All
Justice for All*

2019

ANNUAL REPORT





▶ 2019 ANNUAL REPORT TABLE OF CONTENTS

MESSAGE FROM THE CHIEF JUDGES	3
FROM THE EXECUTIVE OFFICER OF THE DISTRICT OF COLUMBIA COURTS	4
GOVERNANCE OF THE DISTRICT OF COLUMBIA COURTS	5
ORGANIZATION OF THE DISTRICT OF COLUMBIA COURTS	6
2019 STRATEGIC PLAN UPDATE	7
GOAL I: ACCESS TO JUSTICE FOR ALL	9
Access to Justice for Self-Represented Litigants	10
Support Services for Court Participants	11
Civil Legal Assistance	15
GOAL II: FAIR AND TIMELY CASE RESOLUTION	18
Efficient Case Resolution	19
Innovations in Case Management	20
Court Mediation Programs	21
Jury Service	22
Problem-Solving Courts	23
GOAL III: PROFESSIONAL AND ENGAGED WORKFORCE	24
DC Courts' Workforce	25
Values Based Workplace	28
Training and Education	29
GOAL IV: RESILIENT AND RESPONSIVE TECHNOLOGY	31
Information Technology Systems Enhancements	32
Enhanced Access to Information	33
GOAL V: EFFECTIVE COURT MANAGEMENT AND ADMINISTRATION	35
Enhancing Court Facilities	36
Civic Engagement	37
Courts in the Community	38
Using Data Effectively	39

MESSAGE FROM THE CHIEF JUDGES

As the Judicial Branch of the District of Columbia Government, the DC Courts are a local court system that serves those who live, work and visit the District of Columbia. We constantly strive to administer justice fairly and timely, while ensuring that everyone has access to the Courts regardless of whether they can afford an attorney, have a language challenge, have a disability, or face other obstacles. DC Courts' judges and staff spend a lot of time in the community in order to understand the needs of those we serve. We attend community events, host informational booths at neighborhood festivals, partner with local law schools to hold appellate arguments in the community, offer legal clinics for persons in need of legal assistance, participate in community service projects, sponsor recreational events for court-involved youth, and host groups of local students for educational events. You can read about many of these events in the following pages.

We understand that coming to court is a stressful experience for most people, and we are committed to finding ways to reduce that stress and make the process as simple and

easy to navigate as possible. This year, we have created interactive interview guides to assist self-represented litigants with completing court forms online, provided trained court navigators to assist people in landlord and tenant and small claims courts, provided language access training to court personnel, created an Interpreter Registry to ensure the quality of interpretation services provided to non-English speaking parties, and expanded the availability of mediation in appellate cases by training volunteer attorneys who will provide their services on a pro bono basis.

We have made great progress in 2019, and look forward to more accomplishments in the new decade that begins in 2020. We recognize that our talented judiciary and court employees, and our strategic partners at other justice system agencies and organizations, are key to our success, and thank all of you for your dedication and commitment.

We invite you to learn more about the DC Courts' efforts and accomplishments outlined in this report and at www.dccourts.gov.



Chief Judge Anna Blackburne-Rigsby
District of Columbia Court of Appeals



Chief Judge Robert E. Morin
Superior Court of the District of Columbia

FROM THE EXECUTIVE OFFICER OF THE DISTRICT OF COLUMBIA COURTS



I am pleased to present this annual report of the District of Columbia Courts' key activities and accomplishments in 2019. The report highlights initiatives undertaken to achieve the goals of the Courts' 2018-2022 *Strategic Plan, Open to All, Trusted by All, Justice for All*. On pages 7 and 8, the report highlights strategies targeted for implementation this year.

2019 began on a challenging note. The longest Federal Government shutdown in history, from December 22, 2018 to January 25, 2019, impacted the DC Courts which are directly federally funded. Nearly 22% of the Courts' workforce were furloughed, while only court personnel who were essential to continue court operations reported to work during the shutdown. Despite the severe personnel shortage, the Courts' judges and personnel pulled together to continue to administer justice to the residents and businesses of the District of Columbia throughout the shutdown, and those who were furloughed returned to work determined to catch up on lost work with minimal impact to the public. The Courts are incredibly fortunate to have such a talented and dedicated workforce, who demonstrate their commitment to public service each and every day.

A major focus for the Courts this year was enhancing access to justice, which is the first goal of the Strategic Plan. The report details efforts to increase access to civil legal assistance, to utilize technology to enable self-represented litigants to better obtain court services, and to provide court navigators to assist litigants in the Courts' highest volume landlord and tenant and small claims courts.

The DC Courts' judiciary and court personnel have worked tirelessly to deliver excellent service to our community and to achieve the Courts' mission to protect rights and liberties, uphold and interpret the law, and resolve disputes peacefully and effectively. We are honored and proud to serve the residents of the District of Columbia.

Sincerely,

Dr. Cheryl Bailey
Acting Executive Officer

GOVERNANCE OF THE DISTRICT OF COLUMBIA COURTS

The Joint Committee on Judicial Administration (Joint Committee) governs the District of Columbia Courts, as designated in the District of Columbia Court Reform and Criminal Procedure Act of 1970. The Joint Committee sets policy for the Courts and is responsible for administrative and financial activities, including capital projects to maintain safe and functional courthouse facilities; budget submissions; acquisition, spending and auditing; grant administration; general personnel policies; information management; statistical reporting; and performance monitoring. Five judges serve on the Joint Committee. The Chief Judge of the Court of Appeals serves as Chair; other members include the Chief Judge of the Superior Court and three other judicial members, one elected by the Court of Appeals and two elected by judges of the Superior Court. The Executive Officer, who is responsible for administrative management of the District of Columbia Courts, serves as Secretary to the Joint Committee.

The Joint Committee governs the District of Columbia Courts, as designated in the District of Columbia Court Reform and Criminal Procedure Act of 1970.

ORGANIZATION OF THE DISTRICT OF COLUMBIA COURTS

*The District of
Columbia Courts
comprise the Judicial
Branch of the District of
Columbia Government.*

The District of Columbia Courts comprise the Judicial Branch of the District of Columbia Government. The Court of Appeals, an appellate court of last resort, is the highest court in the District of Columbia. The Superior Court is a trial court, and the Court System includes the administrative offices of the DC Courts. The DC Courts are a unified court system, which means that there is one level of trial court in which all cases are filed. Uniquely among state-level courts, the DC Courts' judges are nominated by the President of the United States and confirmed by the United States Senate. They serve 15-year terms and are eligible to be re-appointed. Magistrate judges are appointed by the Chief Judge of the Superior Court with the approval of the Board of Judges. The DC Courts are financed by the Federal Government. The Courts' budget is submitted to the U.S. Office of Management and Budget for the President's recommendation and then forwarded to the United States Congress for final consideration.

The **Court of Appeals** is the District of Columbia's highest court. Unlike many states, DC does not have an intermediate appellate court, so the Court of Appeals hears all appeals from the Superior Court. The Court of Appeals also reviews decisions of DC Government agencies. Final judgments of the Court of Appeals are reviewable by the U.S. Supreme Court. The Court of Appeals manages the admission of attorneys to the DC Bar, which is the largest unified bar in the United States, with over 100,000 members. The Court handles attorney discipline through the Board on Professional Responsibility. In addition to the Chief Judge, eight associate judges serve on the Court of Appeals. Senior judges, who are retired, also serve the Court on a part-time basis. Most cases are heard in three-

judge panels, and on rare occasions the entire court sits to hear a case (called an *en banc* hearing). The administrative functions and day-to-day operations are managed by the Clerk of the Court of Appeals.

The **Superior Court** is the trial court of general jurisdiction, which means that the Superior Court hears virtually all local legal matters, other than administrative adjudications. The Superior Court is comprised of divisions and offices that handle civil, criminal, domestic violence, family, probate and tax cases; juvenile pretrial and probation supervision; alternative dispute resolution services; and crime victims' compensation. In addition to the Chief Judge, 61 associate judges serve on the Superior Court. Senior judges serve on a part-time basis. Twenty-four magistrate judges also serve in Superior Court, hearing criminal arraignments and presentments; child welfare, child support and new juvenile cases; DC misdemeanor and traffic cases; small claims; temporary protection orders; and other cases. The associate judges of the Superior Court rotate assignments in all divisions based on assignments made by the Chief Judge. The administrative functions and day-to-day operations are managed by the Clerk of the Superior Court.

The **Court System** provides services to both the Court of Appeals and the Superior Court under the direction of the Deputy Executive Officer. The Court System consists of a variety of administrative divisions that provide technical and support services, including contracting and procurement, legal counsel, capital projects, facilities management, budget and finance, human resources, training, strategic management, information technology and court reporting.



▶ 2019 STRATEGIC PLAN UPDATE

The DC Courts' 2018-2022 Strategic Plan, entitled *Open to All, Trusted by All, Justice for All*, identifies five strategic goals which are essential to fulfilling our mission: Access to Justice for All, Fair and Timely Case Resolution, A Professional and Engaged Workforce, Resilient and Responsive Technology, and Effective Court Management and Administration. The judiciary and court personnel are working hard to implement over 35 strategies contained in the Plan.

For 2019, the Plan identified 9 strategies to be accomplished or initiated. Below is a brief update on each of these strategies and the key results achieved.

ACCESS TO JUSTICE FOR ALL

- ◆ Pilot a court navigators program to assist court participants with court processes and provide linkages to other services.

Status: The Court Navigator Program became operational on October 1, 2018. The Program provides litigants in Small Claims and Landlord Tenant Court with procedural and legal information about court processes, assistance locating offices and courtrooms, and referrals to court programs and external agencies for social services.

FAIR AND TIMELY CASE RESOLUTION

- ◆ Manage court processes and leverage technology to reduce the need for in-court appearances by parties and attorneys.

Status: The Court continued to offer parties in certain instances the opportunity to participate in status conferences and hearings by video or teleconference.

- ◆ Expand the use of electronic notice and document transmission.

Status: The Civil, Criminal, Family and Special Operations Divisions use electronic notification and document transmission for selected documents, including arraignment notices for newly indicted defendants, notices that a bench warrant has been issued, judicial summonses, and notifications of acceptance or rejection of eFilings. In 2019, the Special Operations Division began using electronic notifications for communication with interpreters, and to handle the payment process for interpreters.

- ◆ Promote procedural fairness and continue to raise awareness of implicit bias within the court community.

