



Increasing Engagement and Accessibility in
Washington Juvenile Court
White Paper



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Introduction

The Washington (WA) Administrative Office of the Courts needed to provide instruction to families and individuals across the state in joining remote court hearings during the pandemic. Public Knowledge® developed two videos preparing individuals for virtual court hearings.

1. One video provides an overview of preparing properly before joining the virtual hearing
2. While the other offers technical assistance using virtual hearing technology.





Problem Statement

The public health emergency created unique challenges in providing families with the proper resources to participate in court hearings. Even before court hearings were offered virtually, there were a variety of issues creating barriers for families to engage in court hearings, such as lack of transportation and inability to take time away from work.

Our firm's established relationship with the WA Administrative Office of the Courts, combined with the capability of our PK Learning Team, allowed Public Knowledge® to provide valuable resources to families navigating virtual court hearings.

Solution

The process began by working with a large group of stakeholders, drawing especially from those with lived experience in the child welfare system. It allowed Public Knowledge® to collect feedback and develop videos reflecting the community's needs while addressing the intended audience.

The two videos were created to be quick, digestible resources to properly prepare for court hearings and easily retrievable when needed. They were designed to be viewed on mobile devices in addition to computers and are hosted on the WA Administrative Office of the Courts' [website](#). By creating realistic and engaging trainings, it provides another resource to individuals and families to increase engagement in court hearings. Additional versions were created to include Spanish subtitles to increase accessibility and address any potential language barriers.



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Public Knowledge® worked closely with the WA Administrative Office of the Courts to create resources reflecting the communities it serves. In doing so, they were successfully implemented statewide, broadening the reach and improving the connection to families involved with the juvenile court system.



Conclusion

Virtual court hearings are increasing engagement and accessibility in a way that has not been done in the past. Additionally, they make court more accessible and allow families to participate easier than before. Our extensive knowledge in both child welfare and learning development provides unique abilities to develop training and learning resources for child welfare agencies and juvenile court systems.



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