

CHIEF JUVENILE PROBATION OFFICER GUIDE



Pennsylvania
Juvenile Court
Judges' Commission

February 2026

INTRODUCTION

The *Chief Juvenile Probation Officer Guide*, developed and presented by the Juvenile Court Judges' Commission (JCJC), is an essential resource created to support the leadership and operational responsibilities of chief juvenile probation officers in Pennsylvania. This guide offers a comprehensive overview of the programs, policies, standards, and resources relevant to the administration and enhancement of juvenile probation services across the Commonwealth.

Given the complex nature of juvenile justice work, this guide is designed to serve as both a foundational orientation tool and an ongoing reference document. It provides chiefs with the structural, legal, technological, and philosophical components of Pennsylvania's juvenile justice system, while also highlighting key partnerships, reporting processes, and professional development opportunities available through the JCJC and its affiliated organizations.

PURPOSE

The primary purpose of this guide is to:

- Equip chief juvenile probation officers with the knowledge and tools necessary to lead effective, compliant, and community-centered juvenile probation departments.
- Ensure a uniform understanding of the responsibilities, expectations, and standards that govern juvenile probation services in Pennsylvania.
- Facilitate a smooth transition for chiefs entering leadership roles by clarifying organizational structures, available resources, and system improvement strategies.
- Support Pennsylvania's Balanced and Restorative Justice (BARJ) mission through the Juvenile Justice System Enhancement Strategy (JJSES), grounded in evidence-based practices.
- Promote collaboration and alignment across counties through shared professional development, system-wide data use, and consistent engagement with stakeholders, such as the Pennsylvania Commission on Crime and Delinquency (PCCD) and the Pennsylvania Council of Chief Juvenile Probation Officers (PCCJPO).

This guide reflects the JCJC's unwavering commitment to excellence in juvenile justice leadership, accountability, and youth development. It is updated regularly to ensure chiefs have access to the most relevant and effective practices available.

TABLE OF CONTENTS

Juvenile Court Judges' Commission (JCJC)	1
Mission Statement	1
JCJC Agency Guide	1
JCJC Resources	1
JCJC Reports.....	1
JCJC Staff Directory	1
Juvenile Court Directory.....	1
JCJC Newsletters	1
JCJC Agency Program Areas	1
Annual Conference	1
Detention Monitoring	1
Information Technology.....	1
Juvenile Court Consultative Program.....	2
Juvenile Probation Services Grant Program	2
Professional Development and System Improvement.....	3
Research and Analytics	5
Legislation and Standards	7
The Juvenile Act	7
Juvenile Court Standards	7
Rules of Juvenile Court Procedure	7
Juvenile Justice System Enhancement Strategy (JJSES)	8
JJSES Statement of Purpose	8
JJSES Leadership Team.....	8
JJSES Monographs.....	9

JSES Framework	9
Bench Cards	9
System Partners	10
Administrative Office of Pennsylvania Courts (AOPC)	10
Pennsylvania Commission on Crime and Delinquency (PCCD).....	11
Pennsylvania Council of Chief Juvenile Probation Officers (PCCJPO)	12
Pennsylvania Council of Children, Youth and Family Services (PCCYFS)	13
Pennsylvania Department of Human Services (DHS).....	14
Pennsylvania Office of Victim Advocate (OVA).....	16
Stakeholder Engagement Resources	16

JUVENILE COURT JUDGES' COMMISSION (JCJC)

A. Mission Statement

1. The mission of the JCJC is to provide the leadership, advice, training, and support to enable Pennsylvania's juvenile justice system to achieve its goals related to community protection, offender accountability, restoration of crime victims, and youth competency development.