Status: The Court incorporated procedural fairness and implicit bias in the curriculum for new employee orientation, ensuring that all new employees receive this training.

A PROFESSIONAL AND ENGAGED WORKFORCE

- ◆ Implement comprehensive workforce planning to prepare for a changing workplace.

Status: A comprehensive workforce planning framework was rolled out to divisions by the Human Resources Division in 2018. In 2019, efforts focused on succession planning for key

executive leadership positions which became vacant due to a series of retirements.

- ◆ Provide professional development opportunities for judges and court employees.

Status: The Courts' Center for Education and Training, in collaboration with the Judicial Education and Management Training Committees, continued to provide an array of education and professional development opportunities for judges and court personnel. In 2019, judicial officers participated in over 4,000 hours of training while court personnel participated in over 37,000 hours.

RESILIENT AND RESPONSIVE TECHNOLOGY

- ◆ Acquire a new case management system for the Superior Court.

Status: The Superior Court acquired the state-of-the-art Odyssey Case Management System from Tyler Technologies. A comprehensive implementation effort is currently underway. As outlined in the Strategic Plan the new case management system will be operational by 2021.

EFFECTIVE COURT MANAGEMENT AND ADMINISTRATION

- ◆ Implement results-based performance measures and publish performance reports.

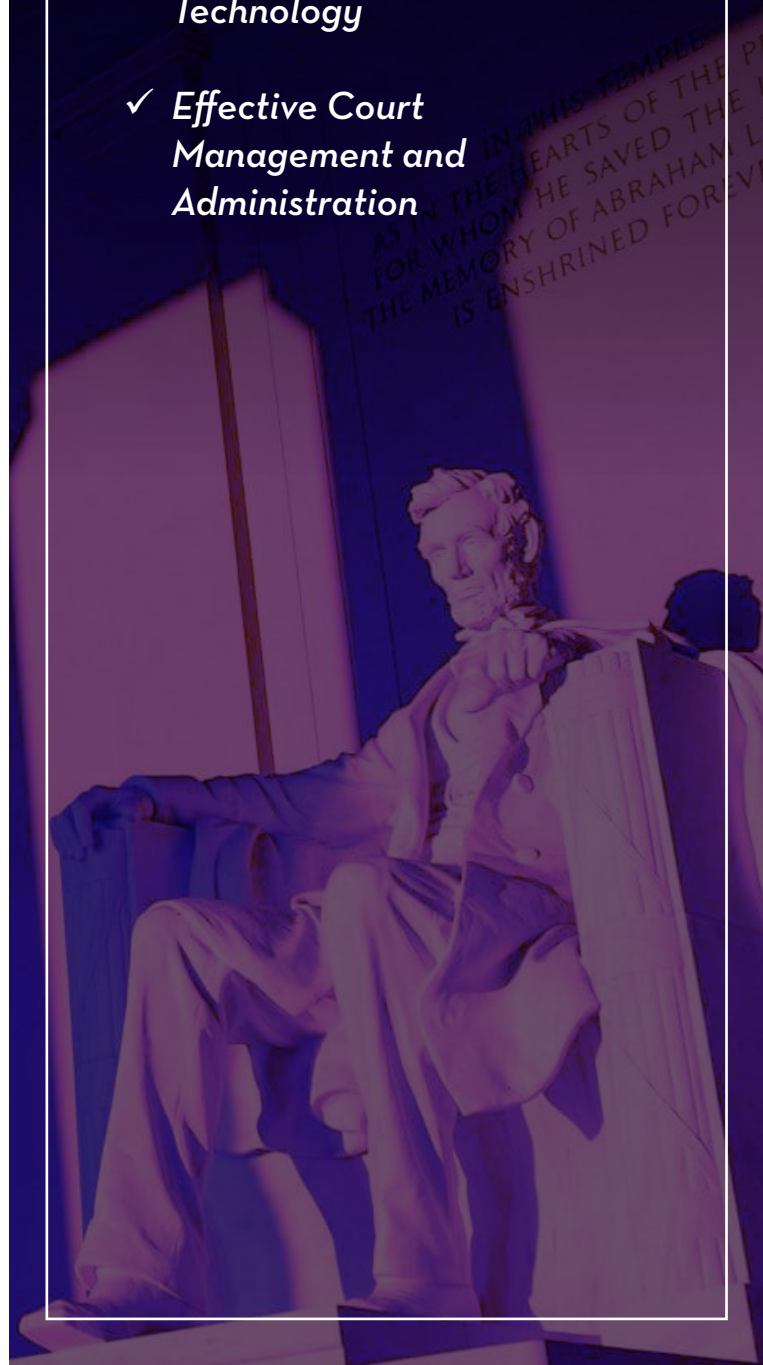
Status: The Court continued efforts to expand the collection of performance measures data and publish performance data in the annual budget request. Efforts are underway to develop a public performance dashboard which will be hosted on the Courts' website.

- ◆ Maintain a Continuity of Operations Plan in collaboration with District agencies.

Status: The DC Courts have a Continuity of Operations Plan and test mission-critical components of the Plan annually.

OVERVIEW OF 2019 STRATEGIC PLAN

- ✓ *Access to Justice for All*
- ✓ *Fair and Timely Case Resolution*
- ✓ *A Professional and Engaged Workforce*
- ✓ *Resilient and Responsive Technology*
- ✓ *Effective Court Management and Administration*





GOAL I

ACCESS TO JUSTICE FOR ALL

The Courts have a responsibility to eliminate barriers to meaningful participation in the justice system and to accessing court services. Such barriers may include a lack of legal representation, limited literacy or limited English language skills, limited financial resources, and physical or mental disability. In collaboration with justice and community partners, the Courts will work to ensure full access to the justice system and court services.

▶ ACCESS TO JUSTICE FOR SELF-REPRESENTED LITIGANTS

The DC Courts provide a myriad of services to reduce barriers to justice for self-represented litigants.

- ◆ **16,388** court users visited on-site services staffed by court employees and volunteers.

FAMILY SELF-HELP CENTER

- ◆ **8,870** served
- ◆ Type of assistance provided:
 - » General legal information about DC family law matters such as divorce, custody, visitation, and child support
 - » Information on legal rights and obligations
 - » Descriptions of legal options
 - » Assistance in completing forms
- ◆ Received a **100%** customer satisfaction rating related to customers understanding their legal situation after their visit, quality of service, and courtesy and respect of staff members.

PROBATE SELF-HELP CENTER

- ◆ **3,364** served
- ◆ Type of assistance provided:
 - » General legal information about probate matters
 - » Checklists and annotated petitions to help filers complete necessary forms and provide required documentation
- ◆ Created an information portal that offers important multi-media information about probate matters, ready access to essential forms, and general information about the probate process and what to expect in court.

COURT NAVIGATOR PROGRAM

- ◆ **4,154** served
- ◆ Type of assistance provided:
 - » General legal information about Landlord & Tenant and Small Claims matters
 - » Escorting and directing court users to where they need to go
 - » Guiding litigants through how to complete their business with the court
 - » Ensuring court participants know about services and how to access them
- ◆ A study of 106 court participants found that participants assisted by a navigator had more positive perceptions of access to justice than participants not assisted by a navigator.
- ◆ Launched the Court Navigator Program Computer Center where court participants can search for legal information and complete forms.

“

***The navigators were a great service!
Definitely happy this program exists!***



***The navigators went well above
duties to explain all matters and
made the process very easy.***





SUPPORT SERVICES FOR COURT PARTICIPANTS

The Courts offer a variety of support services for court participants, ranging from on-site child care to expedited fee waivers, interactive electronic court forms, assistance for persons with disabilities, and the like.

- ◆ **324** children were provided care while their parents and caregivers participated in court proceedings and conducted business with the courts. The Child Care Center offers free, licensed child care services to children of parents and guardians who have court business.
- ◆ **634** fee waiver (Informa Pauperis (IFP)) requests were expedited by the Family Court. A new rule allows clerks in the Domestic Relations Branch to sign IFP waivers for any applicant that indicates they receive any public benefits specified on the IFP form. This ensures that court users can more timely access court services for free.
- ◆ **2,100** court users accessed interactive court forms through Forms Help Online, a program found online and at computer stations throughout the Court that populates court forms using responses to a series of questions answered by court participants.
- ◆ **46** CART (Communication Access Realtime Translation) services were provided to deaf and hard-of-hearing litigants, attorneys, jurors, and witnesses, allowing them to fully participate in court proceedings and mediations.

Access for persons with disabilities. The Courts routinely provide accommodations to ensure participation in the justice system for persons with disabilities. These accommodations, barrier removals, or programmatic access include: scheduling or timing of events, appearances by telephone, Assistive Listening Devices (ALD), loaner wheelchairs, readers for persons who are blind or have low vision, desk top and handheld magnifiers, Braille, large print, navigation assistance, alternative security screening procedures, speech-to-text and text-to-speech generators, sign language interpreters, e-writers, and service animals (as required by the ADA) and service animals-in-training (as required by DC law). The Courts also provide accommodations in testing to court job applicants and bar examinees who request accommodations and provide the appropriate medical or educational documentation.

A LQOK AHEAD

A set of **informational web-based videos** will be released in 2020 to provide the public with essential information about **how the courts work, how to conduct business with the courts, and what to expect in the courtroom.** Approximately 10 videos, available in English and Spanish, will briefly describe processes related to appeals, landlord & tenant matters, small claims disputes, and domestic violence cases.

Standing Committee on Fairness and Access.

The Courts’ Standing Committee on Fairness and Access continued to undertake activities to enhance equal justice for all in the DC Courts. In 2019, the Committee reviewed data on the racial composition of grand and petit jury pools, examined EEO workforce data, reviewed post-and-forfeit data, supported the reduction of the discretionary 10 year period of disqualification for a felony conviction under the Courts’ Jury Plan, met with IT staff regarding accessibility needs for court staff with disabilities for the newly procured case management system, and collected information about the racial/ethnic composition of the CJA, Probate and other attorney panels.

Language assistance. The Courts continued to provide access to justice for persons with limited English proficiency (LEP) by offering free interpreting services (in person and by telephone), displaying signage in English and Spanish, publishing brochures in the most prevalent foreign languages, and providing forms and information in multiple languages.

