



Superior Court of the District of Columbia  
Notice of Clerk's Offices Operations  
Revised April 6, 2020

In response to COVID-19 all Clerk's Offices for Superior Court are operating in a remote status with no staff onsite. We have employees available to answer questions via telephone, email and Live Chat. Due to the limited resources for processing mail, please call or email a request, document or image of a document to avoid a delay in processing your request. Below is information regarding operations that will be conducted remotely by the Clerk's Offices. All emergency hearings will be conducted by the judge remotely. Please provide a contact number and email address for all parties when filing your document for an emergency hearing.

### **Certified Copies for Emergency Matters**

Electronic certified copies will only be issued for emergency matters until normal operations resume. If you need a certified copy, send a request to the Clerk of the Court's Office at [emergencycertifiedcopies@dcsc.gov](mailto:emergencycertifiedcopies@dcsc.gov). Include the case number, your telephone number and the name of the business or organization including the contact information (name, telephone number and email address) that needs the certified copy. The office will contact you regarding your request. You can also make your request by calling the office at 202-879-1400.

### **Auditor Master Office**

Documents for matters before the Auditor Master Office can be emailed to [Auditor.Master@dcsc.gov](mailto:Auditor.Master@dcsc.gov). For questions regarding your case, please contact 202-626-3280.

For specific information regarding hearings and production of documents for the Auditor Master Office, please read the order posted on the Courts website at <https://www.dccourts.gov/sites/default/files/divisionspdfs/OAM-NOTICE-Cancelled-Hearings.pdf>

### **Civil Division**

The Civil Division will continue to process all documents submitted via eFiling. Emergency motions will be forwarded to the judge for review.

1. Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.
2. Self-Represented litigants without access to eFiling can file emergency motions and applications for waiver of prepayment of cost (Fee Waiver Applications) by emailing these documents to [Civilefilings@dcsc.gov](mailto:Civilefilings@dcsc.gov).
  - a. Fee Waiver Applications are available on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>

3. If you are a tenant with a housing issue and are not able to submit an emergency complaint and fee waiver application electronically, you can contact Rising for Justice Monday through Friday between 9:00 am and 5:00 pm at 202-638-4798.
4. If you have a landlord tenant issue and are not able to submit the emergency motion and fee waiver application electronically, you can contact the following number:
  - a. DC Bar Pro Bono Center – Landlord Tenant Resource Center Temporary Phone Line - 202-780-2575.
5. The Consumer Law Resource Center provides information regarding small claims cases, debt collection, rent deposit recovery, and other consumer matters. You can contact the following number if you have an emergency in a consumer case, such as the attachment of your bank account, and are not able to submit the emergency motion and fee waiver application electronically:
  - a. D.C. Bar Pro Bono Center - Consumer Law Resource Center Temporary Phone Line - 202-780-2574.

Please contact the respective Clerk’s Offices using the following telephone numbers or by clicking the Live Chat button located on the right side of the webpage.

*Civil Actions Branch:*

202-879-1133

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-over-10k>

*Landlord and Tenant Branch:*

202-879-4879

Live Chat: <https://www.dccourts.gov/services/civil-matters/landlord-tenant>

*Small Claims Branch:*

202-879-1120

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-10k-or-less>

**Crime Victims Compensation Program**

All applications for crime victims’ compensation funds will be processed by staff remotely. New applications can be emailed to: [CVCPapplications@DCSC.gov](mailto:CVCPapplications@DCSC.gov) or completed online and submitted to the office by clicking the submit button at the bottom of the form.

The application for crime victims’ compensation can be located on the Courts website at <https://www.dccourts.gov/sites/default/files/CVCPApplicationMarch2020.pdf>.

If you are not able to complete an application online, you can contact the office via telephone at 202-879-4216 or email at [CVCPOffice@dcsc.gov](mailto:CVCPOffice@dcsc.gov) for assistance with new and existing claims.

**Criminal Division**



The court docket and some documents can be viewed and payments for fines and restitution made online at <https://eaccess.dccourts.gov/eaccess>. Please contact the office for questions about bond payments.

Please contact the Criminal Division Clerk's Office at 202-879-1373 or via email at [CriminalCaseManagement@dcsc.gov](mailto:CriminalCaseManagement@dcsc.gov) for questions.

### **Domestic Violence Division**

If you are in immediate danger, a request for a Temporary Protection Order (TPO) can be made through the emergency protection order process by calling 911 or the DC SAFE Critical Response Team at (800) 407- 5048. Access to an emergency TPO is available 24/7. The Domestic Violence (DV) Intake Centers are closed, but you can be connected to services through the DC SAFE Critical Response Team.

