



EMPLOYMENT & HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: Code 30, Children & Family Services Bureau Staff Date: March 30, 2018
CC:
From: Todd Lenz, Court Analyst
Subject: Hearing Information Protocol; formerly known as Missing Minute Order Protocol

Due to ongoing issues related to retrieving minute orders from the Court in a timely manner, the Department is shifting from viewing the minute order as the only source of court information pertinent to operations. Instead, it is moving toward the hearing being the more accessible source of information. To this end, the protocol is renamed the Hearing Information Protocol.

The Hearing Information Protocol will improve the various ways we retain information from each hearing while also prioritizing the receipt of particular orders. This priority will be based on hearing type, time sensitivity and operational need. Due to the time sensitivity of particular hearings we have created two levels of priority; high and low. High priority hearings are those where funding is affected and receipt of the order as well as court details is urgent. Low priority hearings are those in which the receipt of the order does not affect ongoing operations. Below is a table highlighting hearings by priority level and informational need as well as the modes of hearing information dissemination. Attached are forms that will be utilized in this protocol as well as the revised procedures for staff responsible for carrying out the protocol.

The Hearing Information Protocol will go into effect on Monday April 9, 2018. All previous process related to the Missing Minute Order Protocol will cease as of April 9, 2018.

INFORMATION NEEDED

Table with 4 columns: Time Sensitivity, Minute Order, Next Court Date, Court Findings/Directives. Rows for High and Low priority hearings.

Modes of Hearing Information Dissemination and Responsibility

*CR1A Social Worker Hearing Form (Green Sheet)	Completed by Social Worker before each hearing and given to Court Officer to review any needs before the hearing.
**CR1B Court Officer Hearing Results	Completed by Court Officer after each hearing. Given to assigned Court Officer Clerk/Unit Clerk by the end of the week for previous week's hearings. <i>Provides clerical/SW with next court date & findings.</i>
Email	Generated by County Counsel when Court Officer is not present at hearing. Sent to assigned worker AND <i>Minute Order Inbox</i> (assigned Unit Clerk) after hearing with specific information. Provides Clerical/SW with <i>next court date, court findings.</i>
Minute Order	Generated by Court, gathered by Court Officer weekly & given to Court Officer Clerk/Unit Clerk, disseminated weekly by Clerical to units prioritizing time sensitive hearings; <i>vacate/dismiss, detention, 26.</i>
Hearing Info Request Form	Completed by Court Officer Clerk/Unit Clerk as last resort if any of the above means did not generate the information needed; <i>next court date, court findings/directives, minute order</i>
Superior Court Hearing Printout	Generated by County Counsel through online Superior Court Access System. Provided to clerical upon request via <i>Missing Hearing Information Request</i> form when the minute order nor CR1B has been located. Note- this printout does not replace the official order for eligibility purposes.

*revised form

**new form

Resources/Links Related to Protocol

[Hearing Information Protocol Procedures](#)

[Desk Guide for Hearing Information Protocol; Use of OCR Court Orders Folder](#)

[County Counsel Missing Hearing Information Request Form](#)

[CR1A Social Worker Hearing Form](#)

[CR1B Court Officer Hearing Results Form](#)

Thank you to all who contributed, reviewed, and provided support while developing this revised protocol. If there are any questions related to this Memo or the Hearing Information Protocol please contact Court Analyst Todd Lenz, (925) 608-6821 lenzt@ehsd.cccounty.us. This protocol is subject to change.