

**Superior Court of California
COUNTY OF ALAMEDA**



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FOR IMMEDIATE RELEASE

Friday, March 27, 2020

OAKLAND, CALIFORNIA: Superior Court of Alameda County expands remote services offered during COVID-19 crisis.

The Superior Court of Alameda County (Court) is pleased to announce a number of remote opportunities developed to enhance its provision of essential services while also maintaining COVID-19 related health and safety efforts.

On Friday, March 27, 2020, the Court tested a video arraignment calendar in Department 105 at the Wiley W. Manuel Courthouse in Oakland. The calendar comprised county-wide in-custody arrestees charged with misdemeanor offenses. The judge and Court staff were present in Department 105, while arrestees appeared via video from the Santa Rita Jail and were both linked to, and broadcast in, the courtroom. Attorneys from the District Attorney's Office, Public Defender's Office, and the private defense bar participated from the courtroom and remotely. The Court anticipates conducting a similar video arraignment calendar on Wednesday, April 1, following the Cesar Chavez holiday on Tuesday, March 31.

In addition, beginning Monday, March 30, staff from the Court's Self-Help Center will be available Monday through Friday from 9:00 a.m. until 12:00 p.m. to assist customers via the web using LiveChat software. Customers can find the LiveChat feature on the bottom right corner of the Court's [Self-Help Center web site](#). The LiveChat Self-Help service will supplement the Court's telephone Self-Help Center hours during this closure period, which are Monday through Thursday from 1:00 p.m. until 4:00 p.m.

Also beginning on March 30, Self-Help Center staff will have the ability to schedule one-on-one video appointments using the BlueJeans videoconferencing service. Self-Help Center staff will identify customers during LiveChat or telephonic sessions who might be better served through a one-on-one appointment hosted on the [BlueJeans web site](#) or through the BlueJeans app (on [iOS](#) or [Android](#)).

Last, the Court is pleased to announce that it will resume Family Court Services mediation sessions beginning the week of March 30. These sessions will be conducted remotely via telephone conference. Court staff will contact affected parties in Family Law cases to schedule these telephonic mediation sessions.

The Court appreciates the patience and understanding of the public during these challenging times and looks forward to announcing further remote services in the future.