



## **PROTOCOL:**

### **Juvenile Court Virtual Hearings**

(Stipulated Reviews, Jurisdictional, Dispositional, .26, 388 Matters)

Effective Wednesday May 6<sup>th</sup> 2020 until further notice. This process is subject to change.

**Note:** The Juvenile Court Virtual Hearings Protocol for Detentions is located [here](#). This protocol addresses all the other matters for Juvenile Dependency Court.

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**In order for CFS to ensure the virtual hearings occur as intended, please follow all instructions below:**

**VIRTUAL HEARING SOFTWARE-**Juvenile Court is using Zoom for its virtual hearings. For information on Zoom and how to use the software please go [here](#).

**VIRTUAL HEARING ETIQUETTE-** Just as live hearing requires professional attire and behavior so does the virtual matter. The Court expects the same attire, behavior and etiquette as required in a live matter for all virtual matters. Please ensure parent(s)/guardian(s) and child(ren) planning to appear are made aware of the court's expectations.

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**STIPULATED REVIEWS** (Family Maintenance, Family Reunification, Permanency Planning)

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**VIRTUAL HEARING DATE/TIME-**County Counsel will be coordinating the stipulated review calendar with Juvenile Court. If a virtual hearing is requested by any parte then County Counsel will inform the Primary Social Worker and the Social Work Supervisor/Court Officer for that district of the need for a virtual matter as well as the day and time of the virtual matter. The Juvenile Court will then send out the virtual hearing invite at the latest the day before the matter is schedule.

**Note-**All required reports/case plans as well as additional court document submissions must be completed by the Primary Social Worker and submitted to all parties per normal [court report timelines](#).

For example, if the court hearing was scheduled for March 18<sup>th</sup> 2020 and the request for the virtual hearing is on May 10<sup>th</sup> 2020, the report should have already been completed and submitted to all parties.



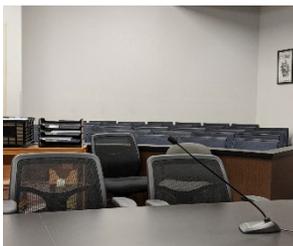
## PROCEDURES-

### PRIMARY SOCIAL WORKER:

- A. **Complete report/case plan and any additional or supportive documents** as soon as possible for all FM, FR, PP cases where the hearing was/is scheduled from March 16 through May 30.
- B. **Mail (using certified mail) or Email Securely\* Report/Petition and court documents to Parent(s)/Guardian(s);**
- A. **Note-** If parent does not have email or has not agreed to have documents sent electronically use regular certified mail. Feel free to inquire again with the parent/guardian on their agreement to use electronic notice and document delivery. If they agree please have them complete the JV141 found [here](#) then have it sent back to you in order to submit it to court. It should be included in the upload to OCR with the printed original copy sent to court via the courier. \*Also, send report et al. securely by adding 'secure' to the subject line of email.
- C. **Be ready to participate in the virtual matter the day of the hearing.** This includes, ensuring computer is equipped, charged, in working order to participate in a virtual (zoom) hearing.

If you need assistance preparing your computer, please contact your direct supervisor or DOIT (925) 521-7200.

**Note-**Please remember to dress professionally as you would if the matter was live. Also, please ensure your background in which you are zooming is appropriate. You can also add a recommended court background provided by Juvenile Court. See images below.





TO ADD AN IMAGE TO YOUR COMPUTER; RIGHT CLICK ONE OF THE IMAGES AND SELECT > **'Save As Picture'** THEN, FROM THE POPULATED WINDOW SAVE THE IMAGE TO YOUR COMPUTER BY SELECTING WHERE YOU WOULD LIKE TO SAVE IT. THEN FOLLOW THE LINK BELOW TO ADD TO ZOOM.

Please follow these instructions [here](#) to add a background.

**D. Check in Outlook for the invite to the virtual hearing (it will be forwarded to you by your supervisor or the SOD.)**

Once the invite appears in your email, click on the link to be directed to the zoom virtual matter-see screenshot below. If you have not received the invite please contact your direct supervisor or the SOD.

Screenshot of Zoom Virtual Hearing Invite.

[marniej@pacbell.net](mailto:marniej@pacbell.net); Todd Lenz  
 Cc: EHSD CFS Court Virtual Matters  
 Subject: J19-00153/154 Williams D38  
 When: Monday, May 04, 2020 9:00 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).  
 Where: <https://cc-courts.zoom.us/j/93826287773?pwd=b0dpQXdtNWxld1R0Q3R6aEkyc0ZMdz09>

Karen Cardinale on behalf of Barbara Hinton is inviting you to a scheduled Zoom meeting.

