

NEWS RELEASE

Superior Court of California County of Alameda

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FOR IMMEDIATE RELEASE

Court Introduces Live Chat for Family Law Clerk's Office

Technology provides public greater access to seek information and ask questions.

Hayward, Calif. – March 10, 2025 – The public's access to the Family Law Clerk's Office was broadened this week as the Superior Court of Alameda County introduced Live Chat, providing users another avenue to seek information from family law court staff.

Live Chat is operational Monday through Friday, 8:30 a.m. to 3 p.m. and can be accessed online at www.alameda.courts.ca.gov/divisions/family-law.

The Court's Family Law division receives more than 4,100 calls a month from court users seeking information about the court or their specific cases. Live Chat seeks to reduce the number of calls while increasing public access and allowing the Court to be more responsive to inquiries.

Live Chat is currently being used in the Court's Self-Help Center where the public can access the chat weekday mornings from 9 a.m. to Noon, Monday through Thursday. The technology has been successful in expanding access to the Court's Self-Help Center. More than 670 people a month access the Self-Help Center's Live Chat.

While Court staff will be able to assist users with questions about their cases or Court procedures, staff cannot provide legal advice.

The Court will continue to maintain a telephone line and in-person staff to answer questions. Please visit our website for Family Law Court contact information and hours at www.alameda.courts.ca.gov/divisions/family-law