

IMPORTANT MESSAGE ABOUT CHILD SUPPORT SERVICES DURING DECLARED PUBLIC HEALTH EMERGENCY REGARDING THE COVID-19 VIRUS

The health and safety of our community and staff are of our utmost importance. **As of Friday , March 20th at 8 a.m.our lobby will be open but available for very limited services.** We will continue to be available via electronic inquiry (e.g. direct inquiry via our Child Support Enforcement (CSE) computer system, fax, e-mail) or by phone. We remain committed to providing good service as we address concerns surrounding the COVID-19 virus.

- Direct online inquiry: <https://www.cse.ca.gov/CustomerConnect/login>
- E-mail: **contact your case manager – if you do not know your case manager’s e-mail, contact child.support@countyofnapa.org to request your case manager’s phone, e-mail and fax number.**
- Telephone number Call (866) 901-3212 **IF you do NOT have your case manager’s direct phone number and need information immediately. Otherwise we are asking you do not call the central number to the the impact on call center staff.**

UPCOMING COURT DATE?

Due to State and County directives regarding the ongoing concerns regarding the Coronavirus, the **Napa Court are not hearing Family Law cases**. Your case will not be heard and will be continued to a future date. You will be notified by mail with a new court date. If you have any questions, please call your case manager. Child Support Services is working to contact all parties for a future date.

EXPERIENCING THE FINANCIAL HARDSHIP OF LOST WAGES?

With the onset of the COVID-19 pandemic, California Child Support Services realizes the impact this is likely to have on case participants. We know that for some of you, the need for financial support for your children will continue or increase. Paying parents may be experiencing the financial hardship of lost wages and worrying about the penalties for missed payments.

California Child Support Services has stopped the bank levy and driver’s license automated enforcement actions during this time of crisis. Note that while these suppressions take effect 3/17/2020, there may be instances where actions were already in the process and would need to be addressed with our office.

If you are unable to pay child support due to quarantine, self-isolation, or layoffs, your first step is to contact our office.

Although your order remains in place unless modified, we can work with you to reduce the impacts. PLEASE reach out to your caseworker with the details of your situation.

The State Disbursement Unit (SDU) remains fully operational during this time. To reach the SDU, please call (866) 901-3212 and select option 1.

If you currently receive payments by paper check, PLEASE sign up for electronic payments or debit card in case the SDU is impacted and cannot process paper checks.

A list of where and how you can pay your support can be found on the Napa County Child Support Website – your case manager can also assist you with this information.