

INNOVATION GRANT

Video Conferencing CCRC SP0720



Joe Navarro, Family & Children Services Division Manager
Jacquetta Adewole, Family Court Services Supervisor

Superior Court of California, County of San Bernardino

Overview of Child Custody Recommending Counseling

- **Services Provided**
 - Orientation
 - Family Court Mediation
 - Child Only Interviews
 - Collateral Contacts
 - Marital/premarital Counseling
- **Delivery of Service Options**
- **Who can participate in Video Conference mediation?**



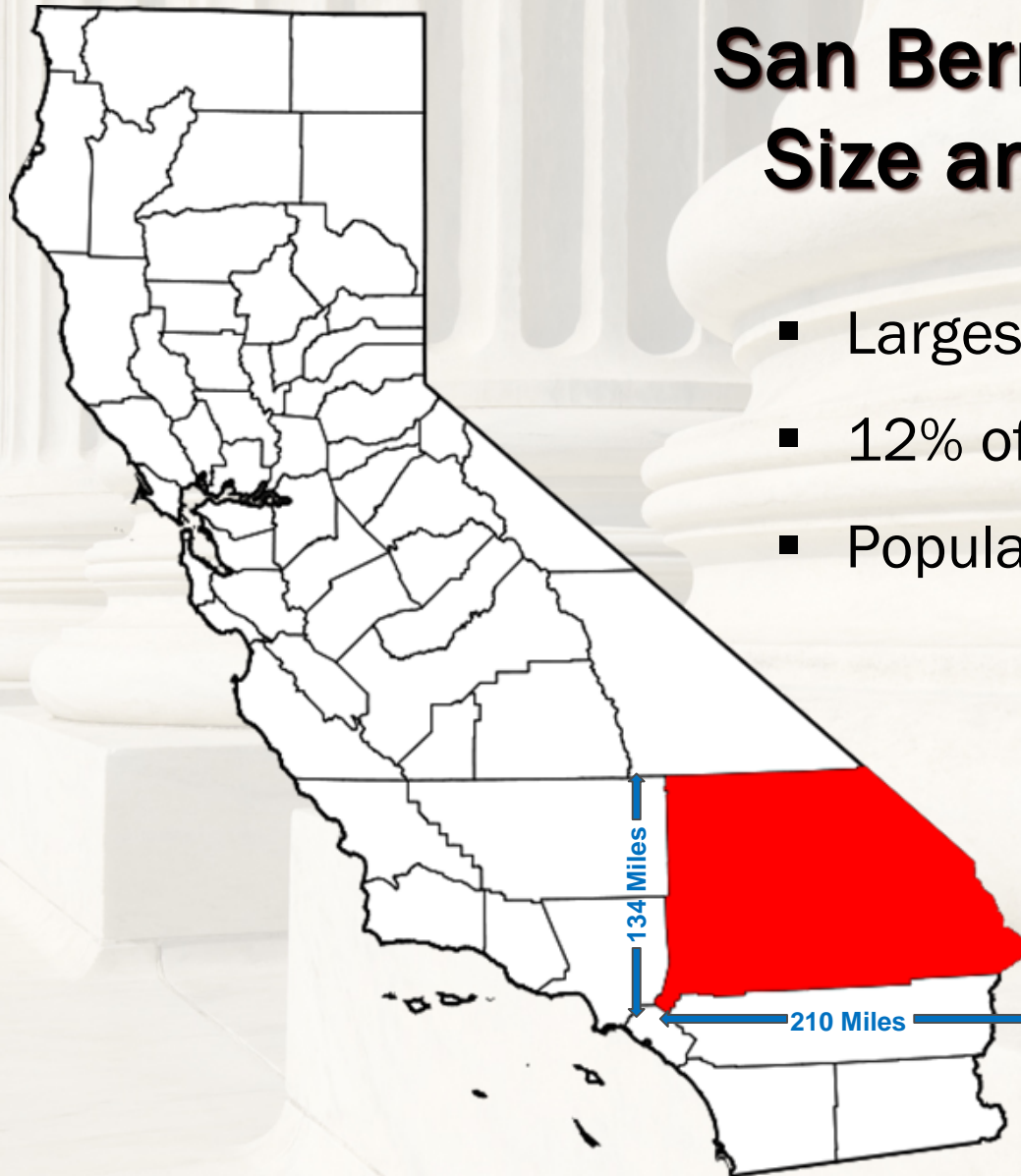


Video Conference Child Custody Recommending Counseling

- ✓ Aligns with Strategic Plans
 - Judicial Branch Strategic Plan for Technology
 - San Bernardino Superior Court Strategic Plan
- ✓ Increases Access to the Court
- ✓ Enhances Service Delivery

San Bernardino County Size and Geography

- Largest county in the U.S.
- 12% of CA's geographic area
- Population of 2,157,404



State of California

If you move San Bernardino County to the Bay Area, it covers all, or part of, **23** different counties.



Alignment with Strategic Plans

California's Judicial Branch's vision for technology is:

“Through collaboration, initiative, and innovation on a statewide and local level, the judicial branch adopts and uses technology to improve access to justice and provide a broader range and higher quality of services to the courts, litigants, lawyers, justice partners, and the public.”

Alignment with Strategic Plans