- ◆ **6,506** court events where interpreter services were provided.
- ◆ **8** top languages served by interpreters:

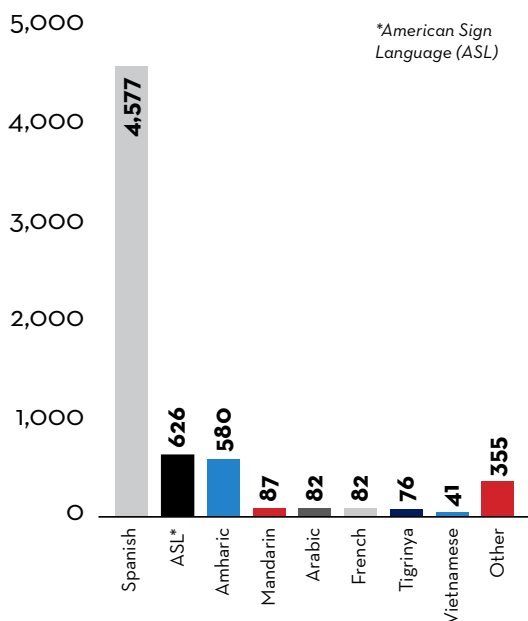
- ◆ **32** designated bilingual (English-Spanish) positions maintained throughout the Court.
- ◆ **249** documents such as judge’s orders, forms, applications, brochures, workbooks, and notices translated into another language for court users.

Court filings in foreign language. The Language Access Advisory Committee developed a new policy that permits litigants to file a case or pleading in a language other than English in an emergency in which the filing is truly time-sensitive, the applicable resource center or self-help center is closed, and no person qualified to provide competent translation or interpreting assistance is available. Examples of filings that might qualify for this emergency exception include, an application to stay a writ of restitution in a Landlord & Tenant case or a petition for a temporary protection order in a Domestic Violence case.

Interpreter Registry. The DC Courts Interpreter Registry was established in 2019 to ensure all freelance interpreters meet minimum requirements before providing interpreting services at the Court. Requirements include certification in the target language and completion of trainings on topics such as the Interpreter Code of Ethics and courtroom procedures and practice standards, and completion of annual continuing education credits. The interpreter registry also has a calendaring tool that allows interpreters to post their availability, receive automated emails with assignments, and be dispatched to courtrooms for events.

INTERPRETING EVENTS

NUMBER OF INTERPRETING EVENTS



TOP LANGUAGES SERVED

A LOOK AHEAD

The first nationwide Amharic court interpreter certification examination will be implemented in 2020. The Courts are developing this exam in collaboration with the National Center for State Courts to ensure that qualified interpreters will effectively serve the District’s diverse population of court users.

Guardianship Assistance Program. The Guardianship Assistance Program in the Probate Division provides support to guardians, adults under guardianship, care providers and the public through training, referrals to community resources, and information regarding guardianship and alternatives to guardianship.

- ◆ **266** detailed case review reports were submitted by licensed social workers in alignment with a new adult guardianship law. Court staff conducted periodic reviews of persons under guardianship and made recommendations to the Court on whether the guardianship should continue, should be limited or adjusted, or should be terminated.

Mental Habilitation Advocates. The Mental Habilitation Advocate Program provides advocates for District residents with intellectual disabilities. Advocates review petitions and pleadings on behalf of the disabled person and ensure that constitutional rights of the individual are protected. Recruitment initiatives and training classes in 2019 yielded **10** new advocate applications and Continuing Education Credits for **39** current advocates.

Mental health initiatives. The DC Courts continued engagement with community behavioral health partners and its court-based Urgent Care Clinic to ensure that many court participants with mental health issues are identified, assessed, and linked with appropriate services.

- ◆ **22** organizations joined the court for a full day Mental Health Fair held in October for court staff and the public. The Fair featured information about a variety of organizations that provide mental health and wellness services in the District. The fair was sponsored by the Court Navigator Program in collaboration with the Mental Health Awareness Committee to promote awareness of mental health issues in the workplace and the community.

- ◆ **537** court participants were referred to or served by the Urgent Care Clinic. The Clinic provides mental health and substance use assessments for individuals who exhibit symptoms of mental illness during court appearances.

Services for juveniles. To enhance public safety and address the needs of the District's youth under pre-trial or probation supervision, the Courts' Social Services Division continued to offer an array of pro-social innovative services in collaboration with local juvenile and criminal justice, child welfare, health, behavioral health and education stakeholders, and also hosted and participated in several community crime and drug prevention and education initiatives in the city, collaborating with the Metropolitan Police Department, the Department of Parks and Recreation, Area Neighborhood Commission Associations, and other organizations.



2019 Mental Health Fair sponsored by the Court Navigator Program and Mental Health Awareness Committee

- ◆ *Spring Fling* - court-involved youth participated in a variety of activities during Spring Break, including college tours, visits to historic landmarks in the District of Columbia, Maryland, and Virginia, and a Science Technology Engineering and Math program.
- ◆ *Summer Safety Program* - intensively engaged youth under court supervision and approximately **125** high-risk youth in activities on Friday and Saturday nights during summer break. Summer programming concluded with a well-attended back-to-school banquet in which each youth received back packs and school supplies.
- ◆ *Halloween Fright Night* - Two BARJ Drop-In Centers were decorated as haunted houses on Halloween night. Youth watched movies, played games, and ate nutritious snacks.

Domestic violence intake centers. Located at the Moultrie Courthouse and in Southeast DC, the Courts' Domestic Violence Intake Centers served **2,591** court users. The centers provide support to court participants seeking legal assistance with a domestic violence case, as well as counseling and social services through partnerships with city agencies and community organizations.

Veteran's Navigator. The Veteran's Navigator Office linked criminal and civil court-involved veterans to agencies and programs that provide a wide variety of services, including transportation to the courthouse, civil legal assistance, emergency and transitional housing, mental health and substance use, employment and job training, healthcare, and benefits.

Services for crime victims. Victims of violent crime received \$5.5 million in compensation for financial losses related to the crime, in compliance with federal standards. The Court received **2,833** claims for compensation. To assure that victims learn about the availability of compensation, the Court conducts outreach with numerous law enforcement and social service agencies as well as public interest organizations. The Crime Victims Compensation Advisory Commission (CVCAC) brings together key organizations in the District's victim assistance network, including the U.S. Attorney's Office, DC Office of the Attorney General, Metropolitan Police Department, DC SAFE, mental health providers, and hospitals, among others, to provide a unified voice and a coordinated response for all crime victims.



“

Victims of violent crime received **\$5.5 million** in compensation for financial losses related to the crime, in compliance with federal standards. The Court received **2,833** claims for compensation.



▶ CIVIL LEGAL ASSISTANCE

Civil legal services. Many individuals cannot afford an attorney to represent them in court. While the Court provides an attorney free of charge to individuals in criminal and certain family proceedings, there is no right to counsel for civil matters. The gap or difference between the civil legal needs of low-income Americans and the resources available to meet those needs, has resulted in a growing population of self-represented litigants in the District. A number of local legal services organizations provide legal information, and in some instances legal representation, to litigants without attorneys in civil cases.

- ◆ The **DC Bar Pro Bono Center** served a total of **4,875** individuals on-site at Superior Court in 2019. The Pro Bono Center operates the Landlord and Tenant Resource Center which provided legal information to **3,913** individuals and full representation to **116** individuals with housing cases; **429** individual users were provided limited scope representation by the Pro Bono Center Housing Attorney of the Day in the Landlord and Tenant Branch; the Consumer Law Resource Center provided legal information to **355** individuals and full representation to four individuals with consumer law cases and six individuals with tort cases. The Center provided full representation to **51** individuals with family law cases and one individual with an estate case.
- ◆ The **DC Kincaid Alliance** provided legal advice regarding child custody and related matters in Family Court and the Domestic Violence Division to **156** individuals in 2019, with **145** persons receiving brief legal advice and **12** persons receiving legal representation.
- ◆ The **DC Volunteer Lawyers Project (DCVLP)** provides free legal services to low-income domestic violence victims and at-risk children in the District of Columbia. DCVLP recruits, trains, and supports a network of volunteer attorneys annually to handle emergency protection order, custody, and child support cases on behalf of victims, and serves as court appointed attorneys (guardian ad litem) for vulnerable children growing up in homes with dangerous circumstances. DCVLP also provides comprehensive legal and social services at **4** free



“

The Pro Bono Center operates the Landlord and Tenant Resource Center which provided legal information to 3,913 individuals and full representation to 116 individuals with housing cases ...

walk-in clinics across DC, including DC Superior Court, where victims are able to access legal advice, services, and representation on site at the court. In FY 2019, the DCVLP assisted **234** clients in **265** cases in the Domestic Violence Division, and **110** adults and **83** children in Family Court cases.

- ◆ The **Legal Counsel for the Elderly** (LCE) assisted approximately **306** litigants with mortgage foreclosure matters as part of its court-based foreclosure-prevention project, and assisted approximately **15** additional litigants with tax foreclosure matters through its tax foreclosure court-based project.

- ◆ **Bread for the City** helps tenants in housing-related matters and helps survivors of domestic violence in obtaining Civil Protection Orders and in related child support, custody/visitation, and divorce cases. Bread for the City also helps custodial and noncustodial parents in child support and paternity matters. As part of the legal services provided, Bread for the City helps staff court-based offices in Landlord and Tenant Court, the Parentage and Child Support Branch, and the Domestic Violence Intake Centers at the Moultrie Courthouse and in Southeast DC. In 2019, out of **1,512** legal intakes, **453** were matters in which the legal intake was conducted at one of its court-based offices.

“

The Neighborhood Legal Services Program helps DC residents, families and communities eliminate barriers to overcoming poverty and secure justice.



- ◆ The **Legal Aid Society** for the District of Columbia provides legal services to low-income clients in the areas of domestic violence/ family, housing, public benefits, consumer and immigration law. The Legal Aid Society has five court-based projects – the Landlord and Tenant Court-Based Legal Services Project, the Domestic Violence Underserved Communities Project, the Child Support Community Legal Services Project, the Consumer Court-Based Legal Services Project, and the Foreclosure Prevention Project. In 2019, Legal Aid assisted **489** individuals with landlord and tenant matters, **33** individuals with housing condition cases, **141** individuals with foreclosure matters, and **306** individuals with other civil matters. Legal Aid assisted **643** persons with domestic violence cases, and **906** persons with Family Court cases.

