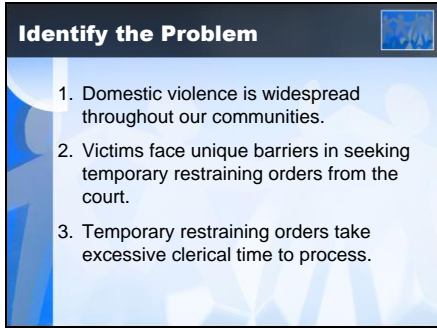
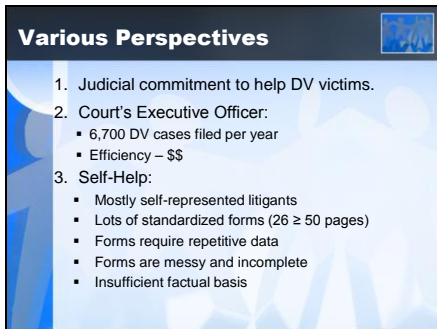


Repurposing HotDocs Programs







Repurposing HotDocs Programs

Solution: eFax Filing Program

- Two parts:
 - Interactive Form Completion
 - LawHelp Interactive
 - Modified existing HotDocs program developed by CA Administrative Office of the Courts.
 - eFax Filing
 - Local court developed

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 based on answers.
- 24/7

eFax Filing

- Victim:**
 - Does not have to stand in line at court to file a request for a restraining order.
 - Can choose to pick up their documents at a convenient court location.
 - 24/7
- Court:**
 - Legible & more complete documents.
 - Increase clerical and judicial efficiency.
 - Saves money.

Repurposing HotDocs Programs

What's Needed?

1. Computer
2. Internet connection
3. Printer

➤ 3rd party assistance not required -

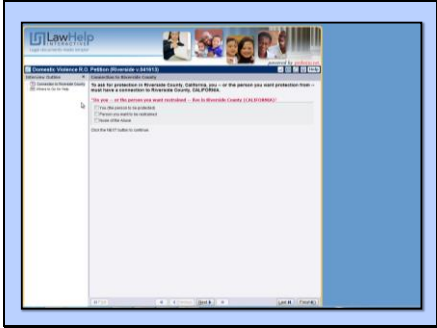
- But is encouraged through *Safe Havens*
- Key difference from existing program

Where Does User Start?

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

The screenshot shows the County of Riverside website with a navigation menu including 'Jury Service', 'Traffic Tickets', 'Court Self-Help Centers', and 'Self-Help Workbooks and Clinics'. The main content area features a large image of a courthouse and text about the Superior Court of California, County of Riverside. There are also sections for 'COUNTY SERVICES & SERVICES', 'FILE BY METHOD', and 'OFFICE HOURS'.

Repurposing HotDocs Programs

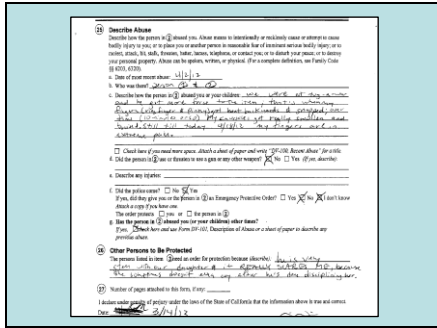






Repurposing HotDocs Programs

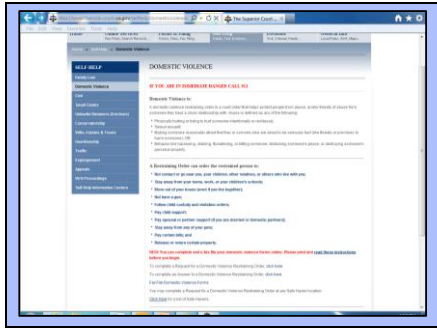


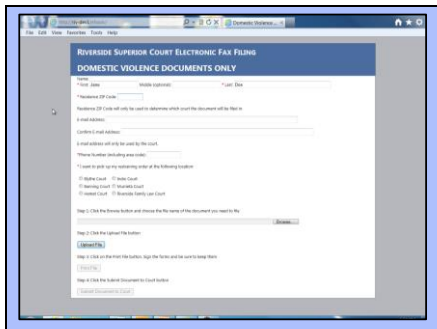




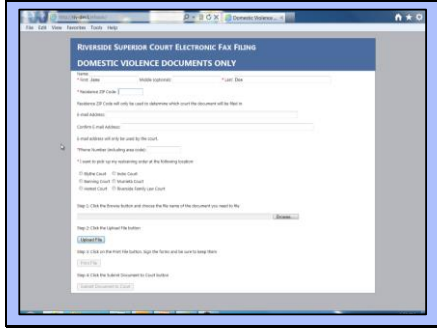
Repurposing HotDocs Programs

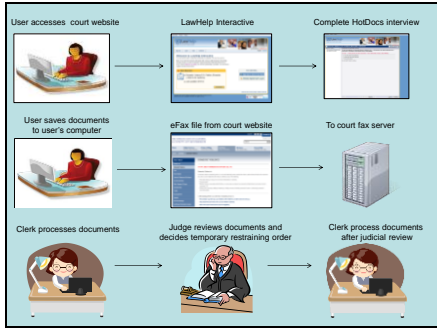


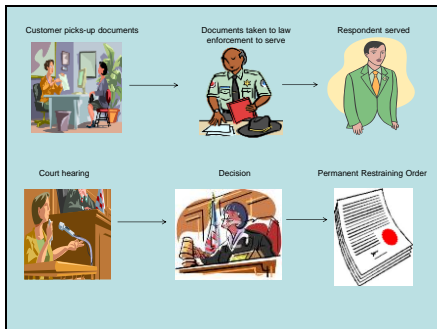




Repurposing HotDocs Programs







Repurposing HotDocs Programs

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."