B. JCJC Agency Guide

C. JCJC Resources

D. JCJC Reports

E. JCJC Staff Directory

F. Juvenile Court Directory

G. JCJC Newsletters

H. JCJC Agency Program Areas

1. Annual Conference
2. Detention Monitoring
 - a. Contact Information
 1. Director of Detention Monitoring: Seth Bloomquist, swbloomquist@ship.edu
 - b. Standards Governing the Use of Secure Detention Under the Juvenile Act
 - c. Detention Handbook
 - d. Juvenile Justice Reform Act (JJRA) of 2018 & Interest of Justice Resource
3. Information Technology
 - a. Contact Information
 1. Director of Information Technology Division: Mike Tan, dtan@pa.gov
 - b. JCJC Data Dashboards
 1. iDashboards Login

2. [Juvenile Court Annual Report Data Dashboards](#)

3. [Pennsylvania Juvenile Justice Data Dashboards](#)

c. Pennsylvania Juvenile Case Management System (PaJCMS)

1. The PaJCMS is a custom-developed web application utilized by juvenile probation departments in all 67 counties to track juvenile case information, including, but not limited to, demographics, offense and court status, scheduled contacts/appointments, services, and outcomes. This information can then be used to produce reports, improve practices, and make informed decisions throughout the juvenile court process.

PaJCMS Reports

*For a list of available reports or for county-specific report requests, contact the JCJC Help Desk.

d. [JCJC Help Desk](#) – the Help Desk staff answers calls and emails regarding the use of the JCJC’s software suite and its functionality, issues with systems performance, and data integrity and quality assurance. The Help Desk staff also helps coordinate requests for enhancements, bug fixes, and new reports with the JCJC’s applications developers and report writers.

1. JCJC Help Desk Phone: (717) 477-1199

2. JCJC Help Desk Email: ra-jcjchelpdesk@pa.gov

2. [Juvenile Court Consultative Program](#)

a. Contact Information

1. Program Manager of Strategic Operations: Bill Keim, wilkeim@pa.gov

2. Juvenile Court Consultant: Stephanie Black, stepblack@pa.gov

3. Juvenile Court Consultant: Bill Rumbaugh, wrumbaugh@pa.gov

4. Juvenile Court Consultant: Angel Stewart, angstewart@pa.gov

5. Juvenile Court Consultant: Mike Yoder, michayoder@pa.gov

b. [Juvenile Court Consultant Assignment Map](#)

3. [Juvenile Probation Services Grant Program](#)

a. Contact Information

1. Administrative Officer 3: Brian Proctor, bproctor@pa.gov
 - b. [Juvenile Probation Services Grant Program Policy and Procedure](#)
 - c. [Personnel Transaction Report Form](#) – per the [Standards Governing the Operation of a Juvenile Probation Merit System](#), a personnel transaction form and a college transcript shall be filed with the JCJC by the chief juvenile probation officer within 10 working days of the filling of any juvenile probation officer position. The form is completed and submitted electronically. It also includes a section to request funding for vacant positions, as outlined in the [Training Allocation Policy and Procedure](#).
4. [Professional Development and System Improvement](#)
 - a. Contact Information
 1. Program Manager of Professional Development and System Improvement: Shawn Peck, shawpeck@pa.gov
 2. Coordinator of Professional Development: Adrienne Robbins, c-adrobbin@pa.gov
 3. Coordinator of Professional Development: Sonya Stokes, systokes@ship.edu
 4. Program/Technology Specialist: Chris Nixon, c-cnixon@pa.gov
 - b. Training Allocation – grant funds allocated annually by the JCJC to support training programs and professional development for juvenile probation personnel.
 1. [Training Allocation Policy and Procedure](#)
 - c. [JCJC Event Management System \(JEMS\)](#) – the JCJC’s custom-developed web application that is used by the 67 juvenile probation departments and other stakeholders to track training history and provide a list of available trainings. JEMS offers training curriculums for chiefs, juvenile probation officers, supervisors, and other key stakeholders in the matters of crucial practices for providing care and maintenance to juveniles.
 - d. Schedule of Staff Salaries Report – details the number of vacant positions, starting salaries, average hours worked per week, and number of positions classified as juvenile probation officers, as well as staff demographics, salaries, employment dates, and education level for juvenile probation departments in Pennsylvania.
 1. [Entering County Fiscal Information in JEMS Tutorial](#) – provides step-by-step guidance to assist in entering county-specific information to be included in the generation and submission of the Schedule of Staff Salaries. This tutorial also offers instructions to assist with the addition of new staff and maintaining staff.