Superior Court of California, County of San Bernardino's vision for technology is:

“Expand Access: Leverage cost-effective technology solutions to increase access efficiency.”



Increased Access to the Court

- ✓ Addresses geographical challenges
- ✓ Addresses transportation-related challenges
- ✓ Provides enhanced level of access
- ✓ Reduces travel costs
- ✓ Convenient and easy to use
- ✓ Free

Enhanced Service Delivery

- ✓ 90% of all communication is non-verbal
- ✓ Increased level of engagement for all participants during sessions
- ✓ Improved ability to identify body language cues and the affect of participants
- ✓ Physical observations allows for enhanced overall assessments and an assurance of confidentiality

Achievements

- ✓ Implemented as a new service delivery option on January 1, 2018
- ✓ Surveys indicate overall positive user experience
- ✓ Positive perception of the Court's innovativeness
- ✓ Improved communication and service option for remote mediation sessions
- ✓ Expanded use to conduct child interviews
- ✓ Positive environmental impact – reduced greenhouse gas emissions and road traffic

Year-One Statistics

- **221** Court users opted-in
- **215** Court users opted-out
(preferred to attend in-person or by phone)
- **152** Video Conference sessions conducted



BlueJeans Videoconference Platform

- ✓ Accessible anywhere via Wi-Fi/Cellular data
- ✓ Available for use across several platforms
- ✓ Cloud-based
- ✓ Secure
- ✓ Private
- ✓ Easy to use
- ✓ FREE



