

The background of the slide features a large, faint, circular seal of the Judicial Branch of California. The seal contains a central figure holding a scale and a sword, surrounded by various symbols including ships and a bear. The text "JUDICIAL BRANCH OF CALIFORNIA" is visible around the perimeter, and the year "1926" is at the bottom.

# Remote Services for Child Support Commissioners

25<sup>th</sup> Annual AB 1058 Child Support  
Training Conference

October 14, 2021

# Remote Services – How It Started

As a judicial officer, how did you feel about remote services at the **START** of the pandemic?



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# As a judicial officer, how did you feel about remote services at the **START** of the pandemic?

## 3 Ways to Answer

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# Remote Services – How It Started



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# Emergency Rules of Court

- Governor Executive Order N-38-20
- Chief authorizes local courts to issue emergency orders
- Judicial Council adopts emergency rules



# Expansion of Remote Hearings

- CRC 3.670
- Emergency Rule 3
  - Video, audio and phone appearances
  - Electronic exchange of evidence
  - E-filing and e-service
  - Remote interpreting, reporting, recording



# Sharing the Amador Court Experience

- Selection of Zoom
- Challenges of Court Closures
- Role of the FLF
- Customer Service Issues



# Remote Services – How's It Going?

As a judicial officer, how do you  
feel about remote services  
NOW?



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# As a judicial officer, how do you feel about remote services NOW?

## 3 Ways to Answer

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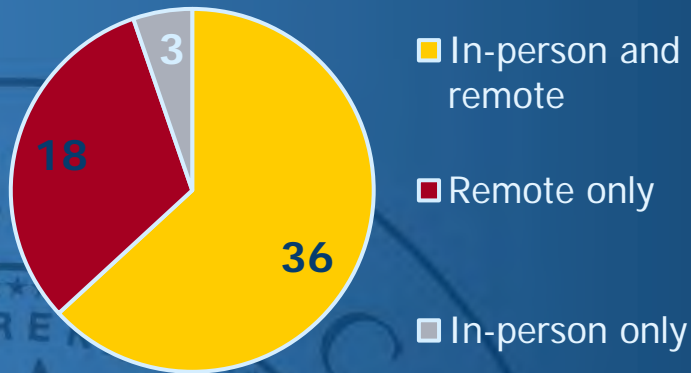
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# Remote Services – How's It Going?



# AB1058 Court Survey (March 2021)

Hearings are conducted:

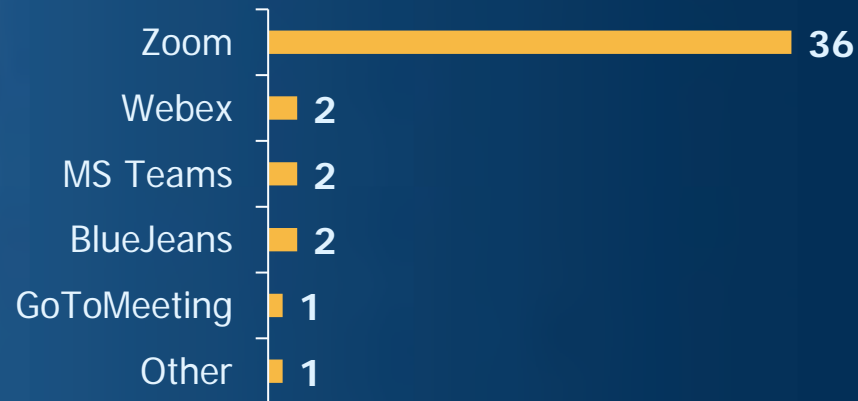


Remote hearings are conducted by:



\*Users can call in via videoconferencing platform

Videoconferencing platforms:



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# “Permanent” Expansion of Remote Hearings?

- “2021 California Court Efficiency Act” (SB 241)
- Adds CCP § 367.75



# Best Practices

- Communication
  - With the LCSA
  - With Litigants
- Internet/Technology Access
  - Example: “Zoom Station”



# Best Practices (cont.)

- Ensuring Decorum
  - Advisements
  - What approaches do you use?



# What approaches do you use to ensure decorum?

## 3 Ways to Answer

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# Best Practices (cont.)

- Breakout Rooms
- Evidence





# Best Practices (cont.)

- What's working well?
  - Access to translators
  - Minimizing barriers to court
  - Increased participation



# What's working well?

## 3 Ways to Answer

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# Zoom Fatigue

- Recent studies
- Strategies?



# What strategies do you use to combat “Zoom Fatigue”?

## 3 Ways to Answer

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**Thank you for attending!**

**Please complete the  
session evaluation**



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