- e. Training Expenditure Report – used to track the training hours juvenile probation officers receive throughout each year, as well as how the training allocation is spent and any county or grant funding that the department has received. Per the [Standards Governing the Operation of a Juvenile Probation Merit System](#), the minimum annual training requirement for continuing employment as a juvenile probation officer, supervisor/deputy, or chief juvenile probation officer shall be the successful completion of 40 hours of approved training per year.
 - 1. Training hours for JCJC-sponsored training events are automatically recorded into JEMS. For instructions on how to record training hours for non-JCJC-sponsored trainings and to enter costs incurred for both JCJC-sponsored and non-JCJC-sponsored training events in JEMS, contact Program/Technology Development Specialist Chris Nixon at cnixon@pa.gov.
 - 2. [Exporting a Training Expenditure Report Tutorial](#) – provides detailed instructions for exporting a Training Expenditure Report from JEMS and submitting the report for review.
- f. Training Request Form – system partners interested in facilitating a JCJC-sponsored training can request this form to formally submit their request.
 - 1. To request this form, or for additional details regarding this process, contact Coordinator of Professional Development Sonya Stokes at systokes@ship.edu.
- g. [Brainier](#) – the JCJC uses the learning management system, Brainier, to provide online trainings relevant to juvenile justice system professionals.
- h. Academies
 - 1. Chief Juvenile Probation Officer Academy – a two-day professional development program designed for chief juvenile probation officers to enhance leadership capacity, improve organizational readiness, and strengthen system-wide effectiveness in juvenile justice. Through a series of expert-led sessions, interactive discussions, and applied learning scenarios, participants will explore the core competencies required for effective leadership in juvenile probation. Topics include leadership development, strategic planning, crisis and conflict management, stakeholder engagement, budgeting, and innovations in juvenile justice.
 - 2. Leadership Academy – a two-day training to provide knowledge to leaders and build their skills in areas that could immediately impact their juvenile probation departments. The academy lays the foundation for leaders’ continued professional development over the course of their careers. Practical activities such as applying learned skills in interactive breakouts focused on building a mission and vision and developing a strategic plan are woven throughout the academy. Experts will present topics such as leadership styles,

communication and feedback, data-driven decision-making, resource management, ethics, evidence-based evaluations, equity and inclusion, and community engagement. Attendees are encouraged to engage with each other and the presenters at the stakeholder social session following the academy's first day.

3. Juvenile Probation Officer (JPO) Academy – a multiday training program held twice a year, accompanied by prerequisite online courses, designed for juvenile probation officers and other professionals in the juvenile justice field. This academy provides foundational knowledge and skills, while also offering opportunities for participants to connect and exchange experiences with JCJC staff, experienced and supervisory juvenile probation officers, fellow juvenile probation officers from counties across the state, and expert trainers. The Academy's curriculum is delivered in person over two weeks, with a one-month break between the two sessions. Upon completion, juvenile probation officers gain both the knowledge and skills necessary for their roles in juvenile probation departments and Pennsylvania's juvenile justice system. These skills are immediately applicable when working with justice-involved youth. The Academy also incorporates content related to JJSES initiatives, such as Motivational Interviewing (MI) and Effective Practices in Community Supervision (EPICS). Ultimately, the Academy provides the foundation for JPOs' ongoing professional growth throughout their careers.

Registration for the academies is available through [JEMS](#).