BlueJeans

Compatible Devices

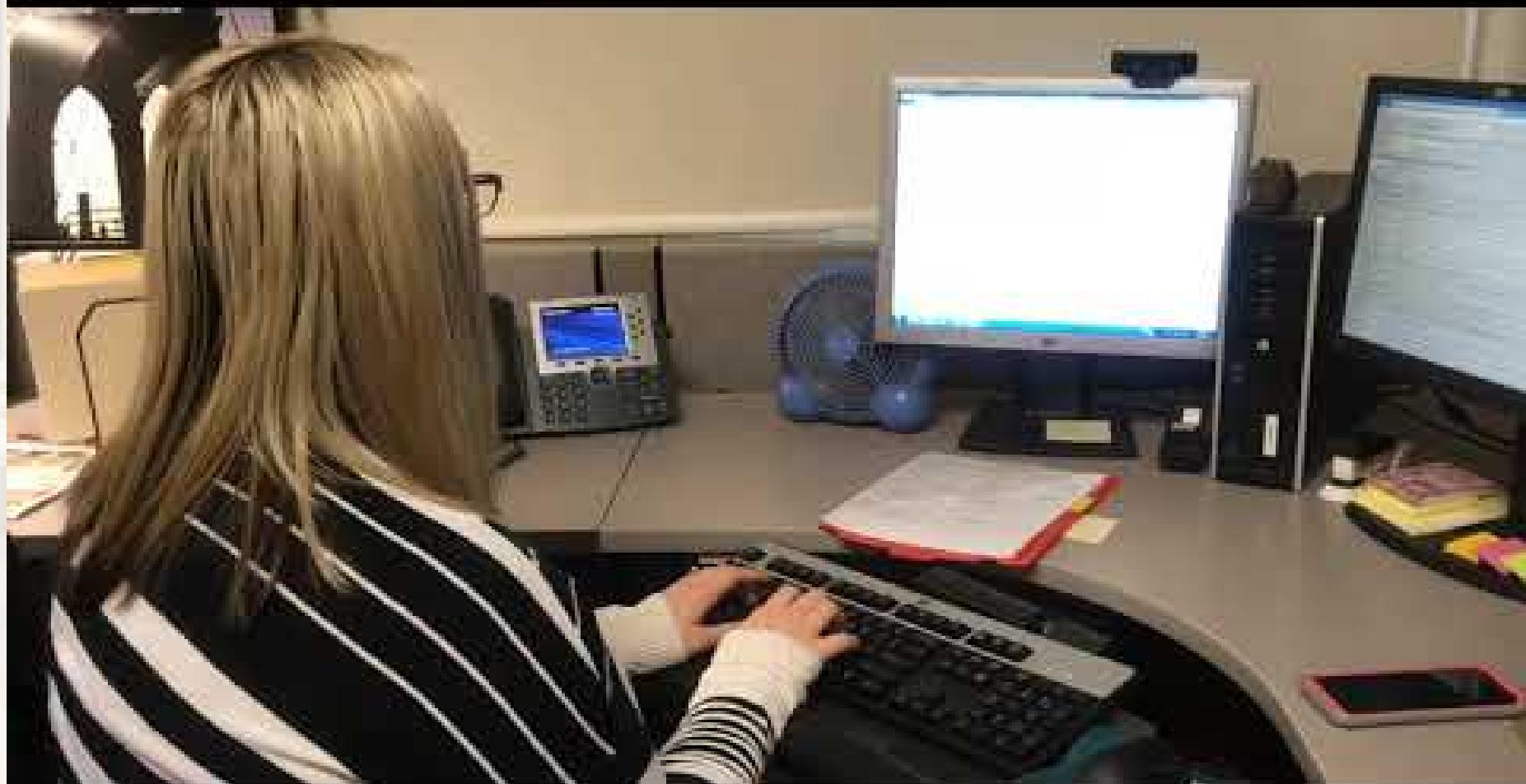
- ❖ Smart Phone
- ❖ Laptop
- ❖ Tablet/iPad
- ❖ Desktop Computer
- ❖ Available for Android and iOS users

