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**Define the Problem**

1. Domestic violence is prevalent throughout our communities.
2. Victims of domestic violence face unique barriers in seeking temporary restraining orders from the court.
3. Excessive clerical time to process temporary restraining orders.

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**Different Perspectives**

1. Judicial commitment to help DV victims.
2. Court's Executive Officer:
  - 6,700 DV cases filed per year
  - Efficiency – \$\$
3. Self-Help:
  - Lots of standardized forms (26 ≥ 50 pages)
  - Forms require repetitive data
  - Insufficient factual basis
  - Mostly self-represented litigants (messy/incomplete)

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## Solution: eFax Filing Program



- Two parts:
  1. Interactive Form Completion
    - LawHelp Interactive – HotDocs
    - Modified existing program designed by AOC - DASH
  2. eFax Filing
    - Court developed

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## Interactive Form Completion



- User answers questions, does not fill out forms (Like *Turbo Tax*®).
- Answers to questions determine the next question asked.
- Program selects and fills-in necessary forms.

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## eFax Filing



- Victim:
  1. Easier to complete forms.
  2. Does not have to come to court to file a request for a DVRO.
  3. Can choose to pick up their documents at a convenient court location.
  4. Available 24/7.
- Court:
  1. Legible & more complete documents.
  2. Increase efficiency.
  3. Save money.

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## What's Needed?



1. Computer
  2. Internet connection
  3. Printer
- 3<sup>rd</sup> party assistance not required-
- But is encouraged.
  - Key difference from existing DASH program.

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## Where Does User Start?



- Home
- Community Safe Havens
  - Advocate
  - Military base
  - Library
  - Shelter
  - Tribal lands
  - College
- Self-Help Centers
- Anytime
- Anywhere

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The screenshot shows the homepage of the Riverside Superior Court website. The header includes the court's name and navigation tabs for various services. The main content area features a large image of the court building and several sections: 'Jury Service', 'Traffic Tickets', 'Court News & Notices', 'Info by Division', 'Quick Links', 'Self-Help Workshops and Clinics', and 'Court Administration'. A search bar is located in the top right corner.

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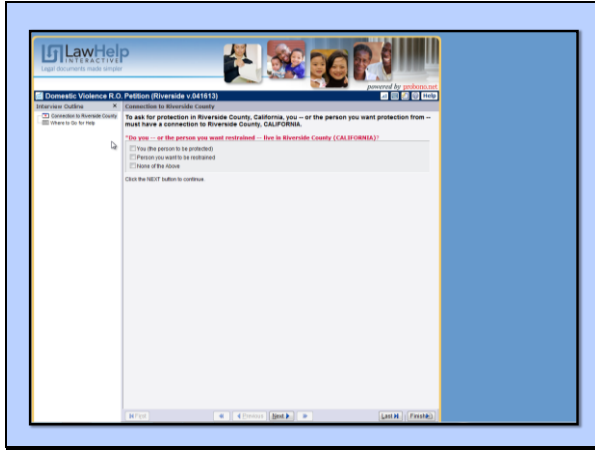
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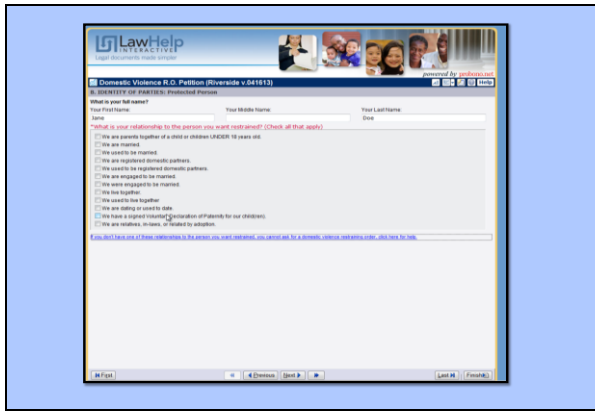
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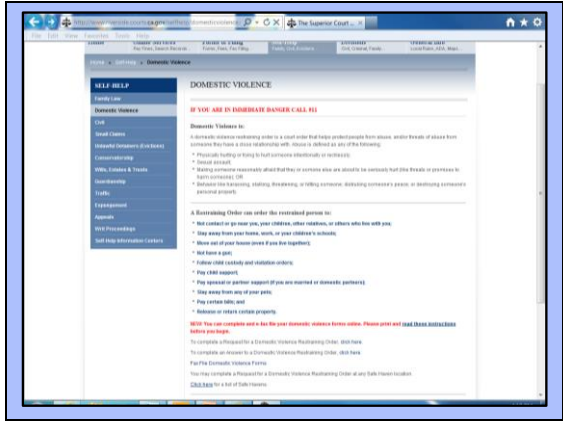
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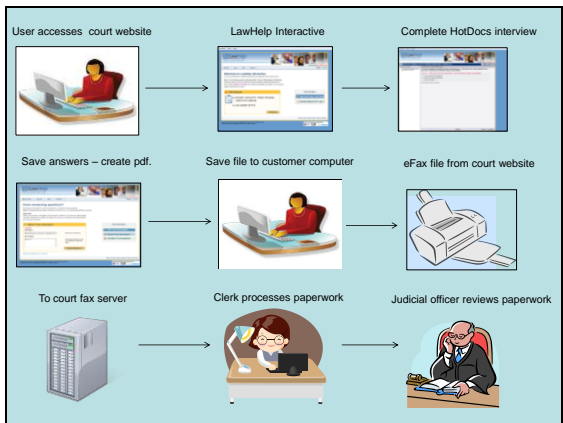
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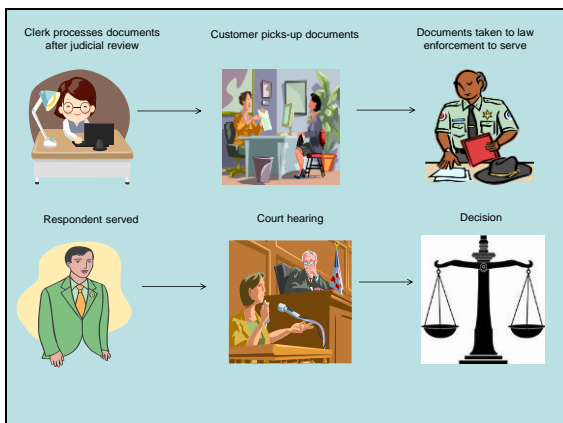
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## What They're Saying



- Users/Advocates
  - "Easy to use."
  - "It's easier for me to help the victim."
  - "I know I haven't forgotten anything."
- Judicial officers
  - "Awesome!"
  - "Fantastic program."
  - "Thanks for being so responsive."

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## Resources



[www.riverside.courts.ca.gov/](http://www.riverside.courts.ca.gov/)  
[www.riverside.courts.ca.gov/selfhelp/domesticviolence.shtml](http://www.riverside.courts.ca.gov/selfhelp/domesticviolence.shtml)

[susan.ryan@riverside.courts.ca.gov](mailto:susan.ryan@riverside.courts.ca.gov)  
Tele. 951-777-3840

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