- ◆ The **Neighborhood Legal Services Program** helps DC residents, families and communities eliminate barriers to overcoming poverty and secure justice. Their assistance preserves safe and affordable shelter, stabilizes family relationships, protects victims of domestic violence, secures access to health care and public benefits and reduces barriers to employment. In 2019, NLSP served **68** individuals and legally represented eight in Civil Court, served **60** individuals and legally represented nine in Housing Court, served **230** individuals and legally represented **215** in Landlord and Tenant Court, and served **53** individuals legally representing nine in the Small Claims Branch. The NLSP also served **24** customers and represented **11** customers in the Domestic Violence Division, represented

14 individuals in the Criminal Division, and served 168 customers in the Domestic Relations Branch with 59 legally represented, and served 31 customers in the Parentage & Child Support Branch with seven legally represented.

- ◆ **Rising for Justice** (formerly DC Law Students in Court) is a legal services provider with an embedded law school clinical program. It offers law students an opportunity to develop skills as litigators while working alongside a staff of direct services attorneys representing individuals mainly in landlord and tenant and civil protection order cases. Landlord and tenant cases represented the highest volume with 500 receiving advice or legal counsel, 808 receiving brief services, 767 receiving limited representation, and 118 receiving full representation. In domestic violence cases (**CPOP**), nine received advice or legal counsel, 32 received brief services, 19 received limited representation, and five received full representation. The program also provides clinical training for MSW students who provide support and services to clients under the supervision of an experienced clinician.

- ◆ **Tzedek DC** is a nonprofit organization headquartered at the UDC David A. Clarke School of Law that, along with community outreach and systemic reform work, provides direct, pro bono legal services and advice to DC residents who meet income eligibility guidelines for matters related to debt, credit, financial scams, fraud, debt collection, and consumer matters, including in Small Claims debt collection cases. In 2019, Tzedek DC provided assistance in 205 DC Superior Court cases, 64 of which were with volunteer pro bono attorneys working in coordination with Tzedek DC, and 141 of which were handled by Tzedek DC legal staff.

Pro Bono Representation. The DC Courts released the 2019 Capital Pro Bono Honor Roll, recognizing attorneys who each contributed at least 50 hours of legal services for the good of the public. The 2019 Honor Roll included 5,095 attorneys. Approximately 60% of the attorneys were recognized with high honors for providing 100 or more hours of service. The list of honored attorneys reflected 168 law firms and solo practices and numerous corporations, government agencies, law schools, associations, and nonprofit organizations.

Additionally, the Courts held numerous trainings to provide information to interested attorneys and to expand pro bono partnerships through the development of programs and panels to provide opportunities and support for law firms and attorneys seeking to increase their pro bono representation.

- ◆ 50 members of the DC legal community were trained in appellate mediation opportunities by the Court of Appeals mediation program and the DC Bar Pro Bono Center.
- ◆ An initial cohort of George Washington Law students was trained to provide representation at Probate Summary Hearings and to provide pro-bono services in the Probate Self-Help Center.
- ◆ A pro bono Domestic Relations panel of attorneys and law firms committed to handling a specific number of pro bono matters per year was established.



“

Tzedek DC provides direct, pro bono legal services and advice to DC residents who meet income eligibility guidelines.

A grayscale photograph of a pair of metal scales of justice and a wooden gavel resting on a wooden surface. The scales are on the left, and the gavel is on the right. The background is a blurred stack of books.

GOAL II

FAIR AND TIMELY CASE RESOLUTION

The Courts are committed to resolving legal matters in a fair and timely manner while providing due process and equal protection of the law, giving individual attention to each case, and applying the law consistently in all cases.



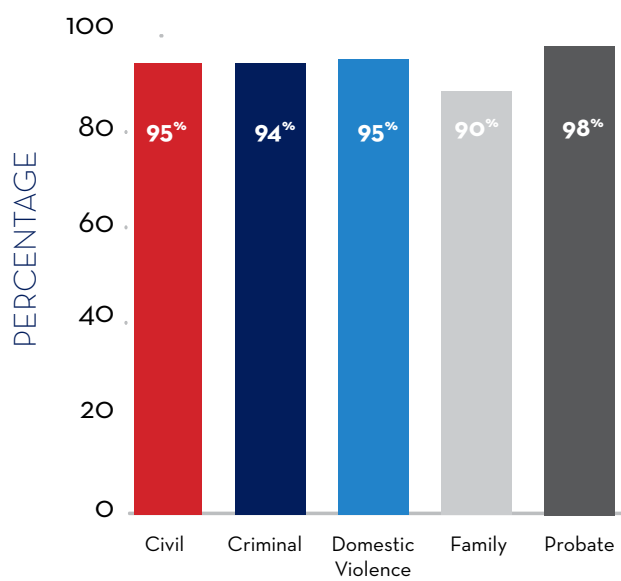
EFFICIENT CASE RESOLUTION

Age of disposed cases. The Court of Appeals tracks the median age of disposed cases to assess the timeliness of case dispositions. In 2019, the median age of disposed cases was **353** days, compared to **290** days in 2018. The Court of Appeals continued to operate throughout the year with judicial vacancies amounting to over **20%** of the authorized judge positions.

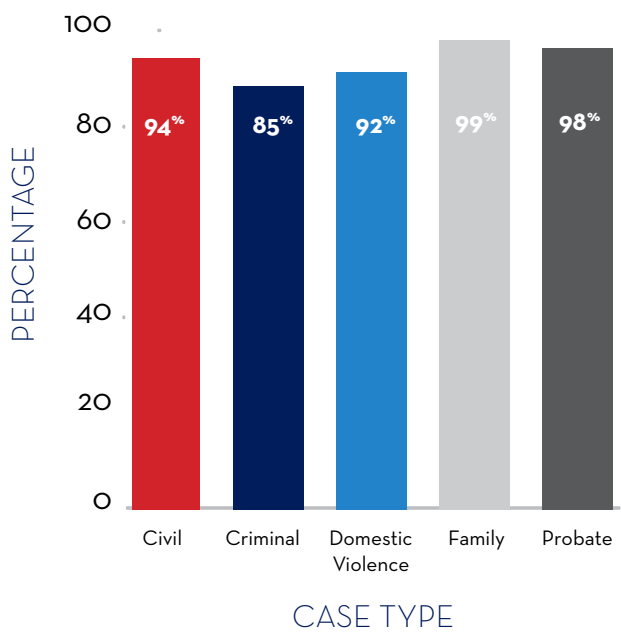
Time to disposition standards. The Superior Court strived to meet established time standards for the resolution of legal matters. Over **86,000** cases were disposed with **90%** to **98%** disposed within the time standards, despite judicial vacancies.

Trial settings. To enable timely resolution of cases, Superior Court has worked to reduce continuances and delays for hearings and trials. Creating a measurable guideline for limiting delays, the Court seeks to hold trials on their first or second scheduled trial dates. Superior Court divisions resolved between **85%** and **99%** of cases within two trial settings.

PERCENTAGE OF CASES TIMELY DISPOSED



CASES DISPOSED WITHIN TWO TRIAL SETTINGS





▶ INNOVATIONS IN CASE MANAGEMENT

The DC Courts introduced or expanded several innovations in case management to conduct judicial business more efficiently:

- ◆ The Civil Division modified the eFiling business process to achieve more timely case processing. As a result of the new system, the Civil Actions Branch consistently processes eFilings within 24 hours, most often within the same business day. A similar approach is used in the Small Claims and Landlord Tenant Branches.
- ◆ The Criminal Division Warrant Exchange Program went live in 2019. This multi-year project enables communication in near real time with the Metropolitan Police Department about misdemeanor bench warrants and civil protection orders.
- ◆ Coordinating with the Information Technology and Budget and Finance Divisions, the Criminal Division “soft” launched ePay, which allows the public to make online payments for court-ordered financial obligations.
- ◆ The Family Court’s Marriage Bureau instituted the ability to apply online for marriage licenses and request copies of marriage certificates. In 2019, **3,083** online applications were received and processed.
- ◆ The Family Court instituted a new trial scheduling process for abuse and neglect cases, to ensure that cases set for trial are held on their first scheduled trial date.
- ◆ The Probate Division improved the Advanced Delinquency Notifications that provide advance warning to court users to facilitate timely filings and reduce the need for summary hearings. Early indicators from the first year show a **2%** decline in summary hearings as probate cases increased by over **4%**.



“

The Family Court’s Marriage Bureau instituted the ability to apply online for marriage licenses and request copies of marriage certificates.



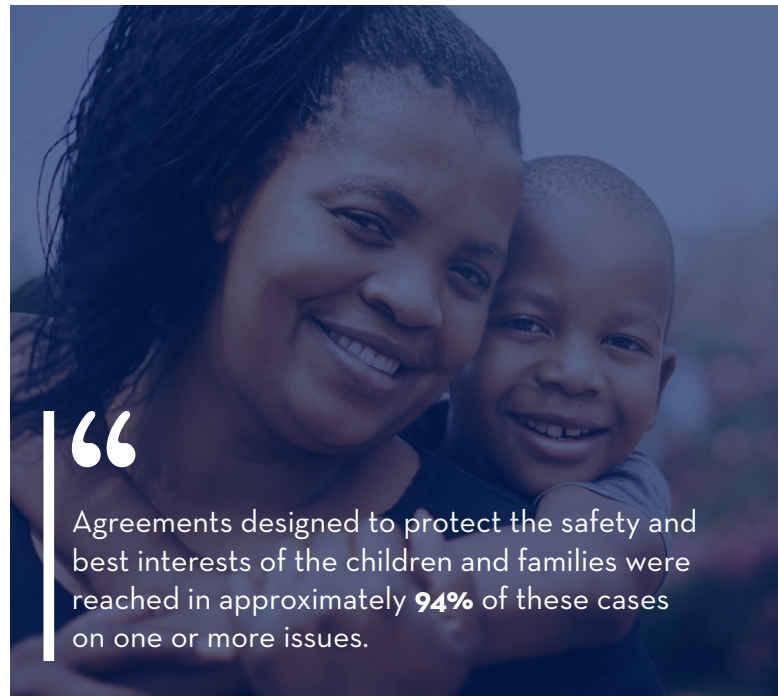
▶ COURT MEDIATION PROGRAMS

Appellate mediation. The DC Courts use mediation in a variety of cases as an important tool to quickly and amicably resolve legal matters. The Court of Appeals continued to offer appellate mediation in cases selected for the program with over **30** mediators on the roster. The Court of Appeals also oversees a new pro bono mediation counsel panel with volunteer attorneys who provide limited scope representation at appellate mediation to *pro se* litigants. The first matter was referred to the pro bono counsel panel in February.