**Must have camera to use video feature*

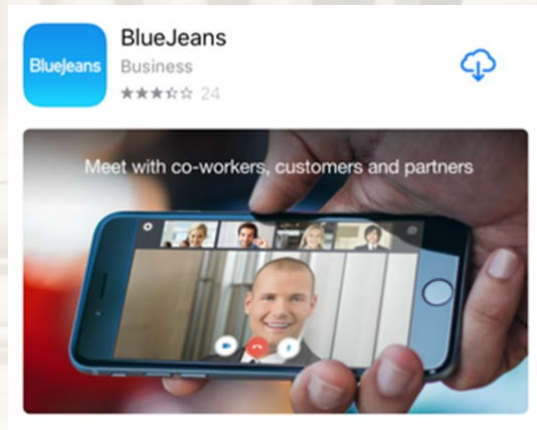




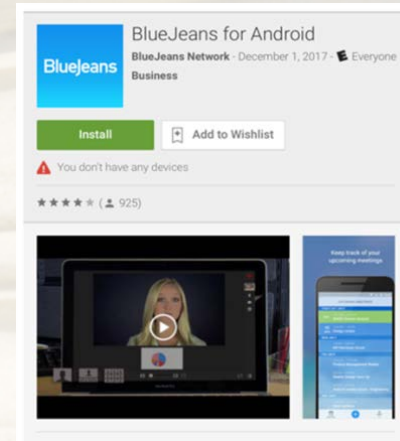
Demo



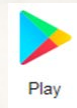
TIPS FOR A SUCCESSFUL VIDEOCONFERENCE MEDIATION



BlueJeans for Apple



BlueJeans for Google Play

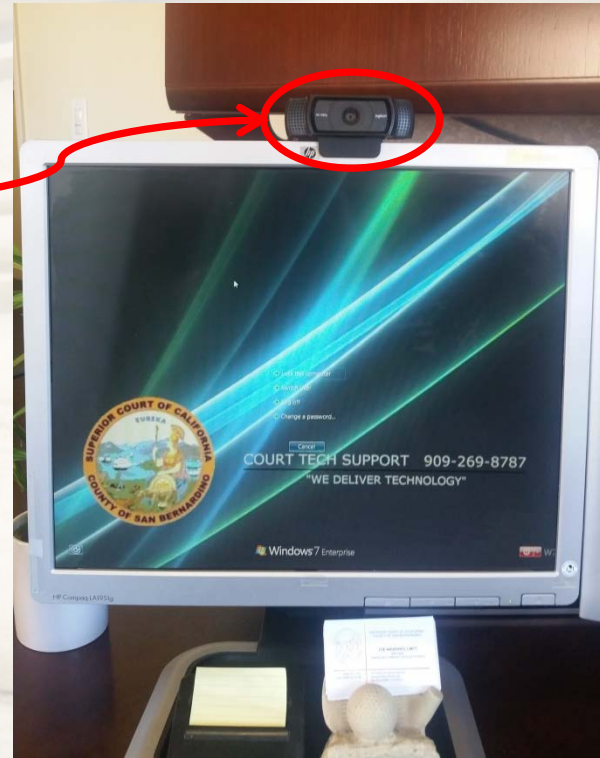


- ❖ DOWNLOAD APP BEFORE APPOINTMENT
- ❖ MAKE SURE YOUR DEVICE IS FULLY CHARGED
- ❖ HAVE YOUR DEVICE'S CHARGER AVAILABLE
- ❖ USE HEADPHONES WITH A MIC FOR OPTIMUM SOUND
- ❖ CHOOSE A QUIET/PRIVATE LOCATION

