

HOW TO FILE FOR SUPPORT

You may complete the Intake Questionnaire by using **ONE of the Options below**:

1) Via In-person in the DRS office

Complete the Intake Questionnaire and appear in the DRS office to be seen by an Intake Interviewer to file your complaint. Intake Interviews are conducted between the hours of 8:00 AM – 3:30 PM, Mon-Fri.

2) Via US Mail

Print, complete, and mail the Intake Questionnaire to our office via US Postal Service (address below).

A DRS worker will contact you after the case is created to review your information provided and arrange for you to sign the complaint.

Berks County Domestic Relations Section

Berks County Services Center

633 Court Street, 6th Floor

Reading, PA 19601-4316

3) Via Email to support.berks@pacses.com

Print, complete, and scan/email the completed Intake Questionnaire to support.berks@pacses.com.

A DRS worker will contact you after the case is created to review your information provided and arrange for you to sign the complaint

* Note: If you do not have access to a scanner, there are free scanning apps available. Your Apple or Android smartphone also has the ability to “scan” documents. See the manufacturer’s guides to access instructions:

- [iOS \(Apple Devices\)](#)
- [Android Devices](#)

Note: Your Complaint for Support is not considered to be filed until it is signed by you and returned to the DRS, and time-stamped in our Docketing Division. The effective date of your Support Order will be the date the Original Complaint is Docket Stamped in the DRS.

4) Via E-Services to file the Complaint

You must be registered on the Child Support Website (CSWS) before completing a request for support services.

Access the CSWS at <https://www.humanservices.dhs.pa.gov/csws>

Upon successful registration on the CSWS and submission of your support filing, you will receive a confirmation email. A Berks County DRS Intake worker will review your submission for the processing and if necessary, the Intake worker will reach out to you by phone to review your submission personally with you with any additional questions.