Trial level mediation programs. Mediation has been used effectively in Superior Court this past year in the following case types:

- ◆ **4,499** civil actions, small claims, landlord and tenant, tax, probate and foreclosure cases were mediated in the Civil Mediation Program. Of these cases, **2,345** or about **52%**, were resolved at the time of mediation. Many cases also settled after the mediation date and prior to trial due to efforts made by the parties at mediation.
- ◆ In coordination with the DC Office of Attorney General, the Multi-Door Dispute Resolution Division fully implemented the Truancy Mediation pilot program designed to help parents and the DC public schools reach agreement about and reduce barriers to school attendance. Along with weekly truancy mediations at the Court, Multi-Door hosted two settlement days, which offered mediations and resources to families, including a summer program by the Metropolitan Police Department, job skills training by the University of the District of Columbia, and daycare information provided by the Office of Attorney General.

- ◆ The Child Protection Mediation program continued to offer a collaborative problem-solving process for abuse and neglect cases. The program mediated over **146** cases, affecting over **308** children. Agreements designed to protect the safety and best interests of the children and families were reached in approximately **94%** of these cases on one or more issues.
- ◆ Mediation was also provided in the community through the Central American Resource Center, which offers on-site bilingual dispute resolution twice a month to individuals with employment, consumer, tenant, neighbor conflict, or other issues. Of the **50** cases opened last year, **31** cases, or **62%**, were resolved at mediation.



“

Agreements designed to protect the safety and best interests of the children and families were reached in approximately **94%** of these cases on one or more issues.

JURY SERVICE

JURY SERVICE



Jurors reporting
for jury duty
32,765



Jurors called off
from jury duty
8,042



Juror
utilization rate
69%

Jurors on Call System. The Court furthered its efforts to increase jury utilization through the Jurors on Call system. The system allows the Court to adjust the number of jurors obligated to report for jury duty dependent upon the number of scheduled trials - preventing jurors from unnecessarily arriving for jury duty.

- ◆ **8,042** jurors were called off in 2019 at a cost savings of approximately **\$38,399**.
- ◆ Juror utilization this past year increased from an average of **66%** to **69%**.

Per diem rate. In recognition of jurors for performing their civic duty, the Court also increased the per diem payment to jurors from **\$30** to **\$40** and the transportation subsidy from **\$4** to **\$5**.



“

8,042 jurors were called off in 2019 at a cost savings of approximately \$38,399.

▶ PROBLEM-SOLVING COURTS

Adult Drug Court. The Superior Court Drug Intervention Program, or Adult Drug Court, managed by the Pretrial Services Agency, uses innovative case management, referrals to appropriate treatment and recovery-focused incentives and sanctions to support the rehabilitation of substance abusers. Over **100** defendants successfully completed the program this year, which resulted in dismissal of misdemeanor cases and more favorable sentencing or reduction of charges in felony cases.

Community Courts. Problem-solving courts remain integral to the fair and efficient resolution of cases. Bringing together criminal justice and community partners, these courts hold criminal defendants accountable while providing resources that address the underlying causes of criminal behavior, improving quality of life in the community, and administering justice. About **1,817** defendants were successfully diverted to the program, and participants performed around **40,107** hours of community service in 2019.

Family Treatment Court. The Family Treatment Court provides a viable treatment option for families dealing with substance abuse disorders. The 12-15 month intensive specialty court gives families the opportunity to reunify quickly. In 2019, there were **26** participants and **8** graduates of the program.

Juvenile HOPE Court. Serving the special needs of court-involved youth who are victims of or at risk for commercial sexual exploitation, the HOPE Court (“Here Opportunities Prepare you for Excellence”) enables participants to set individualized goals and receive access to specialized services. In 2019, the HOPE Court served **38** youth and added as a



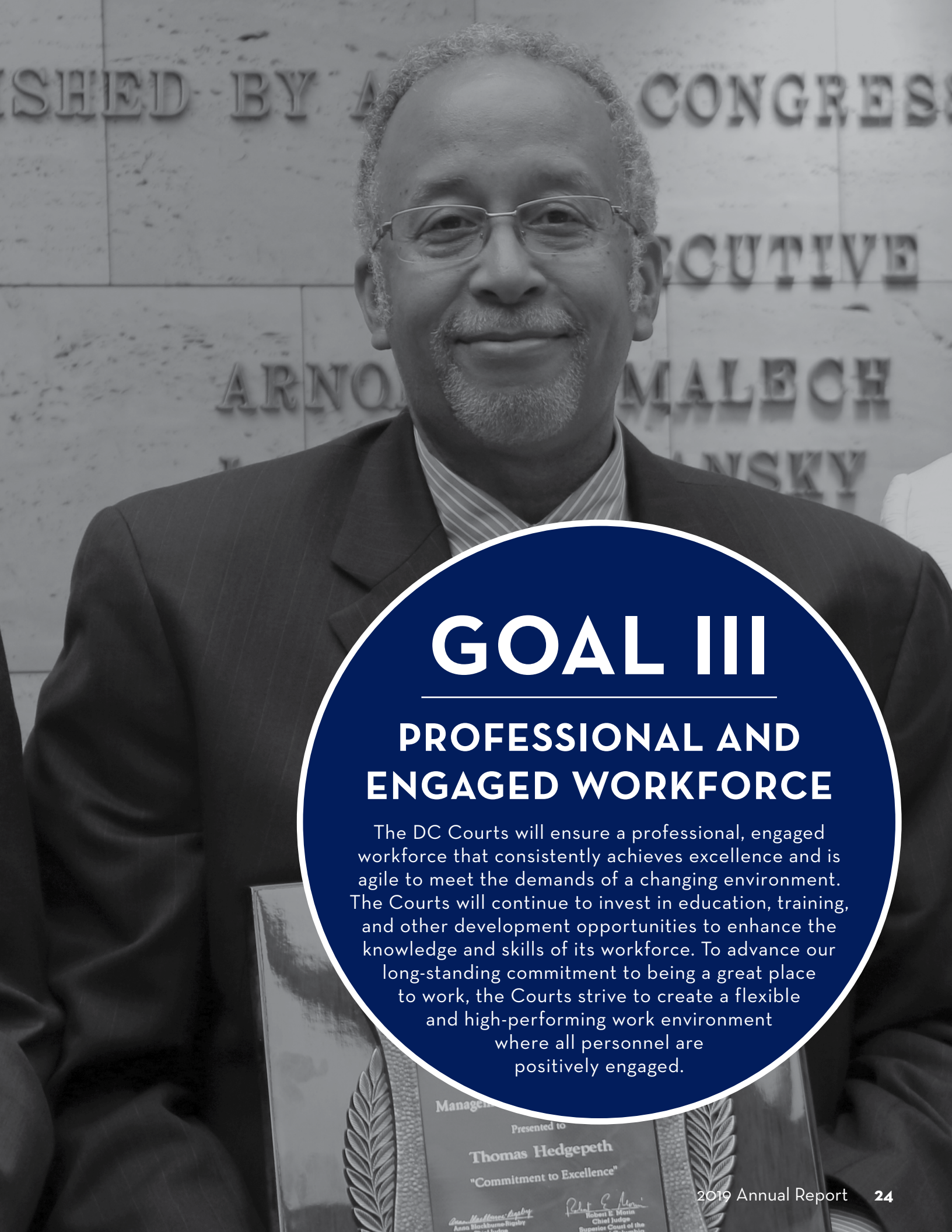
Pepper, support dog for HOPE Court participants

member of the team Pepper, a support dog that helps survivors of exploitation during court hearings.

Mental Health Community Court. For criminal defendants with mental health needs, the Mental Health Community Court (MHCC) offers a diversion option for defendants in misdemeanor and non-violent felony cases. Collaborating with the DC Office of Attorney General, the MHCC expanded to serve the mental health needs of defendants in traffic and domestic violence cases. This year, **127** participants successfully completed the program.

A LOOK AHEAD

The Courts are currently completing an evaluation of the MHCC to assess the degree to which the problem-solving court aligns with the Ten Essential Elements of Mental Health developed by the National Council on Justice.



GOAL III

PROFESSIONAL AND ENGAGED WORKFORCE

The DC Courts will ensure a professional, engaged workforce that consistently achieves excellence and is agile to meet the demands of a changing environment. The Courts will continue to invest in education, training, and other development opportunities to enhance the knowledge and skills of its workforce. To advance our long-standing commitment to being a great place to work, the Courts strive to create a flexible and high-performing work environment where all personnel are positively engaged.

▶ DC COURTS' WORKFORCE

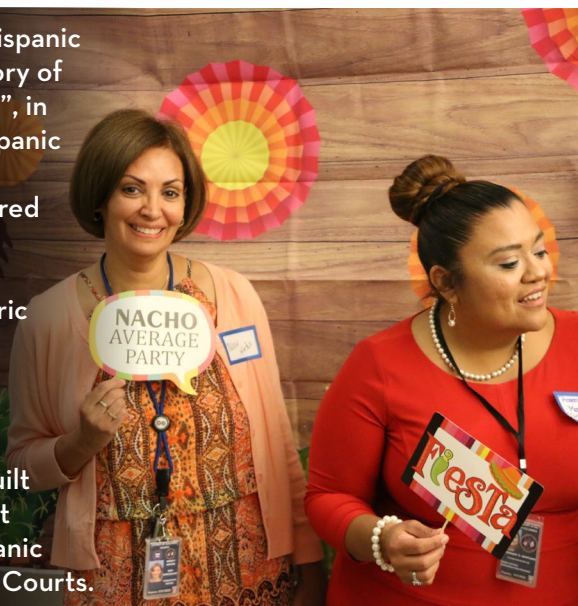
Celebrating a diverse workplace. To celebrate the diversity of the workforce, the Courts hold annual cultural events to honor and highlight the various diverse groups. African American Heritage, Asian-

Pacific Islander Heritage, and Hispanic Heritage months allow employees to showcase the food, dance, and customs of their culture and educate the workforce about other cultural and ethnic environments.

Held in June, Asian American and Pacific Islander (AAPI) Heritage Month event "DestinAsian" focused on four beautiful islands of the Asian Pacific region, Taiwan, Philippines, Hawaii and Singapore, taking participants on a tour to learn about and taste food from the region.