- i. [Graduate Education Program](#) – the JCJC-sponsored Graduate Education Program, which has been facilitated by the criminal justice department at Shippensburg University since 1982, elevates juvenile justice professionals' knowledge and skills by providing a quality graduate program that promotes advanced inquiry and application of new knowledge. The Graduate Education Program aims to serve juvenile justice educational and research needs in Pennsylvania and helps to ensure that graduates will be better qualified to participate in the juvenile justice profession as research-oriented students of juvenile crime and delinquency.

5. [Research and Analytics](#)

a. Contact Information

1. Director of Research, Evaluation, and Policy Development: Justine Fowler, jufowler@pa.gov
2. Research Analyst: Melanie King, c-meking@pa.gov
3. Research Analyst: Meghan Ogle, c-mogle@pa.gov
4. Quality Assurance Specialist: Keysla Rodriguez, keyrodrigu@pa.gov

- b. [Release of Juvenile Data from the PaJCMS Policy and Procedure](#)
- c. [Data Request Form](#)
- d. Annual Reports
 - 1. [Juvenile Court Annual Reports](#)
 - 2. [Outcome Measures Reports](#)
 - 3. Personnel Report – developed annually by the JCJC, using data provided through the Schedule of Staff Salaries report and employment information submitted by county juvenile probation departments in [JEMS](#), to summarize both county-specific and statewide aggregate information related to staff salaries, personnel demographics, education level, and employment.
 - 4. [Recidivism Reports](#)
- e. [Infographics](#)
- f. [Myth vs. Fact](#)

LEGISLATION AND STANDARDS

A. [The Juvenile Act](#)

B. [Juvenile Court Standards](#)

1. Exceptional Person Process – per the [Standards Governing the Operation of a Juvenile Probation Merit System](#), the minimum requirement for employment as a juvenile probation officer is a bachelor’s degree, with a background of at least 18 credits in the behavioral or social sciences from an accredited college or university. An exception to this standard is available through the Exceptional Person Process. Eligibility for the Exceptional Person Process requires an individual to have four years of related experience, and to pass a written test, and an oral exam arranged for by the JCJC.

C. [Rules of Juvenile Court Procedure](#)

JUVENILE JUSTICE SYSTEM ENHANCEMENT STRATEGY (JJSES)

A. JJSES Statement of Purpose

B. JJSES Leadership Team

1. The JJSES Leadership Team is led by the deputy director of the JCJC and consists of members from the JCJC and the [PCCJPO](#), in collaboration with representatives from [PCCD](#). The JJSES Leadership Team leads decision-making and the implementation and sustainability of JJSES activities.
 - a. JJSES Coordinator
 1. Angela Work, JCJC Deputy Director, awork@pa.gov
 - b. Stage One Co-Chairs
 1. Donald Corry, Chester County Chief Juvenile Probation Officer, dcorry@chesco.org
 2. Scott Weller, JCJC Director of Center for Juvenile Justice Training and Research, sweller@pa.gov
 - c. Stage Two Co-Chairs
 1. Shannon Semmel, Lehigh County Deputy Chief Juvenile Probation Officer, shannonsemmel@lehighcounty.org
 2. Nicole Mattern, Dauphin County Deputy Chief Juvenile Probation Officer, nmattern@dauphincounty.gov
 3. Adrienne Robbins, JCJC Coordinator of Professional Development, c-adrobbin@pa.gov
 - d. Stage Three Co-Chairs
 1. Jay Leamy, Chester County Deputy Chief Juvenile Probation Officer, jdleamy@chesco.org
 2. Bill Keim, JCJC Program Manager of Strategic Operations, wilkeim@pa.gov
 - e. Stage Four Co-Chairs
 1. Andrew Benner, Cumberland County Chief Juvenile Probation Officer, asbenner@cumberlandcountypa.gov

