

**Information Desk:** Located on the 1<sup>st</sup> floor, in the rotunda, where you may obtain basic information about Family Division and limited information concerning your case (such as a payment history). **Hours of operation are: Monday – Friday, 8:00 a.m. – 4:00 p.m.**

**Security Information:** Entrance to Family Division offices requires you to pass through security. No weapons are permitted within any court facility.

**Snack Bar:** Located on the 1<sup>st</sup> floor to the right of the Historical Jail Cells. **Hours of operation are: Monday – Friday, 7:00 a.m. – 2:30 p.m.**

**Jane B. Lobl Children's Waiting Room:** Although Family Division strongly discourages bringing children to Court, the National Council of Jewish Women provides limited FREE child care service for people who have business in Family Division. The Children's Room is located on the 1<sup>st</sup> floor, on the Fifth Avenue side of the building (near the snack shop). **Hours of operation are Monday – Thursday, 8:30 a.m. – 4:00 p.m. & Friday, 8:30 a.m. – 2:00 p.m.**

**Administrative Offices:** Administrative offices and the Human Resources Department are located on the 5<sup>th</sup> floor of the Family Law Center. **Hours are: 8:00 a.m. – 4:00 p.m.**

**Court Manual:** Information about court procedures can be obtained online at: <http://www.allegheycourts.us/family/CourtManual/Adult.aspx>

**If you will require assistance at the support conference due to a disability, please contact (412) 350-5600 at least 20 days prior to your scheduled court date.**

## REGIONAL OFFICES

Family Division also has two regional offices: one located in Castle Shannon, 250 Mt. Lebanon Blvd, Suite 200 and one located in Penn Hills at 12000 Frankstown Road. Cases are assigned to the offices as determined by the defendant's zip code, but certain limited services are available to anyone who finds the regional offices more convenient. Free parking is available.

Both regional offices are open for "Intake" and "Walk-In Services" (see descriptions of services inside this brochure), from 8:00 a.m. until 2:00 p.m. daily. Purge payments may also be made in each office, but only cashier checks or money orders are accepted. Please contact our Information Specialists ((412) 350-5600) for any further information.

## IMPORTANT TIPS

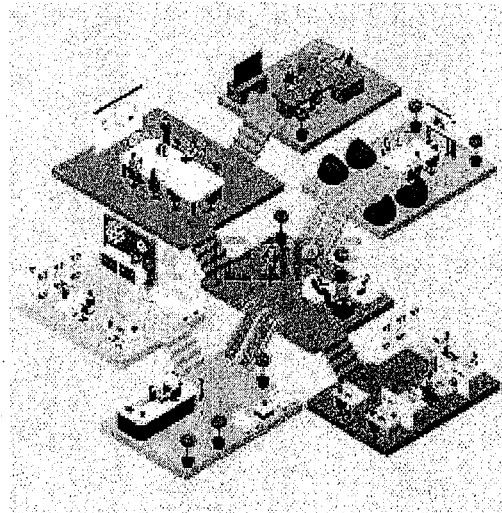
You should dress appropriately when appearing in Court.

You should not bring children or third parties with you when coming to Family Division, as they are not permitted into certain offices or into support conferences. Children and third parties are not permitted in the Manor Building or the regional offices (unless ordered to appear for paternity testing).

You should appear promptly for any scheduled proceeding and remain in the facility until dismissed. If you arrive late, resolution of your case will likely be delayed.