With the theme "Hispanic Americans: A History of Serving Our Nation", in September the Hispanic Heritage Month Committee sponsored a Networking and Recruitment Mixer, hosted in the Historic Courthouse, where staff learned about previous Hispanic Heritage month celebrations and built community amongst supporters of Hispanic Heritage in the DC Courts.



February's Black History Month theme "Black Migrations: A Spatial, Social and Transcendent Journey", focused on the movement of those of African descent to new destinations and subsequently to new social realities.

Flexible work environment. The Courts are striving to create a more flexible workplace culture while ensuring high quality customer service through greater use of job sharing, job rotations, cross-functional training, expanded telework and alternative work schedules.

- ◆ The Courts expanded eligibility for telework and increased the number of days employees were permitted to telework.
- ◆ The Working on Wellness Committee (WOW) sponsors yoga, meditation, and Zumba classes for employees. They also sponsor lunch and learn sessions on physical and mental health and well-being.



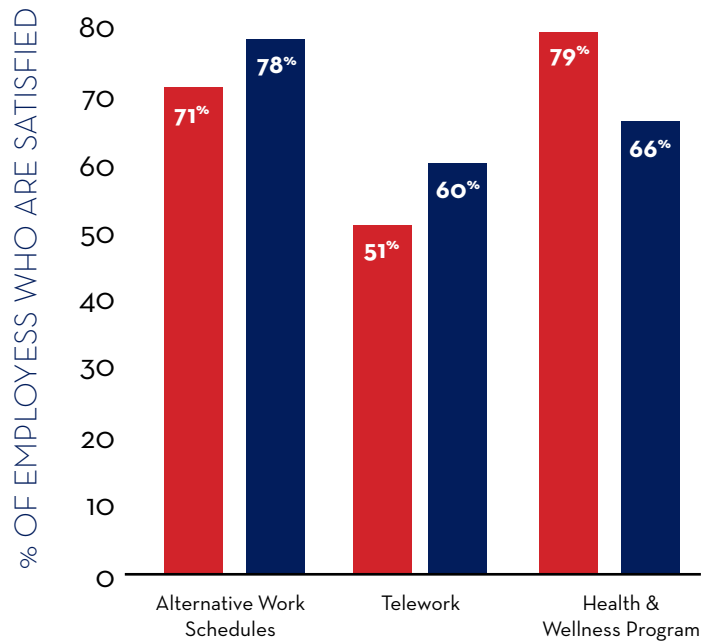
DC Courts Employees' Zumba Class



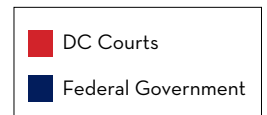
DC Courts Employees' Yoga Class

- ◆ The Courts' focus on the well-being of employees and creating a flexible work environment has led to a workforce more satisfied with work-life balance. In the most recent Viewpoint Survey, approximately three-fourths of DC Courts' employees expressed satisfaction with alternate work schedules and health and wellness programs.

SATISFACTION WITH WORK/LIFE BALANCE



VIEWPOINT SURVEY QUESTION

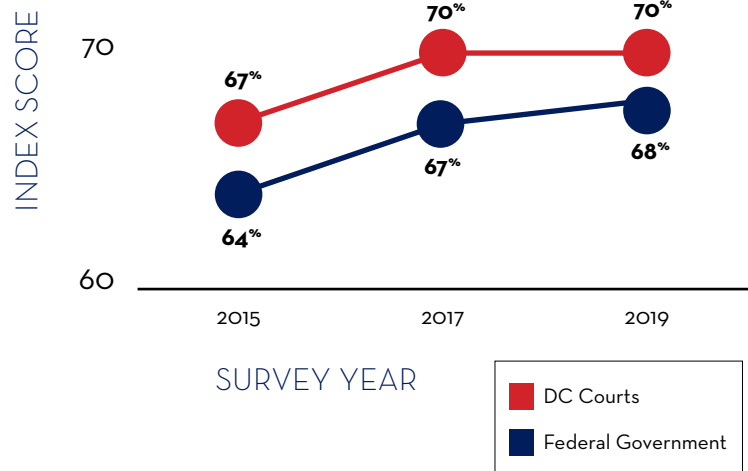


Employee Awards Ceremony. To honor employees for their outstanding job performance and achievements, the Courts holds an annual Employee Awards Ceremony. Special Achievement Awards are given in the categories of public service, management achievement, unsung hero, and technical specialist. Special Achievement Awards eligible to all employees are an honor, as they reflect the opinion of the court community at large. In 2019, six individuals and groups received an award. The Domestic Violence Division received the Public Service award.



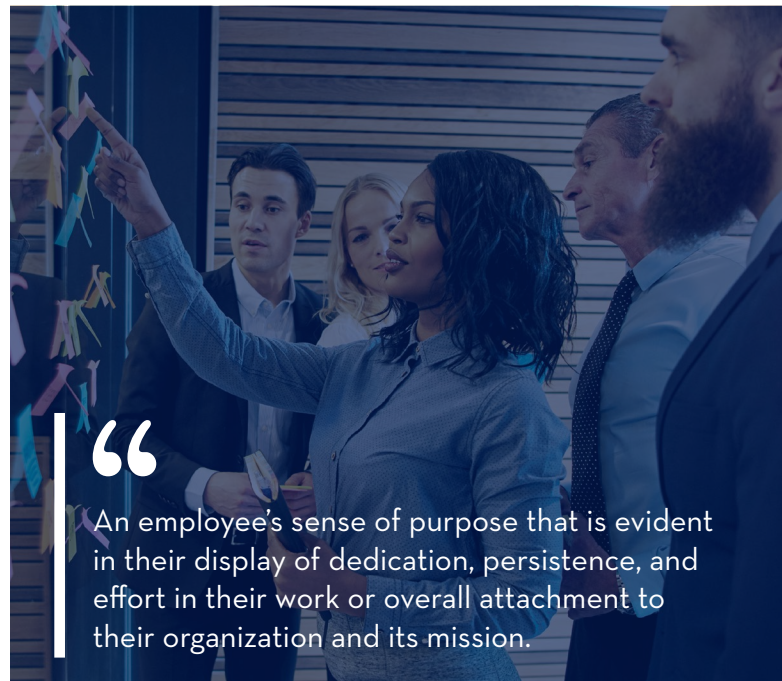
Employee engagement. Employee Engagement is “An employee’s sense of purpose that is evident in their display of dedication, persistence, and effort in their work or overall attachment to their organization and its mission.” (U.S. Office of Personnel Management). Engaged employees are more innovative, more productive, more committed, more satisfied, and less likely to leave. The Courts’ emphasis on Building a Great Place to Work through increased communication and transparency and a flexible work environment, has led to employee engagement that is on an upward trend and consistently higher than that in the Federal Government overall.

EMPLOYEE ENGAGEMENT



In 2019, the DC Courts received a Best Places to Work Index (BPTW) of **69.1** out of 100, a slight decrease from **71.1** in 2017, and **7.4** points above the Federal Government Index Score of **61.7**. This score places the DC Courts **11** out of 25 mid-sized Federal Agencies.

Employees’ roundtable. To increase communication within the Courts, senior leaders held quarterly roundtable meetings with new employees as well as quarterly business meetings for all managers and supervisors.





VALUES BASED WORKPLACE

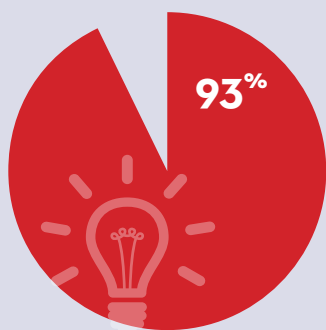
Courts' Values. The Living Our Values initiative is a key element of the DC Courts workplace. The Courts' values are Accountability, Excellence, Fairness, Integrity, Respect, and Transparency.

Creating a values-based culture affects how employees treat one another, the public, and how employees shape and intentionally create the environment in which they work every day. The goal of the Living Our Values Initiative is to create a culture that excels in public service, while enhancing professionalism and strengthening organizational performance.

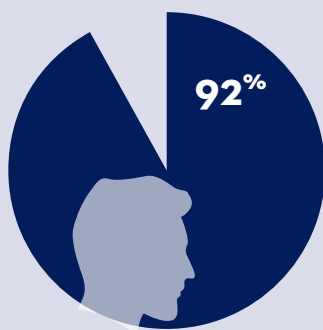
The Values Leadership Council is an employee-led group that champions the Living Our Values initiative through dialogues with personnel on the values and other special projects. Most court divisions have participated in values projects, including group exercises, roundtable discussions, division town hall meetings, and team workshops.

Court employees have a strong commitment to living the values. Recent "pulse check" surveys indicate that at least **nine** out of 10 employees have awareness and knowledge of the values and are committed to living the values in the workplace.

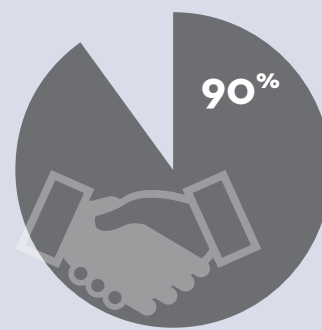
DC COURTS' EMPLOYEES LIVE THE VALUES



AWARENESS
of the Values



KNOWLEDGE
of the Values



COMMITMENT
to the Values



▶ TRAINING AND EDUCATION

Center for Education and Training. The Courts’ Center for Education and Training (CET) continued to provide high quality judicial branch education to meet the evolving training needs of the judiciary and court employees, including new hires. Educational programming areas included science and technology; developments in the law; ethics; leadership; procedural fairness and implicit bias; sexual harassment; management, performance and supervision skills. CET also facilitated a variety of technology classes, orientation courses for new employees, and online training.

Judicial and Bar Conference. In April, the Court of Appeals and DC Bar co-hosted the 2019 Judicial and Bar Conference. The conference theme was “Children and the Law: Protecting the Future” and featured educational sessions on Child Welfare; Restorative Justice; Accessing Mental Health Services for Children; Cyber Law and the Role of Government in Protecting Children; The Psychological Toll of Racism in the Era of Social Media; Educational Exclusion; The Family First Prevention Services Act; Artificial Intelligence; and Best Practices for Supporting LGBTQ youth. Over **500** attorneys and DC Courts’ judiciary and senior court managers participated in the conference.



Judicial and Bar Conference co-hosted by the Court of Appeals and the D.C. Bar. This year’s conference theme was “Children and the Law: Protecting the Future”.

Judicial and Bar Conference co-hosted by the Court of Appeals and the D.C. Bar. This year's conference theme was "Children and the Law: Protecting the Future".

