



# Important and Useful Information to Make Your Next Court Appearance Less Stressful

As California slowly reopens, San Bernardino child support courts resumed hearings beginning June 8, 2020. Customers wanting to have their child support issues resolved by the courts can expect delays in receiving court dates. In addition, there are specific guidelines when needing to go court. DCSS has been working hard at relieving some of the difficulties our customers face and have put new procedures in place to assist with getting issues resolved faster.

All hearings during the Court closure are being rescheduled through the end of August. In addition, the San Bernardino County courts have reduced the number of cases heard each day and parties will be scheduled for varying hearing times from 8:00 a.m. to 1:30 p.m. Customers will receive notices via mail from the courts or DCSS with their Court appearance time. DCSS introduced new procedures to allow customers the opportunity to provide information and resolve issues prior to the court date, which will avoid long continuances. Parties can also resolve their cases out of court by taking advantage of DCSS' new procedures which allow them to reach an agreement (stipulation) without needing to appear in court. DCSS encourages customers to contact their caseworkers to assist them in signing a stipulation and avoiding the anticipated delays in court.

For DCSS customers still wishing to appear in court, new guidelines must be followed. Only the party scheduled to appear is allowed in the courthouse; persons not directly involved in the court case will not be allowed to enter. Parties will not be allowed to enter more than 30 minutes prior to their scheduled appearance time and anyone entering the courthouse must wear a mask. Customers may also contact the court to request information regarding telephonic appearances by calling 909-269-8789.

In addition, effective June 1, 2020 the Family Law Facilitator (FLF) will resume providing self-help services for the public. Child support forms are available at <https://www.sb-court.org/self-help/forms-and-form-kits>. Those in need of assistance with completing or filing of legal documents may get Direct Access to Self Help at <http://DASH.sb-court.org>. For Family Law or Child Support matters, customers may call 909-269-8826 or 909-708-8606 during the hours of Mon-Thurs 8:30 to 4:00pm, and Fri from 8:30 to Noon.

