

STRUGGLES AND SOLUTIONS IN A REMOTE LEGAL SYSTEM ENVIRONMENT

King County Superior Court Clerk's Office/Department of Judicial Administration

Regional Law Safety and Justice Committee 1/28/2020

Barbara Miner, Director and County Clerk

- Very lucky that we already had many electronic services in place: Efiling, e-service, remote access to case files, electronic ex parte services; electronic records request process; Also added Live Chat services, a virtual protection order process, and many other things
- Offices stayed open, in-person the whole time: Installed so much plexiglass and instituted social distancing in our lines and a triage station outside our office to control crowding. Added many hand sanitizing stations, supplied masks to staff and cleaning supplies for all customer counters
- The public still needed many services: protection orders being the most critical
 - Needed to continue to serve them in person at our 2 locations; also set up email process then moved to a Zoom virtual protection order process; received COVID funds to add temporary staff
- Trial Support: Created an electronic exhibit "system" utilizing Sharefile, so that exhibits could be managed and shared remotely, to facilitate remote juries. Instituted remote clerking as well.
- Added many proposed and agreed order queues so that attorneys can electronically submit proposed orders to judicial officers, instead of paper. Judges electronically sign and file. Criminal, family law, dependency,
- Instituted telecommuting in as many areas as possible; majority of staff. Provided laptops to many staff and rearranged assignments to facilitate this, also trained staff on the technology. 40+ high risk staff out of 210.

- Drug Court we used COVID funds to buy cell phones for clients, so that they could stay in touch with case managers and treatment, etc.; also bought laptops to allow them to attend orientation and intake remotely
- 29 emergency orders implemented by Superior Court presiding judge over many court areas. Also several local court rule changes to enable more remote access.
- Tracked and reported data throughout this process – filings, resolutions, pending. All majorly impacted.

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