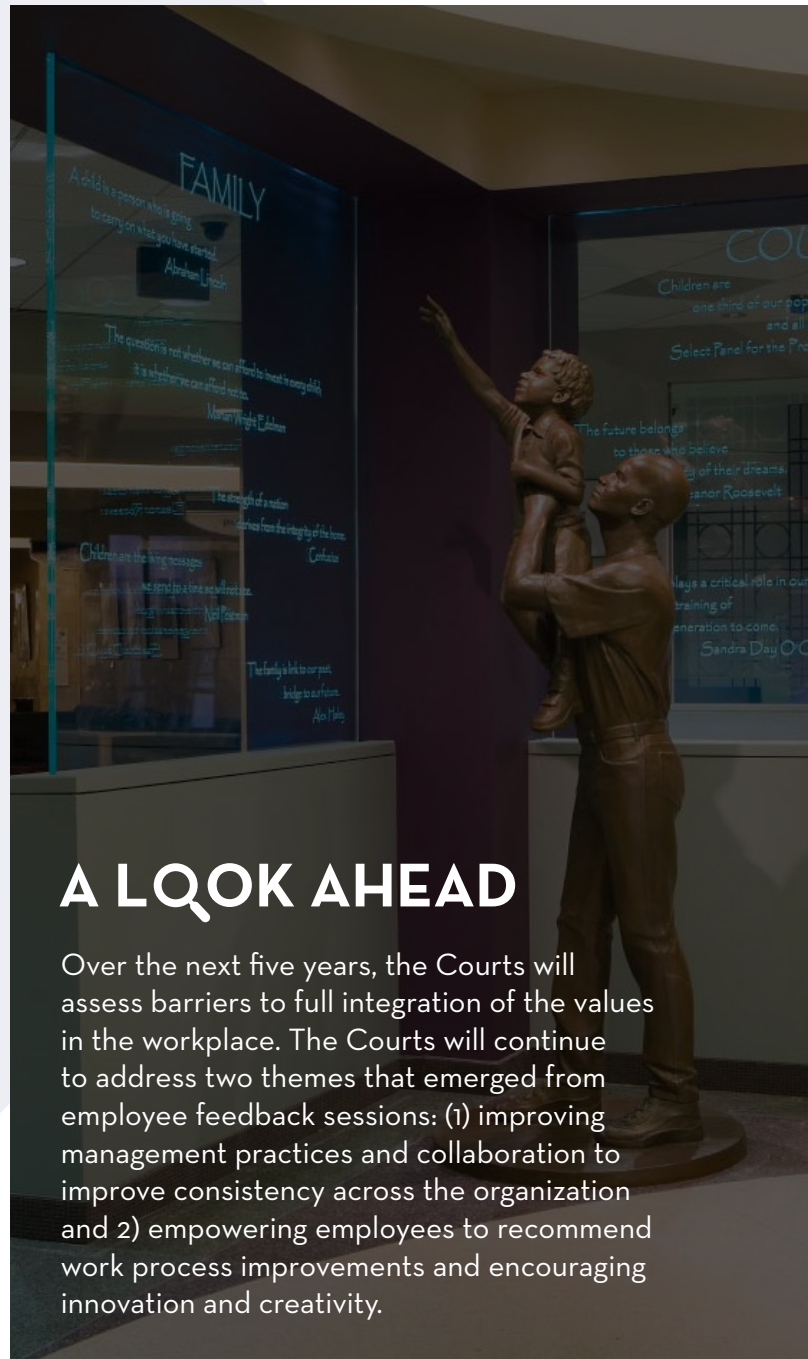


Language access training. The Courts implemented a mandatory training program titled "Identifying Language Needs and Providing Language Access Services in a Court Setting" for front-line and new court personnel. In 2019, seven classes were held.

Spanish language proficiency exams. Spanish language proficiency exams were administered to attorneys on the Counsel for Child Abuse and Neglect Panel who wish to serve Spanish speaking court users.

Family Court Conference. The Family Court held its 17th Annual Interdisciplinary Conference on the topic of "Adolescent Health in the District of Columbia." The conference featured breakout sessions on the topics of adolescent sexual health, specialized health issues facing LGBTQIA adolescents, and youth mental health.

Youth panel at the Family Court's 17th Annual Interdisciplinary Conference on "Adolescent Health in the District of Columbia".



A LQOK AHEAD

Over the next five years, the Courts will assess barriers to full integration of the values in the workplace. The Courts will continue to address two themes that emerged from employee feedback sessions: (1) improving management practices and collaboration to improve consistency across the organization and 2) empowering employees to recommend work process improvements and encouraging innovation and creativity.



GOAL IV

RESILIENT AND RESPONSIVE TECHNOLOGY

The Courts will continue to enhance information technology capabilities to provide the highest level of service to the public and state-of-the-art technology tools to its workforce. The Courts will develop, manage, and maintain an information technology infrastructure and services that are effective, efficient, and resilient in supporting the Courts' mission.

The Plan focuses on providing exceptional customer service by expanding access to court information and services, enhancing technology capabilities, and ensuring optimal security for court data and information assets.

▶ INFORMATION TECHNOLOGY SYSTEMS ENHANCEMENTS

New case management system. The Superior Court purchased a new case management system to replace its more than 20-year-old technology system. A multi-year contract was awarded to Tyler Technologies, a leading court case management system vendor, to provide the Odyssey case management system. Modules of the Odyssey system include case management, electronic filing, public access portal, and document management. Data conversion and business process review activities are currently underway. Once fully implemented, the system will be accessible by the Court of Appeals, providing access to the trial court record.



management system. Modules of the Odyssey system include case management, electronic filing, public access portal, and document

management. Data conversion and business process review activities are currently underway. Once fully implemented, the system will be accessible by the Court of Appeals, providing access to the trial court record.

Juvenile probation case management system - Phase II. The Social Services Division implemented Phase 2 of the Teens At Promise For Success (TAPS) system to supervise youth involved in the juvenile justice system. While Phase 1 focused on base system implementation and support of the juvenile intake process for newly arrested youth by initiating the case, document transmittals and social assessments, Phase 2 provides near real-time data exchange between this system and the Court's GPS monitoring vendor.

Web Interpreting System upgrade. A redesigned Web Interpreting System (WIS) automates the hiring and dispatching of language interpreters and the processing of invoices. Interpreters can provide their availability and the Office of Court Interpreting Services (OCIS) will be able to match those dates with the Court's needs and hire accordingly. WIS can send automated emails to freelance interpreters confirming their assignments, inform interpreters about any cancelations in a timely manner, and track an interpreter's daily assignments by enabling interpreters to dispatch and return themselves to and from court events directly on WIS through dedicated computer terminals.

“

A redesigned WIS automates the hiring and dispatching of language interpreters as well as processing their invoices.



▶ ENHANCED ACCESS TO INFORMATION

Electronic evidence submission in felony cases. The Information Technology Division implemented a solution to receive evidence in criminal proceedings electronically from the DC Office of the Attorney General and the US Attorney’s Office. Using Box.com as an exchange platform, image files, audio and video content are made available to court personnel for retrieval. Once retrieved, the content is matched to the appropriate case in the Superior Court case management system where it can be viewed by court personnel. Plans are underway to extend this model to other agency partners involved in the adult criminal process.

Warrant Interface Exchange. The Superior Court and Metropolitan Police Department went live with the Warrant Interface Exchange Project which provides a vehicle for bi-directional electronic sharing of Criminal and Domestic Violence bench warrants and protection orders.

Interpreting services text messaging program. Communication between the Court and language interpreters was enhanced by the implementation of a text messaging program proposed by the 2018 Management Training Program team project called “Bridging the Gap.” This program enables interpreters to receive and accept their next assignment by text and proceed directly from one courtroom to another. Previously, interpreters called in or physically returned to the Office of Court Interpreting Services to be informed of the next assignment. The text messaging program reduces wait time in the courtroom for an interpreter and allows an interpreter to more

immediately request relief or support due to a lengthy or technically complex hearing, as well as alleviates interpreter fatigue and supports the interpreter to generate a precise and accurate interpretation of the court proceeding.



“

Communication between the Court and language interpreters was enhanced by the implementation of a text messaging program ... called “Bridging the Gap.”

Electronic data exchange of juvenile arrest and charging information. The Superior Court implemented a bi-directional interface to facilitate the exchange of data and documents among the Superior Court, the Metropolitan Police Department, and the Office of the Attorney General. Using the Criminal Justice Coordinating Council's (CJCC) JUSTIS platform, juvenile arrest and charging information is transmitted to the court, where it is processed in the Superior Court's case management system, eliminating the need for manual data entry and existing record comparison. Juvenile delinquency matters are immediately made available and initiated in the Teens At Promise for Success (TAPs) system for juvenile probation, where subsequent evaluations and supervision are documented.

Electronic delivery of court reports in CCAN cases. The Counsel for Child Abuse and Neglect (CCAN) worked with the DC Office of the Attorney General and DC Child and Family Services Agency to facilitate electronic delivery of all court reports to the CCAN attorneys. This change eliminated the need for CCAN attorneys to have physical mail folders at the Court, permitting the attorneys to receive case documents in a quicker and more efficient manner. This change also brings CCAN into alignment with the Family Court paperless policy.

A LOOK AHEAD

A project team led by the Executive Office and the IT Division, collaborating with various stakeholders across the Courts, is developing a web-based mobile application that leverages high value features and information already present on the Courts' website and provides an optimized format to make it easier for users to access information and navigate the Courts.





