

COLLIER COUNTY CHILD SUPPORT ENFORCEMENT HEARING OFFICER
OFFICE POLICIES AND PROCEDURES

Collier County Courthouse
3315 Tamiami Trail E
Naples, FL 34112

Patsy Wadley, Assistant to Child Support Hearing Officers
(239) 533-3322

The **Child Support Enforcement** Hearing Officer presides pursuant to Florida Family Rules of Procedure 12.491

SCHEDULING HEARINGS (Collier County)

These timeslots will be in 10, 20 and 30 minute increments. If you need 30 minutes, please reserve for 30 minutes. Please don't schedule 10 or 20 minutes. The Hearing Officer will limit the length of the hearing to the time requested. ***If the hearing is not finished in time, the motion will have to be rescheduled.*** When estimating necessary hearing time, remember to include opposing counsel's time! Please request in writing to the Court for any requests of hearing time over 30 minutes.

If you are representing yourself and would like to request a hearing involving the Department of Revenue (Child Support) please file your written request with the Clerk of Court. If you have any questions please contact 239-533-3322.

Miscellaneous Hearing Notes:

Except for cancellations, there can be no changes, additions, swapping, or other alterations of the motion calendar. Attempts to accommodate such requests in the past have resulted in unnecessary confusion and inadequate notice to opposing counsel.

A party/attorney scheduling a hearing must **concurrently notice** the matter in conformance with the Florida Rules of Civil Procedure and ensure timely notice is served on all self-represented party or counsel of record in advance of the hearing. The original notice must be timely filed with the Clerk of Court. NO courtesy copies need to be sent to the Hearing Officer. **The setting party/attorney is responsible for preparing and filing the Notice of Hearing. All hearings should be coordinated with the legal service provider for the Florida Department of Revenue.**

If you CANCEL a hearing, you are required to file a Notice of Cancellation. If you are cancelling your hearing fourteen (14) working days before the hearing date you can go to JACS and cancel on-line by following the instructions provided. If you are cancelling with less than fourteen (14) working days, please immediately cancel the hearing by FAX'ing a Notice of Cancellation to (239) 485-2757, attention Child Support Enforcement Hearing Officer. Include the case number and style with date and time of hearing and indicate what party you represent (you can only cancel a hearing that was scheduled by you or your office). **When cancelling hearings over 30 minutes (Special Set), you are required to write to the Court for approval or provide written proof that the issue is settled.**

Once a motion is scheduled through JACS, subsequent motions may not be "piggybacked" using the time reserved for the first motion absent prior approval of the Court. This does not preclude the opposing party to reserve another timeslot during the same hearing period for a different motion on the same case, provided the timeslot is the appropriate in length of time for the motion.

TELEPHONE

Telephone hours are from 9:00 a.m. to 5:00 p.m. Due to the high volume of phone calls received, you will at times not reach the assistant in person. Therefore, when calling and receiving voicemail, please leave your name and a brief message and your phone call will be returned.

Hearings via Zoom

These court hearings will be conducted remotely. **Parties, Counsel and court reporters are NOT to attend the hearing in person at the courthouse.** Parties, legal counsel and court reporters shall appear at their hearings at the time set in their hearing notice remotely.

Two ways you may appear are as follows:

1. Preferred. Use the following link to join a Zoom Meeting from an electronic device (computer, tablet, or smartphone with enabled microphone, speakers, and camera, and selecting to join with “WiFi Audio” (even if you are on a cellular phone device) at:
<https://zoom.us/j/8782949948> (that is a lower case “j” in the middle).
Meeting ID: 878 294 9948
Passcode: MMY (the current two-digit month and two digit year)

Note: If you haven't used the Zoom app before, please ensure the Zoom app is installed on your computer or phone prior to the hearing to avoid delay. Please use your name to identify your connection.

Or

2. Alternative method. Use a telephone for audio only, by following the prompts when you call: **786-635-1003**.
Meeting ID: 878 294 9948
Passcode: MMY (the current two-digit month and two digit year)

If you connect before your hearing is ready to begin, you may have to patiently wait to be brought into the hearing, as other hearings are being conducted. Typically your connection will be muted initially and you will have to unmute to be heard when instructed to do so. When using a telephone (not using the app) for the audio connection, press *6 on your phone keypad to toggle mute.

Once in the hearing, **REMEMBER YOU ARE IN COURT. DO NOT SPEAK “OVER” OTHERS AND MAINTAIN APPROPRIATE DECORUM.** Minor children are not permitted to attend these hearings. Proceedings will be recorded by the Court, but no court reporter is provided.

If you have exhibits that you wish to introduce into evidence, **THEY SHOULD BE FILED ELECTRONICALLY OR BY MAIL WITH THE CLERK OF COURT FAR IN ADVANCE OF THE HEARING**, with sufficient time to be entered into the viewable Court file.