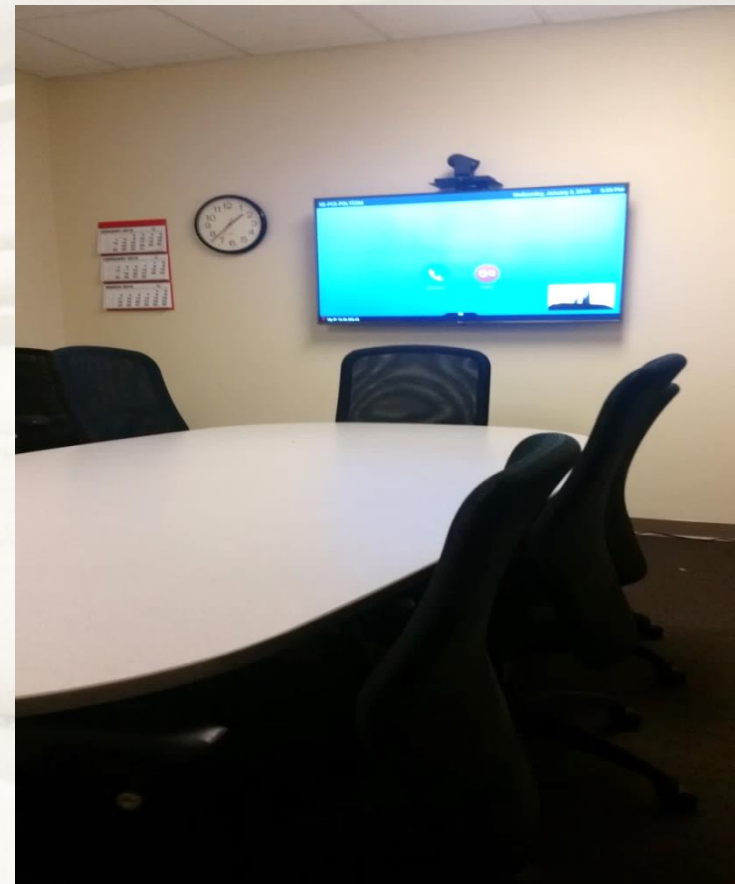
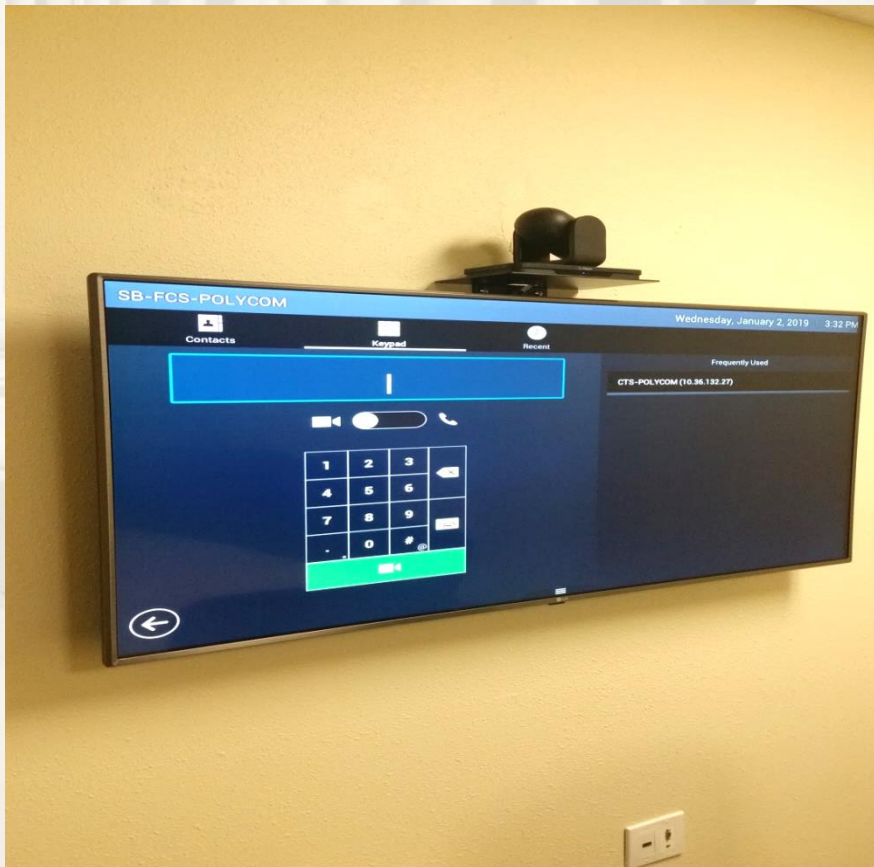
High Definition Webcam



Logitech C922 Pro Stream HD
Webcam



Polycom System





Videoconference Court User Survey

Videoconference Court User Survey

To help us better serve you, please complete this survey. We value your feedback and thank you for your participation.

1. Videoconferencing was easy to use.

Strongly Agree

☐

Agree

☐

Neutral

☐

Disagree

☐

Strongly Disagree

☐

2. Participating in videoconferencing was convenient.

Strongly Agree

☐

Agree

☐

Neutral

☐

Disagree

☐

Strongly Disagree

☐

3. I was satisfied participating remotely via videoconference.

Strongly Agree

☐

Agree

☐

Neutral

☐

Disagree

☐

Strongly Disagree

☐

4. If I need to participate remotely in the future, I would prefer a videoconference.

Strongly Agree

☐

Agree

☐

Neutral

☐

Disagree

☐

Strongly Disagree

☐