2. Justine Fowler, JCJC Director of Research, Evaluation, and Policy Development, jufowler@pa.gov

f. Building Blocks Co-Chairs

1. Barb Dancy, Berks County Deputy Chief Juvenile Probation Officer, bdancy@Berkspa.gov
2. Faustino Castro-Jimenez, Philadelphia County Chief Juvenile Probation Officer, faustino.castro-jime@courts.phila.gov
3. Shawn Peck, JCJC Program Manager of Professional Development and System Improvement, shawpeck@pa.gov

g. Balanced and Restorative Justice (BARJ)

1. Amanda Gallagher, Allegheny County Chief Juvenile Probation Officer, agallagher@alleghencourts.us

C. JJSES Monographs

1. [Pennsylvania's Juvenile Justice System Enhancement Strategy - A Monograph](#)
2. [Advancing Balanced and Restorative Justice through Pennsylvania's Juvenile Justice System Enhancement Strategy](#)

D. JJSES Framework

E. Bench Cards

SYSTEM PARTNERS

A. [Administrative Office of Pennsylvania Courts \(AOPC\)](#)

1. Purpose

- a. The AOPC focuses on ensuring safe, accessible courts while improving operations through policy guidance, innovation, and statewide support to judges and court administrators. AOPC also oversees technology systems, legal services, administrative management, public representation, and continuing education for judicial personnel.

2. Chief Justice of the Pennsylvania Supreme Court

- a. The Honorable Debra Todd

3. Court Administrator of Pennsylvania

- a. Andrea B. Tuominen, Esq.

4. [Contact AOPC](#) for assistance with services or inquiries.

5. [Office of Children and Families in the Courts \(OCFC\)](#)

a. [Mission and Guiding Principles](#)

1. Created by the Supreme Court of Pennsylvania, the OCFC seeks to ensure that every child grows up in a safe, nurturing, and permanent family.

b. Director

1. Sandra E. Moore (717)231-3329

c. Deputy Director

1. Christy R. Stanek (412) 616-1079

- i. County assignment (Philadelphia)

d. OCFC Judicial Program Analysts

1. Cori Dunn (412) 303-2458

- i. County assignments (Beaver, Crawford, Erie, Forest, Lawrence, Mercer, Venango, Warren, and Washington)

2. Holly Innamorato (412) 576-8602
 - i. County assignments (Allegheny, Armstrong, Blair, Butler, Cambria, Clarion, Fayette, Greene, Indiana, Jefferson, and Westmoreland)
3. Diane Litzinger (814) 934-5852
 - i. County assignments (Bedford, Cameron, Centre, Clearfield, Elk, Franklin, Fulton, Huntingdon, McKean, Mifflin, Potter, Somerset, and Tioga)
4. Jennifer Doyle (717) 810-7784
 - i. County assignments (Adams, Clinton, Columbia, Cumberland, Dauphin, Juniata, Lebanon, Lycoming, Montour, and Perry)
5. Jennifer Eichenlaub (717) 580-7223
 - i. County assignments (Bradford, Carbon, Lackawanna, Luzerne, Monroe, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Union, Wayne, and Wyoming)
6. Sean Lazarus (717) 265-5718
 - i. County assignments (Berks, Bucks, Chester, Delaware, Lancaster, Lehigh, Montgomery, Northampton, and York)
- e. [Contact OCFC](#) for inquiries.

B. [Pennsylvania Commission on Crime and Delinquency \(PCCD\)](#)

1. Mission Statement
 - a. To advance justice system collaboration support victims, and promote safer schools and communities through planning, training, and financial assistance.
2. Executive Director
 - a. Kirsten Kenyon
3. [PCCD Contact Directory](#)
4. [Juvenile Justice and Delinquency Prevention Committee \(JJJPC\)](#) – the JJJPC, established by [Act 30 of 2001](#), is the official juvenile justice planning, coordinating, and policy-setting body for the Commonwealth of Pennsylvania. The committee develops a comprehensive, long-range plan and related policies for the Commonwealth's juvenile justice system. Additionally, the group sets priorities for juvenile justice projects supported by PCCD's various funding streams.