A TPO and other emergency motions and requests can also be filed through [www.probono.net/dccourts](http://www.probono.net/dccourts). Emergency requests will be reviewed by a judicial officer remotely for determination. Please complete and submit the forms electronically and then contact the Clerk's Office to complete the filing by phone at (202) 879-0157 or by email at [domesticviolencemanagement@dcsc.gov](mailto:domesticviolencemanagement@dcsc.gov).

Forms are also located on the DC Courts website at <http://www.dccourts.gov/services/forms?title=&combine>

The DV Clerk's Office is available by telephone at 202-879-0157 or email at [domesticviolencemanagement@dcsc.gov](mailto:domesticviolencemanagement@dcsc.gov) for questions.

### **Family Court**

The Family Court will continue to process documents submitted via eFiling. Emergency matters will be forwarded to the judge for review and all hearings will be conducted remotely.

1. Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.
2. Self-Represented litigants needing to file an emergency matter should contact the Self-Help Center at 202-879-0096.

Please contact the Family Court Call Center at 202-879-1212 for questions.

### *Marriage Bureau*

The marriage bureau has contacted all parties who were scheduled for a civil wedding prior to closing (as a result of COVID-19) to modify their marriage license to self-officiate their wedding; or allow the wedding to be officiated by an approved religious or civil celebrant.

At this time, a marriage license will be issued for emergency matters only, via remote operations. Please submit an email to the Clerk of the Court's Office at

[emergencycertifiedcopies@dcsc.gov](mailto:emergencycertifiedcopies@dcsc.gov) or call the office at 202-879-1400 to request a marriage license.

### **Jurors' Office**

Jurors can complete the juror questionnaire, defer jury duty service and make requests to be excused from jury duty service online at [www.dccourts.gov/jurorservices](http://www.dccourts.gov/jurorservices). Jurors can also email the completed questionnaire or an image of their completed questionnaire to [jurorhelp@dcsc.gov](mailto:jurorhelp@dcsc.gov).

The Jurors' Office is available to respond to questions by telephone at 202-879-4604, email at [jurorhelp@dcsc.gov](mailto:jurorhelp@dcsc.gov) or by clicking the Live Chat button located on the right side of the webpage at <https://www.dccourts.gov/jurors/about-your-jury-duty>, Monday through Friday between the hours of 8:30 a.m. - 5:00 p.m.



### **Probate Division**

The Probate Division will continue to process documents submitted via eFiling. Emergency matters (21-day and provisional guardianship) will be forwarded to the judge for review and all hearings will be conducted remotely. Judges will also issue a ruling for non-emergency matters, if no hearing is required.

1. Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.
2. Self-Represented litigants without access to eFiling through Case File Express, can file a petition for an emergency matter by emailing the document to [ProbateEmergencyFilings@dcsc.gov](mailto:ProbateEmergencyFilings@dcsc.gov).
  - a. If you need prepayment of costs to be waived, please complete a Fee Waiver Application located on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>
3. If you are not able to submit a petition for an **emergency matter** electronically, you can contact the Probate Emergency Filing Telephone Line at 202-879-9436.
4. Documents for non-emergency matters can also be mailed to the D.C. Superior Court Probate Division, 515 5<sup>th</sup> Street, N.W. Washington, DC 20001. Attention: Probate Clerk's Office.

Please see the Probate Division's webpage at <https://www.dccourts.gov/services/probate-matters> for specific instructions on how to file a Petition for an emergency matter.

You can contact the Probate Division by calling one of the telephone numbers and leaving a message, sending an email or by clicking the Live Chat button on the right side of the webpage.



General Probate Questions

Telephone: 202-879-9460 or 202-879-9461

Email: [Probateinquiries@dcsc.gov](mailto:Probateinquiries@dcsc.gov)

Specific Guardianship Questions

Email: [GuardianshipAssistanceProgram@dcsc.gov](mailto:GuardianshipAssistanceProgram@dcsc.gov).

Live Chat: <https://www.dccourts.gov/services/probate-matters>

**Tax Division**

Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>. Self-Represented litigants can also email their pleadings or an image of their pleadings to [TaxDocket@dcsc.gov](mailto:TaxDocket@dcsc.gov) and mail a check or money order for their filing fee to D.C. Superior Court, Tax Division, 500 Indiana Ave., NW, Suite 4100, Washington, DC 20001.

For questions, please contact the Tax Division at 202-879-1737 or by email at [TaxDocket@dcsc.gov](mailto:TaxDocket@dcsc.gov).

*You can also contact the Clerk of the Superior Court Office at 202-879-1400 for questions.*

A handwritten signature in black ink that reads "Zabrina W. Dempson".

*Zabrina W. Dempson  
Clerk of the Superior Court*