



## Improving Access to Services through the Family Court

### From citywide e-filing to a new path to a child support order in the Bronx and Brooklyn

In recent years, the New York State Family Court has made important updates to how it works with families in New York City—especially when it comes to child support and related issues.

#### Case Conferencing

One of the most important recent developments in Family Court is a new process for establishing a child support order that breaks it down into three discrete steps:

- On the day of their child support hearing, parents seeking to set their child support order in the Bronx and Brooklyn Family Courts meet with a court clerk to review the documents they brought for their case
- If both parents have the documents they need, they can then meet with an attorney to review how the child support guidelines would be applied in their case. The attorney then crafts a recommended court order based on the guidelines
- The recommended order is then presented to the support magistrate to make the final decision about the order

Sometimes called case conferencing, this new approach is planned to be available in Manhattan and Queens Family Courts in 2026.

#### Electronic Resources

Another is the addition of a helpful new set of resources available online to the public at any time. Three that stand out are:

- The addition of an electronic filing (e-filing) option for certain key family court matters
- Do-it-yourself form preparation
- An online video explaining how to serve papers in Family Court cases

All of these resources can be accessed online at any time.

#### E-filing

Finding the time to go to court to file papers in person with the County Clerk can be challenging for parents.

#### Contact OCSS

Email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)

Now every Family Court in New York City has made the [New York State Court E-filing](#) (NYSCEF) available on a range of important issues related to our program, including:

- Child support
- Custody/visitation
- Guardianship
- Parentage

The e-filing process has the potential to make a crucial part of the court process easier and faster—and probably more familiar—for the many parents and guardians in New York City, especially those navigating the process without an attorney.

#### Do-It-Yourself (DIY) Forms

Preparing the papers required by the court can sometimes be an even greater challenge than filing them. To help people navigate this process, the court offers a long list of common forms on its [DIY Forms](#) page.

While the forms on that page across many areas related to family and housing, the court has a particularly valuable [interactive form](#) that can help parents and guardians prepare the paperwork needed to set or change a child support order.

Once they have completed the forms, all users need to do is print the document and use a scanner to e-file it through NYSCEF. They can also mail it or bring it directly to the Family Court Clerk's office.

#### Video on How to Serve Court Papers

The court has released a [detailed and easy to follow video](#) about how to serve court papers. The video gives particularly clear guidance on when, where, and how a summons can be served.

## Announcing a New Series of Free Training Institute Events

A new schedule for our popular series of free webinars on child support is now [available online](#). Upcoming offerings include "Fundamentals of Child Support" (January 13) and "Child Support Administrative Enforcement Actions: What NCPs Need to Know" (January 27). Offered through our Training Institute, these sessions are held virtually on Tuesdays, from 10–11:00 a.m., with additional time for questions. Visit [www.nyc.gov/site/hra/help/ocss-cbos.page](http://www.nyc.gov/site/hra/help/ocss-cbos.page) and scroll to "Upcoming Presentations" to register.