5. [2025 JJDPC Plan to the Governor](#)

6. [Active Funding Announcements](#)

C. [Pennsylvania Council of Chief Juvenile Probation Officers \(PCCJPO\)](#)

1. [PCCJPO President's Message](#)

a. The purpose of the Council is to develop and promote juvenile probation services in Pennsylvania.

2. [PCCJPO Officers](#)

a. President: Andrew Benner, Cumberland County Chief Juvenile Probation Officer, asbenner@cumberlandcountypa.gov

b. Vice President: Kevin Miller, Lehigh County Chief Juvenile Probation Officer, kevinmiller@lehighcounty.org

c. Treasurer: Amanda Gallagher, Allegheny County Assistant Chief Probation Officer, agallagher@alleghenycourts.us

d. Secretary: Danielle DiMatteo, Delaware County Chief Juvenile Probation Officer, dimatteod@co.delaware.pa.us

3. PCCJPO Regional Chairs

a. Northwest Region (Clarion, Crawford, Erie, Forest, Lawrence, Mercer, Venango, and Warren)

1. Mary Jo Battle, Erie County Chief Juvenile Probation Officer, mbattle@eriecountypa.gov

b. Southwest Region (Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Washington, and Westmoreland)

1. Norm Mueller, Westmoreland County Chief Juvenile Probation Officer, nmueller@westmorelandcountypa.gov

c. North Central Region (Cameron, Centre, Clearfield, Clinton, Elk, Jefferson, Lycoming, McKean, Mifflin, Potter, Snyder, Tioga, and Union)

1. Scott Kerstetter, Union County Chief Juvenile Probation Officer, skerstetter@unionco.org

d. South Central West Region (Bedford, Blair, Cambria, Franklin, Fulton, Huntingdon, and

Somerset)

1. Angela Mackley, Franklin County Chief Juvenile Probation Officer,
amackley@franklincountypa.gov

e. South Central East Region (Adams, Cumberland, Dauphin, Juniata, Lancaster, Lebanon, Perry, and York)

1. Scott Shea, Cumberland County Deputy Chief Juvenile Probation Officer,
sashea@cumberlandcountypa.gov

f. Northeast Region (Bradford, Carbon, Columbia, Lackawanna, Luzerne, Monroe, Montour, Northumberland, Pike, Schuylkill, Sullivan, Susquehanna, Wayne, and Wyoming)

1. Michael Purcell, Schuylkill County Chief Juvenile Probation Officer,
mpurcell@schuylkillcountypa.gov

g. Southeast Region (Berks, Bucks, Chester, Delaware, Lehigh, Montgomery, Northampton, and Philadelphia)

1. Jay Leamy, Chester County Deputy Chief Juvenile Probation Officer,
jdleamy@chesco.org

4. [PCCJPO Committees](#)

5. [Juvenile Probation Best Practices](#)

D. Pennsylvania Council of Children, Youth and Family Services (PCCYFS)

1. Mission Statement

a. PCCYFS is a leading statewide membership organization serving as a united voice for our valued partners through education, data, resources and advocacy towards achieving a brighter future for children, youth and families.

2. President & CEO

a. Terry L. Clark, MPA

3. Contact Information

a. [Contact PCCYFS](#) for general inquiries, comments, training ideas, or any other areas of assistance.

E. [Pennsylvania Department of Human Services \(DHS\)](#)

1. Mission Statement

- a. To assist Pennsylvanians in leading safe, healthy, and productive lives through equitable, trauma-informed, and outcome-focused services while being an accountable steward of commonwealth resources.

2. Secretary of Human Services

- a. Valerie A. Arkoosh, MD, MPH

3. Contact Information

- a. [Contact DHS](#) to connect with the various programs within the DHS to get the help you need.