For More Info:

www.riverside.courts.ca.gov/
www.riverside.courts.ca.gov/selfhelp/domesticviolence.shtml

susan.ryan@riverside.courts.ca.gov
Tele. 951-777-3840

CONSERVATORSHIP SELF-HELP


Bet Tzedek

Repurposing HotDocs Programs

Clinic Overview


Conservatorship Self-Help

- Probate Conservatorship/Adult Guardianship Most States
- Issues that Conservatorships Address:
 - Aging population
 - Developmentally Disabled Adults



Conservatorship Self-Help


- Why Conservatorship is a priority:
 - High Cost to Litigant
 - Few Available Resources
 - Litigants need assistance



Repurposing HotDocs Programs


Self-Help "Plus"

- Conservatorships particularly well suited to Self-Help under Bet Tzedek Model
 - Technically complicated
 - Complex forms
 - Significant information required
 - Generally uncontested
- Litigants do not need representation in most cases
 - Hearings last less than ten minutes




Why Self-Help "Plus"?

- Important Value Added From Self-Help "Plus"?
 - Forms are complicated
 - Too many pitfalls for litigants to prepare on their own
 - Service of Notice is complicated
 - Litigants make too many errors
 - Post hearing documents are complicated
 - Litigants need assistance
 - Follow-Up
 - Changing circumstances can mean more paperwork after the hearing



Small Staff: Big Impact

- With just **two** full-time equivalent paid staff and up to **twelve** volunteers, technology allows the clinic to be broad yet efficient:
 - 1400** new litigants each year
 - 1000** new cases each year
 - Over **40%** of all petitions for Conservatorship in LA County
 - Efficient staff work rate at **3-4 hours per case**
 - Over **85%** success rate for litigants



Repurposing HotDocs Programs

Secrets to Success

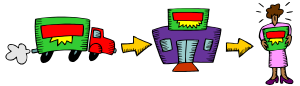
- **Innovative Use of Technology**
 - Technology assists by accessing court files and for petition preparation
 - Good systems make the work flow move smoother
- **Best Inside the Courthouse**
 - Partnership with court helps identify issues early on
 - Hearing scheduled in conjunction with clinic schedule



Impact Of Technology

Old Process


- **Preparing the forms for Conservatorship without technology:**
 - Took 1-5 hours per case to prepare
 - Memo for Volunteers to Complete the forms
 - Litigants had to come back for appointment once forms processed by hand




Repurposing HotDocs Programs

New Process

- Customized Computer Program for Conservatorships saves **several hours of work** per case:
 - Harry Jacobs
 - Using LawHelp Interactive
 - Input simple Questionnaire into program
 - Prepare all forms in 15-30 minutes!
 - Automate all forms



Law Help Interactive "LHI" Program



Technology Means More Services

- New Pasadena Courthouse System
 - Volunteer based
 - Litigants put on the computer directly
 - Cuts out manual transfer by volunteers
 - Remote supervision by attorney to review the forms online!
 - Removes need for additional meetings with litigant

Repurposing HotDocs Programs

Emerging Uses of Technology

New Technologies Means Extended Reach and Greater Efficiency

- Antelope Valley
 - Very little volunteers used at the Court.
 - Litigants put on the computer
 - Remote supervision by volunteers and attorney from our office
 - More Pro Bono/Volunteers available in Urban areas than Rural areas like the Antelope Valley
 - Done by mail and the Phone
 - Now for Limited Conservatorships – will expand later to Non-Limited Conservatorships

BET TZEDEK
TRIAGE PROGRAM FOR
LIMITED CONSERVATORSHIPS

Road Map To Use

Introduction Page

Repurposing HotDocs Programs

Directed to Help If No Regional Center



Directed to Help If Not Dev Disabled



Questions For Conservator



Repurposing HotDocs Programs

Directed to Help If Not 18



Directed to Help If Large Estate



Asks for Public Benefits for Fee Waiver



Repurposing HotDocs Programs

Explains Disclaimers and Disclosures



The Future

Provide More Access to Services

- Allow litigants to start process at home, work, or other locations.
- Fill out intake documents
- Schedule appointments
- Track activity on their case.
- Adds convenience, reduces errors

Expand to Other Counties

- Work with other non-profit groups and courts to make conservatorship and other services for seniors available in more counties
- This program has already been adapted by the AOC to expand to Santa Barbara

Repurposing HotDocs Programs

Statewide Vision

Bonnie Hough, Managing Attorney, California
Administrative Office of the Courts

Questions?

Discussion

Statewide Replication

Replication in other states?

More Information

- Check out *Making Self-Help Work: Bet Tzedek's Conservatorship Clinic*:
 - <http://povertylaw.org/communication/advocacy-stories/bertenthal>
- Contact:
- Josh Passman, jpassman@bettzedek.org
- Susan Ryan, Susan.Ryan@riverside.courts.ca.gov
- Bonnie Hough, Bonnie.Hough@jud.ca.gov

Repurposing HotDocs Programs