**Please note that General email accounts are used for CASA, CFS and County Counsel, please forward to appropriate.**

Topic: J19-00153/154 Williams D38 Click here and you will be directed to the zoom virtual

Time: May 4, 2020 09:00 AM Pacific Time (US and Canada)

Join Zoom Meeting

<https://cc-courts.zoom.us/j/93826287773?pwd=b0dpQXdtNWxld1R0Q3R6aEkyc0ZMdz09>

Meeting ID: 938 2628 7773

Password: 803406

**E. Once the zoom app opens to the matter, you will be prompted to enter your name. Please put your full name and title.**

For example; Jane Doe/CFS Social Worker



After entering your name and title you will be put in the waiting area until the Judge has decided to start the matter. Please follow the prompts to test your audio and approve use of your camera.

**Note**-If you have any technical difficulties contact the Court Officer appearing for matter either by email or text to their work cell phone.

Social Work Supervisor:

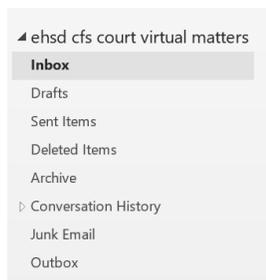
- A. **Track potential hearing dates by connecting with County Counsel on any FM, FR, PP reviews in your unit that were or is scheduled from March 16-May 30 2020.**
- B. **If County Counsel indicates a virtual matter has been requested to the Court and the Court has sent the invite please check, EHSD CFS Court Virtual Matters Inbox, in your Outlook for invite for the matter as well as Outlook Calendar.** If court has not sent the invite yet (it doesn't appear in the inbox or in your calendar) then confirm with County Counsel to see if it has been sent to them.

**Note**-You also need to check your calendar in case the invite was accepted by someone else. Once this happens the meeting is sent to the calendar and then disappears from the inbox.

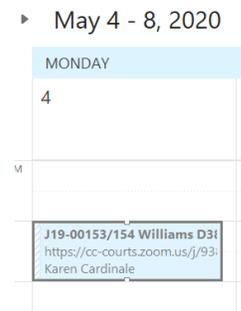
The invite will have the J#, child's last name, Dept # on the subject line. Inside the invite is the link for the matter. See screenshots below.

Screenshots of Outlook Court Virtual Matters Inbox and Calendar

**OUTLOOK-**

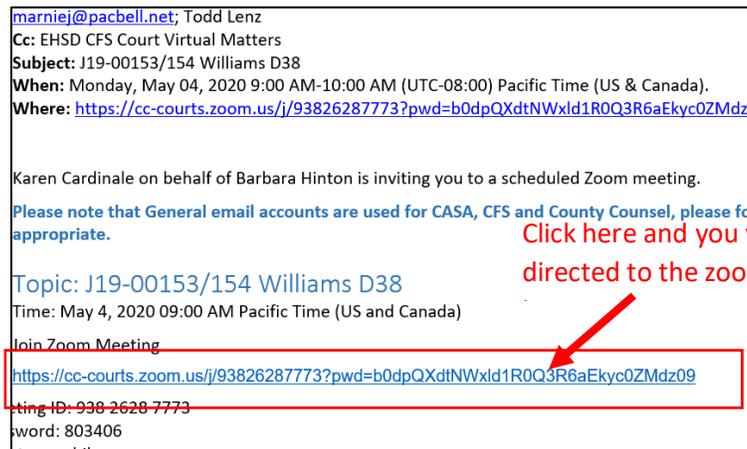


**CALENDAR-**



If you do not see the inbox in your Outlook please call DOIT (925) 521-7200 for help

Screenshot of Zoom Virtual Hearing Invite.



Note- You need to click ‘inbox’ in order to see the invite when in the inbox. You can also double click the calendar appointment to see the invite link. Also, please accept the invite (**only, if it is for a case in your unit**). Accepting it will generate a calendar appointment and will help remind you and the worker of the virtual hearing.

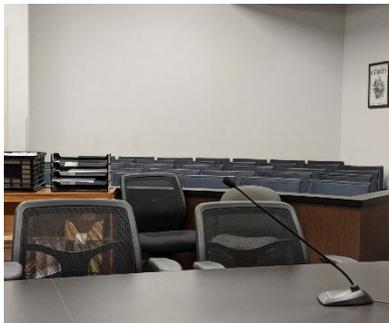
- C. **Forward the invite (either from the inbox if invite has not been accepted yet or from calendar if you accepted it) to the Primary Social Worker for the case.** Ensure the worker responds to the email with confirmation they have the invite. Social Worker should also accept the invite so it is added to their calendar.
- D. **Be ready to participate in the virtual matter the day of the hearing.** This includes, ensuring computer is equipped, charged, in working order to participate in a virtual (zoom) hearing.