**Failure to appear as directed by the Court is a serious matter, which may result in a support order and wage attachment being entered in your absence, or a bench warrant issued for your arrest.**

# NAVIGATING FAMILY DIVISION ADULT SECTION



440 Ross Street  
Pittsburgh, PA 15219  
412-350-5600

(revised 08/19)

Local Intake Department: This is the department where support complaints are filed. It is located in the Manor Building, 564 Forbes Avenue, 5<sup>th</sup> Floor, Pittsburgh, PA 15219. Since space is limited, children and third parties are not permitted in the office. **Hours of operation are: Monday – Friday, 8:00 a.m. – 2:00 p.m.**

Family Division Docketing Office: This is the office where you may review and copy documents filed in support cases. The office is located in the Manor Building, 564 Forbes Avenue, 5<sup>th</sup> Floor, Pittsburgh, PA 15219 (To view case files prior to 2015, go to the Office of Court Records, 1<sup>st</sup> floor, City-County Building, 414 Grant Street.) **Hours of operation are: Monday – Friday, 8:30 a.m. – 4:30 p.m.**

Scheduled Conferences/Hearings: Parties who are scheduled for Court will receive an Order telling them where/when to report.

Intergovernmental Department: This department handles support matters for individuals where a support agency in another county, state or country is involved with the case. It is located in the Manor Building, 564 Forbes Avenue, 5<sup>th</sup> Floor, Pittsburgh, PA 15219. You should appear in this office if you receive an order directing you to do so, if you need to file a UIFSA complaint or information about your intergovernmental case. Since space is limited, children and third parties are not permitted in this office. **Hours of operation are Monday – Friday, 8:00 a.m. – 2:00 p.m.**

Purge Payments: A purge payment, which is ordered to keep a defendant from going to jail or to obtain his/her release from jail for the non-payment of support, may be made at the 5<sup>th</sup> floor Purge Window. **Hour of operation are: 8:00 a.m. – 3:45 p.m. daily.**

The Client Services Center (Clients without Attorneys): If you need assistance with your support case or with Family Division processes, you may visit the Client Services Center, Room 1002, 440 Ross Street, any day the Court is open, **Monday – Friday, 8:00 a.m. – 2:00 p.m.** You may meet with court staff to discuss available options in your case. Every time you visit the Client Services Center, you should bring any existing orders in your case and the addresses for all other parties. No children or third parties are permitted in the Client Services Center.

If your case requires a motion or if you have legal questions, you can be referred to make an appointment at the Pro Se Legal Clinic or possibly referred to the Modest Means Program of the Allegheny County Bar Association. **In order to qualify for an appointment at the Pro Se Legal Clinic, or if you are seeking to waive filing fees in your case, you must bring proof of your household income.**

Night Court: The Court offers evening hours on **Wednesday evenings, 4:30 p.m. – 7:00 p.m.**, Room 1002, 440 Ross Street. Parties may obtain information about an existing support case or file a new complaint during that time.

#### **Child Support Website!**

**DID YOU KNOW THAT** by registering on the PA Child Support Website ([www.childsupport.state.pa.us](http://www.childsupport.state.pa.us)), you can access specific information about your support case, update personal contact information, and update your communication preferences to receive email or text messages.

#### **IMPORTANT TELEPHONE NUMBERS**

Interactive Voice Response (IVR) System—(412) 350-5600: For Family Division and/or case specific information, you may call the automated system 24 hours/day, 7 days/week. To speak to a telephone specialist, call **Monday – Friday, 8:00 a.m. – 2:00 p.m.**

PA SCDU (Pennsylvania Collection & Disbursement Unit)—(877) 727-7238: This office collects and distributes support monies. To make payment by credit card, call (800) 955-2305.

EPPICard—(800) 304-1669: This is the state issued debit card to which support payments are disbursed; unless you arrange direct deposit into a bank account.

Protection from Abuse Office—(412) 350-4441

Center for Victims—(412)392-8582: 24 hour helpline

Divorce Law Project—(412) 402-6714: Allegheny County Bar Association program for low income persons needing a divorce.

Lawyer Referral Services—(412) 261-5555: Allegheny County Bar Association program to assist persons in hiring an attorney.

#### **WHAT TO BRING WITH YOU**

If you are coming to file for support, you will need to bring proof of your social security number and, if available, a photo ID. You will also need the name of the opposing party and other identifying information.

If you are coming for a support conference or hearing, you must bring wage information (i.e. pay stubs for the past six months; most recently filed income tax return with W-2s), proof of child care expenses, proof of medical coverage available to you, and all other items as directed in your scheduling order.