

Complaints for Custody and Divorce will now be accepted electronically in the Central Intake Center (CIC). The process of filing a new case begins by submitting an email to FamilyCourtCIC@dcsc.gov. Please note that CIC will not be able to initiate a new case unless: (a) the filer submits and qualifies for a waiver of prepayment of costs (IFP) or (b) the filer is registered with CaseFileXpress, the court's e-filing system.

FILING COMPLAINTS REQUIRING FEE WAIVERS (IFP)

When filers require an IFP request be granted prior to filing new cases, email submissions to FamilyCourtCIC@dcsc.gov must include separate attachments of the following:

- a. A completed cross-reference form;
- b. A completed and signed IFP request form;
- c. A completed, signed Complaint;
- d. A completed, signed motion or any other pleadings or attachments

When filers require an IFP request be granted prior to filing motions, counter-claims or other any other pleading requiring court fees, email submissions shall include separate attachments of the following:

- a. A completed and signed IFP request form;
- b. A completed, signed motion, counter-claim, etc.
- c. Any other pleadings or attachment(s)

Upon receipt, review and acceptance for processing of the information above, CIC will approve IFP requests they are eligible to approve and process the submitted case/pleadings. After processing, CIC will email the respective documents to the filer: summons(es), complaints, motions, notices and any other submitted pleadings or attachments. Initial Hearings will not be scheduled by CIC at this time. Initial Hearings will only be scheduled once proof of service or a responsive pleading has been submitted.

If CIC is unable to grant the request, CIC will forward the IFP request to a judicial officer for approval on the IFP request. If the judicial officer grants the IFP request, CIC will process the case through completion as described in the paragraph above. If the IFP request is denied, CIC will email the party, informing them of the denial and the inability to process the case.

FILING COMPLAINTS USING CASE FILE XPRESS (CFX)

When filers are ineligible to initiate new cases without the prepayment of costs, CaseFileXpress (CFX) must be used to facilitate the filing of pleadings. Begin the process by emailing the following items, as separate attachments, to FamilyCourtCIC@dcsc.gov :

- a. A completed cross-reference form;
- b. A completed, signed Complaint;

Upon receipt, review and acceptance of the pleadings, CIC will process the Complaint. After initiating the case, CIC will email the respective documents to the filer: summons(es), complaints, notices and any other submitted pleadings or attachments. CIC will provide instructions and a filing code to assist the filer with completing the filing process through CFX and uploading the file stamped, returned complaint into CFX as a subsequent filing (using the provided code) and to upload any other motions or accompanying pleadings or documents under their respective codes. As noted above, Initial Hearings will ONLY be scheduled after Proof of Service or a responsive pleading has been filed.

REQUESTS FOR EMERGENCY HEARINGS ON MOTION

When a motion is submitted to FamilyCourtCIC@dcsc.gov and a request for an emergency hearing is sought, the filer shall explicitly notify CIC of the request. If the filer is seeking an IFP, the motion shall be submitted as a separate attachment to the email.