If you need assistance preparing your computer, please contact your direct supervisor or DOIT (925) 521-7200.

**Note-**Please remember to dress professionally as you would if the matter was live. Also, please ensure your background in which you are zooming is appropriate.



You can also add a recommended court background provided by Juvenile Court. See two images below to select from.



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Please follow these instructions [here](#) to add a background.

- E. **Have work cell phone charged and ready to conduct text communication with County Counsel during the virtual matter if needed.** Ensure Co. Counsel cell phone contact info. is correct.

#### CLERICAL

- A. **Prepare the original report/case plan/attachments for courier pick up using the [interim courier schedule](#) (located on CFS Staff Portal) for your district.**
- B. **Upload report/case plan, rec's and any additional attachments to OCR per normal procedure.**

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## **ALL OTHER MATTERS (JURIS, DISPO, .26, 388's, etc...)**

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**VIRTUAL HEARING DATE/TIME**-Court will be calendaring these hearings as if the court was open. For any reset matters during the court closures, these are being added to the court calendar and invites to the hearing will be sent out. Court hearing times will be provided in the invite sent by the court.

**Note**-All required reports/case plans as well as additional court document submissions must be completed by the Primary Social Worker and submitted to all parties per normal [court report timelines](#). That is, if the court hearing is scheduled for May 21st 2020 the report should be ready for distribution by May 7<sup>th</sup> 2020. If you have a hearing date that is uncertain and is not in CWS please contact County Counsel to confirm if the date was reset and when it is expected to occur.

### **PROCEDURES-**

#### **PRIMARY SOCIAL WORKER:**

- B. Complete report/case plan and any additional or supportive documents** per court report timelines based on the calendared hearing date. If the hearing date is not in CWS or is unknown due to court closures please contact County Counsel to determine when the hearing date is.
  
- C. Notice all parent(s)/guardian(s), child(ren) of the hearing date and it being virtual.** You can explain to the parent(s)/guardian(s) that they will be involved telephonically in the matter and to coordinate with their attorney the process. If a child age 10 or older would like to participate in the virtual matter, please coordinate with the caregiver if it is possible and they agree. Then, please ensure the child's attorney is aware of their request and ability to participate (either telephonically or virtually).



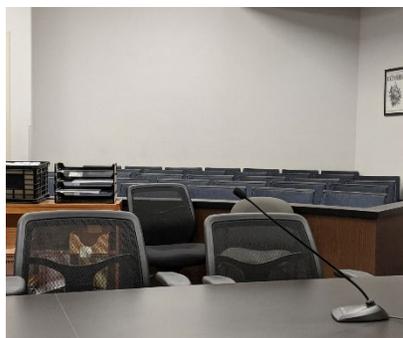
- D. Complete **CR1A** form for Court Officer notification of hearing need and send to clerical along with completed report/case plan/additional court submissions.
- E. Mail (using certified mail) or Email Securely\* the Report/Petition and court documents to Parent(s)/Guardian(s);

**Note-** If parent does not have email or has not agreed to have documents sent electronically use regular certified mail. Feel free to inquire again with the parent/guardian on their agreement to use electronic notice and document delivery.

If they agree, please have them complete the JV141 found [here](#). Once completed have them send it back to you in order to submit it to court. It should be included in the upload to OCR with the printed original copy sent to court via the courier. \*Also, send report et al. securely by adding 'secure' to the subject line of email.

- F. **Be ready to participate in the virtual matter the day of the hearing.** This includes, ensuring computer is equipped, charged, in working order to participate in a virtual (zoom) hearing. If you need assistance preparing your computer, please contact your direct supervisor or DOIT (925) 521-7200.

**Note-**Please remember to dress professionally as you would if the matter was live. Also, please ensure your background in which you are zooming is appropriate. You can also add a recommended court background provided by Juvenile Court. See images below.





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**G. Check in Outlook for the invite to the virtual hearing (it will be forwarded to you by your supervisor, Court Officer or the SOD.)**

**Note-** It may also come as a forwarded invite via Outlook Calendar appointment.

Once the invite appears in your email or in your calendar, click on the link to be directed to the zoom virtual matter-see screenshot below. If you have not received the invite please contact your direct supervisor or the SOD.