GOAL V

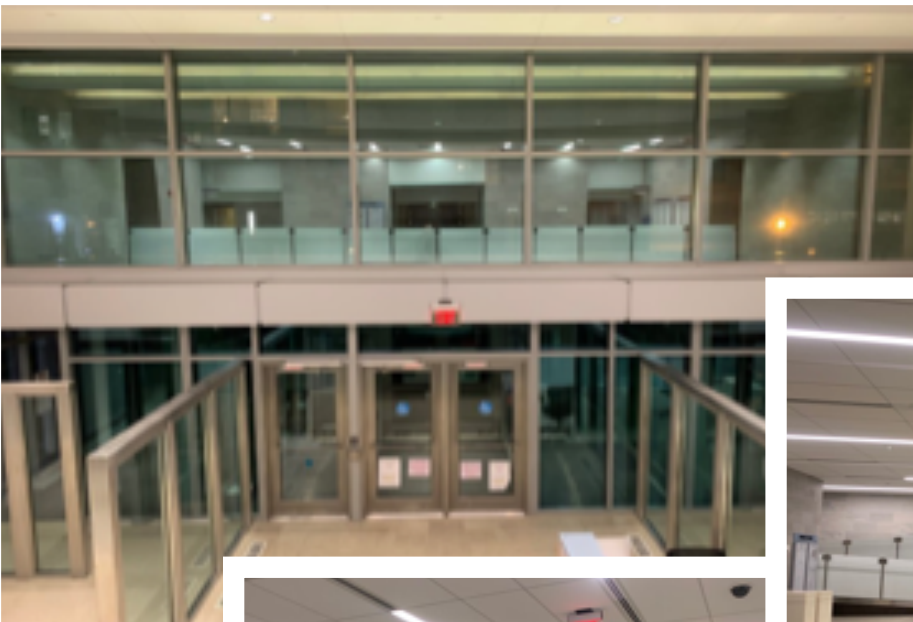
EFFECTIVE COURT MANAGEMENT AND ADMINISTRATION

Effective management and operation of the justice system for the District of Columbia requires a team of knowledgeable professionals with a common mission and shared resources, collaborating to achieve results that best serve the public. The Courts are committed to fiscal accountability with respect to all Courts' resources. Confidence in the judicial system necessitates that each case management function - trial and appellate - understands the individual responsibilities and unique role of the other while leveraging opportunities for shared approaches to administrative functions.

▶ ENHANCING COURT FACILITIES

Moultrie Courthouse Addition. The Courts completed the first of two phases of a multi-year addition to the H. Carl Moultrie Courthouse. The new space in the western half of the addition houses the Family Court Director's Office, the Fathering Court, the Social Services Division's Child Guidance Clinic, the Tax Branch of the Special Operations Division, the EEO Office, and Associate Judges'

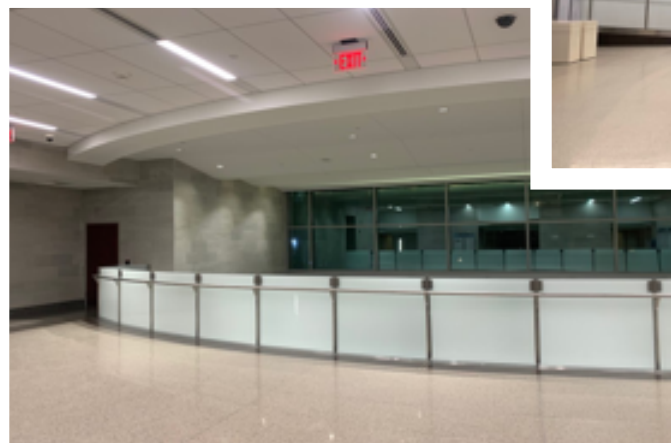
chambers. When fully completed, the construction will yield a six-story addition to the south face of the Courthouse, beginning at the C Level and rising to the 4th floor. The addition will also enable the full consolidation of the Family Court in one location, while providing modernized courtrooms, judicial chambers and office space.



◀ New "C" Street level entrance



Moultrie Courthouse Addition



Moultrie Courthouse Addition



CIVIC ENGAGEMENT

Role of judiciary and state courts in democracy for middle school students. Court of Appeals Chief Judge Anna Blackburne-Rigsby hosted 80 students from the District’s Howard University Middle School in the Historic Courthouse. The students learned about the role of the judiciary and state courts in a democracy.

Youth Law Fair. The Courts held the 20th annual Youth Law Fair. Students from DC area schools participated in a mock trial on the theme “Snatch, You Lose” which focused on issues such as robbery, conspiracy, and fare evasion, and received information about various aspects of the law and legal system. The keynote speaker was DC Attorney General Karl Racine, who gave an inspiring talk about his hero, Charles Hamilton Houston, mentor to Supreme Court Justice Thurgood Marshall.



HistoryPlunge tournament. The Courts hosted the first-ever HistoryPlunge tournament for DC schoolchildren. **Twenty-four** teams of students from seven area elementary schools participated in this innovative series of racing, strategy and trivia games designed by the educational nonprofit organization LearningPlunge in collaboration with the Smithsonian’s National Portrait Gallery. Chief Judge Anna Blackburne-Rigsby served as the Master of Ceremonies.



COURTS IN THE COMMUNITY

Court of Appeals' oral arguments. The Court of Appeals held oral arguments for several appellate cases at the District's public law school, the University of the District of Columbia David A. Clarke School of Law, giving District law students a first-hand look at appellate cases. More information about audio and video streaming at the Court of Appeals is available at <https://www.dccourts.gov/court-of-appeals/oral-arguments>.



D.C. Court of Appeals panel listening to oral arguments at the District's public law school.

33rd Annual Adoption Day. The DC Courts and the DC Child and Family Services Agency co-hosted the 33rd Annual Adoption Day ceremony. **Forty-seven** children were adopted by **37** families. NBC4 Anchor Barbara Harrison, who has been involved with the event since its inception, introduced each child and shared their story with the audience.



33rd Annual Adoption Day ceremony with NBC4 Anchor Barbara Harrison.



36th Annual National Night Out. The Social Services Division joined neighbors, law enforcement and community agencies across all 50 states to celebrate the 36th Annual National Night Out. This

event promotes police-community partnerships and neighborhood camaraderie to make neighborhoods safer and more caring places to live. DC residents in all seven police districts participated in community cook-outs, block parties, candlelight vigils and athletic events.



33rd Annual Adoption Day ceremony



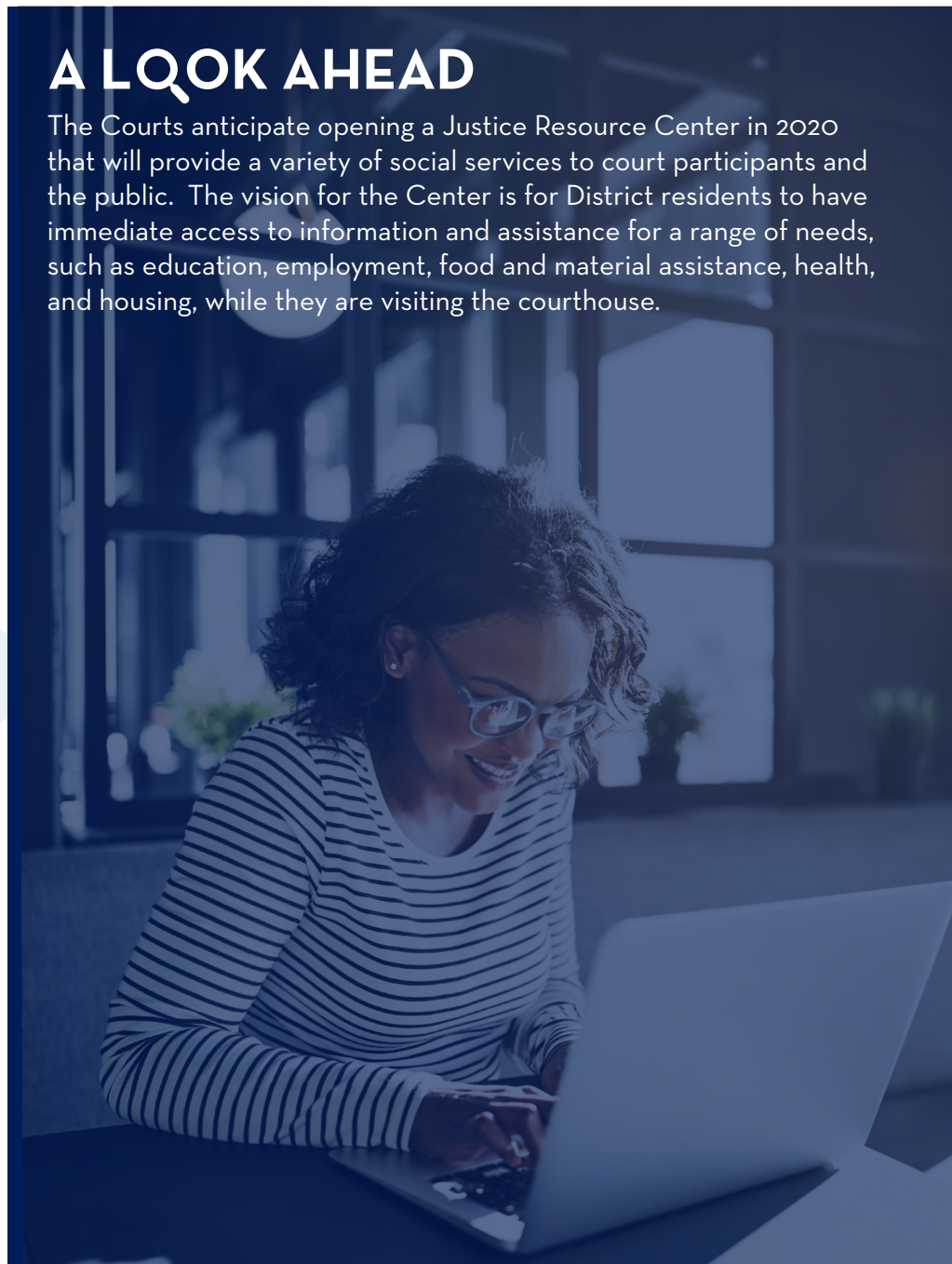
USING DATA EFFECTIVELY

Data Governance Program.


The Courts are committed to using data to make informed decisions about their operations and administration. In 2019, the Courts established a Data Governance Program to ensure the overall management, integrity, consistency and security of court data maintained in various automated computer systems. The Data Governance Council is a cross-functional team of lead data stewards from across the organization which carries out specific data governance projects. Effective data governance will help the Courts better respond to the hundreds of public requests for court data that are received annually.

A LQOK AHEAD

The Courts anticipate opening a Justice Resource Center in 2020 that will provide a variety of social services to court participants and the public. The vision for the Center is for District residents to have immediate access to information and assistance for a range of needs, such as education, employment, food and material assistance, health, and housing, while they are visiting the courthouse.



 dccourts.gov

 @DC_Courts

 TheDCCourts

 @DC_Courts

CONTACT US

COURT OF APPEALS

430 E Street, NW
Washington, DC 20001
202.879.2700

SUPERIOR COURT

500 Indiana Avenue, NW
Washington, DC 20001
202.879.1010

