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# Case Study

## Domestic Violence eFiling - Alamance County, NC

The unfortunate increase in frequency of incidents of domestic violence puts pressure on courts, law enforcement and state agencies to meet this challenge with urgency and efficiency. Tybera, with the North Carolina AOC, developed an eFiling wizard that significantly reduces the time it takes to file a complaint, generate a protective order and have it approved and served.

### How it Works

The person seeking protection at a domestic violence service provider would ask for help from trained people in answering a few questions in an online forms wizard. Email and cell numbers are captured for e-notification to interested parties (schools, day care, etc.).

The complaint is automatically generated and efiled to the court, arriving in the court clerk's eFiling queue where it is reviewed and approved. The form data automatically generates an ex parte protective order and is routed to the judge's queue where it is reviewed and electronically signed. A text message of this status is sent to the victim.



Once the judge e-signs the order, it is posted to a queue where local law enforcement can access and download the order. The order is served and another text message is sent to the victim indicating service has been successful. All law enforcement now has access to the new order, prior violations and continuances.