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[marniej@pacbell.net](mailto:marniej@pacbell.net); Todd Lenz  
**Cc:** EHSD CFS Court Virtual Matters  
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**When:** Monday, May 04, 2020 9:00 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).  
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For example; Jane Doe/CFS Social Worker

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Social Work Supervisor:

- A. **Check court calendared hearings in CWS for the month for your unit to ensure Social Workers are aware of the hearing, report deadlines and need to be present for the virtual matter.**

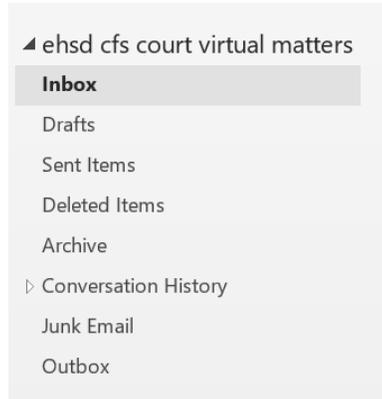
**Note-** Please reach out to County Counsel to confirm or determine the hearing needs for the month regarding any cases in your unit.

- B. **If there is a calendared hearing in CWS or it is known from previous orders and it has been confirmed by County Counsel please check, EHSD CFS Court Virtual Matters Inbox, in your Outlook for invite for the matter as well as in your Outlook Calendar.** If court has not sent the invite yet (it doesn't appear in the inbox or in your calendar) then confirm with County Counsel to see if it has been sent to them.

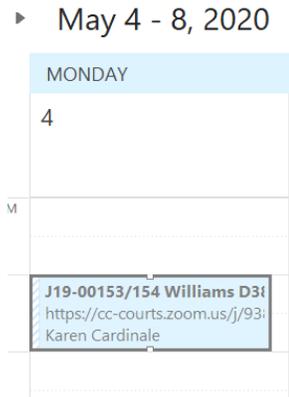
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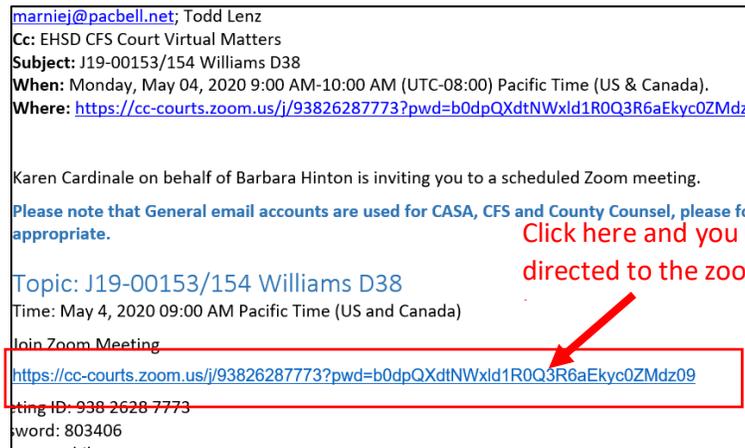


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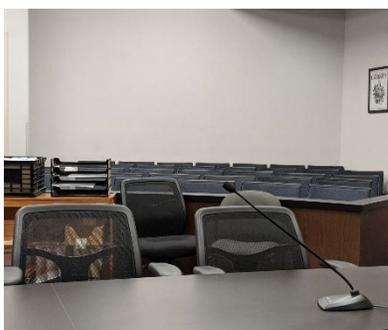


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**Note-**You may coordinate with Court Officer in your district their appearance for the matter and if it is agreed that only the Court Officer need be present then please be on standby in case the Court Officer has any questions. Please remember to dress professionally as you would if the matter was live. Also, please ensure your background in which you are zooming is appropriate.

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- E. **Have work cell phone charged and ready to conduct text communication with County Counsel during the virtual matter if needed.** Ensure Co. Counsel cell phone contact info. is correct.

COURT OFFICER:

- A. **Track hearing date(s) using CR1A’s, CWS and existing court calendar to determine any upcoming hearings for your district.**

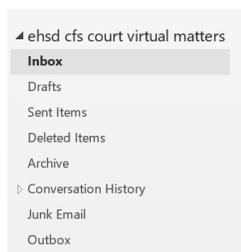
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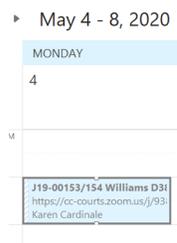
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- C. **Have work cell phone charged and ready to conduct text communication with County Counsel during the virtual matter if needed.** Ensure Co. Counsel cell phone contact info. is correct.
- D. **During the matter, please complete the [Court Representative Hearing Information form](#) (CR1B).**
- E. **Once the matter is complete; send CR1B to clerical, track return of orders in the EHSD CFS Virtual Matters inbox.** Coordinate with Court Officer [Laura Carnagey](#) on any issues with orders/documents not coming back to the inbox.



CLERICAL

- A. **Prepare the original report/case plan/attachments for courier pick up using the [interim courier schedule](#) (located on CFS Staff Portal) for your district.**
  
- B. **Upload report/case plan, rec's and any additional attachments to OCR per normal procedure.**
  
- C. **Provide copy of report packet with CR1A from worker via email or hard copy to district Court Officer.**