



Images used for illustrative purposes.

CourtCall Speeds Juvenile Court Dockets While Reducing Stress for Minors and Their Families

Challenge

Juvenile facilities in a midwestern city faces growing transportation costs for court appearances, from an incarcerated father in another state participating in a Termination of Parental Rights hearing (\$3,000 in security and travel expenses) to Juvenile Court travel at \$500 for each appearance. The Juvenile Court often struggled with hostilities in waiting rooms and hearings due to stressed families.

Solution

CourtCall Video was installed and operational in the court within weeks of approval, allowing hearings and testimony to be conducted remotely by dozens of participants daily. Online subconference rooms allowed private communications between attorneys, juveniles and their families from multiple locations. CourtCall educated local service providers and facilities on the remote appearance platform to encourage use.

Results

Across one year of 187 remote hearings, the juvenile facilities saved over \$81,000 using CourtCall. The Juvenile Court benefits from expedited dockets and fewer angry tempers, along with less court congestion as parties appear remotely. Minors continue receiving uninterrupted rehabilitation services, also reducing the stress of facing a judge in person.

Highlights

- 86.6% savings to juvenile facility using CourtCall
- \$500 in travel-related court fees per participant reduced to \$65 per remote appearance
- Uninterrupted juvenile treatment
- Courts able to provide supervision for more juveniles while minimizing appearance trauma