4. [Bureau of Budget and Fiscal Support \(BBFS\)](#)

a. Purpose

1. BBFS provides leadership to counties related to budget and invoice processes for Federal and State funds; establishes and implements fiscal policy; and provides oversight of Federal audits and State Title IV-E quality assurance reviews.

- i. Needs-Based Plan and Budget (NBPB) – In Pennsylvania, county child welfare services are supported by a complex mix of federal, state and local funds. State funding is allocated to each county based upon a need certified through the annual NBPB process. BBFS is the Office of Children, Youth, and Families (OCYF) entity which provides leadership for the NBPB reviews, ensures federal/state funds are applied appropriately to the NBPB recommendations and maintains the NBPB process and documentation to provide support for the annual child welfare budget submission.

b. Director

1. Melissa Erazo

c. BBFS Regional Representatives

1. Central Region (Adams, Bedford, Blair, Cambria, Centre, Clinton, Columbia, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Lycoming, Mifflin, Montour, Northumberland, Perry, Snyder, Somerset, Union, and York)

- i. Director: Gabrielle Williams, gawilliams@pa.gov, (717) 772-7702

2. Northeast Region (Bradford, Carbon, Lackawanna, Lehigh, Luzerne, Monroe,

Northampton, Pike, Schuylkill, Sullivan, Susquehanna, Tioga, Wayne, and Wyoming)

i. Director: Brian Waugh, bwaugh@pa.gov, (570) 963-4376

3. Southeast Region (Berks, Bucks, Chester, Delaware, Montgomery, and Philadelphia)

i. Director: Andrea Clarke, aclarke@pa.gov, (215) 560-2249

4. Western Region (Allegheny, Armstrong, Beaver, Butler, Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Fayette, Forest, Greene, Indiana, Jefferson, Lawrence, McKean, Mercer, Potter, Venango, Warren, Washington, and Westmoreland)

i. Director: Amber Kalp, akalp@pa.gov, (412) 565-5728

5. Office of Children, Youth, and Families (OCYF)

a. Deputy Secretary

1. Laval Miller-Wilson, Esq.

b. Contact Information

1. For general inquiries contact OCYF at ra-dpwocyfnet@pa.gov.

6. OCYF Regional Offices

a. Central Region (Adams, Bedford, Blair, Cambria, Centre, Clinton, Columbia, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Lycoming, Mifflin, Montour, Northumberland, Perry, Snyder, Somerset, Union, and York)

1. Director: Gabi Williams, gawilliams@pa.gov, (717) 772-7702

b. Northeast Region (Bradford, Carbon, Lackawanna, Lehigh, Luzerne, Monroe, Northampton, Pike, Schuylkill, Sullivan, Susquehanna, Tioga, Wayne, and Wyoming)

1. Director: Brian Waugh, bwaugh@pa.gov, (570) 963-4376

c. Southeast Region (Berks, Bucks, Chester, Delaware, Montgomery, and Philadelphia)

1. Director: Andrea Clarke, aclarke@pa.gov, (215) 560-2249

c. Western Region (Allegheny, Armstrong, Beaver, Butler, Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Fayette, Forest, Greene, Indiana, Jefferson, Lawrence, McKean, Mercer, Potter, Venango, Warren, Washington, and Westmoreland)

1. Director: Amber Kalp, akalp@pa.gov, (412) 565-5728

F. [Pennsylvania Office of Victim Advocate \(OVA\)](#)

a. Mission Statement

1. OVA is the state agency with the duty and authority to advocate for the rights and needs of crime victims. We accomplish our mission through victim services and restorative justice programs that promote pathways to hope, resilience and healing.

b. Commonwealth of Pennsylvania Victim Advocate

1. Suzanne V. Estrella, Esq.

c. [Contact OVA](#) for assistance with services or inquiries.

1. Phone 800-563-6399
2. Email ra-ovainfo@pa.gov

G. [Stakeholder Engagement Resources](#)