



A Tradition of Stewardship  
A Commitment to Service

**Department of Child Support Services (CSS)**

929 Parkway Mall, Ste 247  
Napa, CA 94559

Main: (866) 901-3212  
Fax: (707) 253-6041

**Janet Nottley**  
Director

Dear Napa County Child Support Customers,

Due to earthquake damage, the child support location at 929 Parkway Mall has been temporarily closed. Child Support staff is working diligently to ensure our customers are served. We have temporarily relocated staff to two locations. **All services are available.**

If you receive child support by check and you cannot get mail at your home due to earthquake damage, please contact 1-866-901-3212.

All court hearings are being held at the Criminal Court, 1111 Third Avenue, Napa on the third floor.

For general information and self service please visit at [www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov).

For general information and to speak with a child support representative, please call 1-866-901-3212. If you need to speak to your case manager, the customer service agent will send a message and a case manager will respond within 48 hours.

Scheduled appointments and walk in appointments are being held at the Solano County Child Support office located at 435 Executive Court North, Fairfield CA. Customers can also be seen at any Local Child Support Agency in California. Please visit [www.childsup.ca.gov](http://www.childsup.ca.gov) for locations.

A limited number of in person appointments are available at the Napa County Agricultural Department located at 1710 Soscol Avenue, Napa. To schedule an appointment, please call 707-253-4252. Due to limited interview space and confidentiality issues, walk-in appointments may not be seen in this location.

Documents may be dropped off at the 1710 Soscol or 435 Executive Court North, Fairfield. Documents may also be dropped off between 8:30 a.m. to 11:00 a.m. on Tuesdays at the Criminal Court House, third floor at the CSS check-in station.

Genetic Testing is being held at the 1710 Soscol location by appointment only.

**Payment Information:**

**Checks and Money Orders**

Mail payments to the State Disbursement Unit:  
CASDU  
P.O. Box 989067  
West Sacramento, CA 95798-9067

**Credit card payments**

Please visit <https://www.casdu.com> to make a credit card payment. If you need assistance making a credit card payment, please call 707-253-4252.

**Cash Payments**

Cash payments can be made at any MoneyGram location. MoneyGram locations include retailers such as Wal-Mart, CVS, and Lucky super market. To find a Moneygram payment location near you please call 1-800-666-3947 or visit [www.moneygram.com/locations](http://www.moneygram.com/locations). To make a payment through MoneyGram, you will need the payor's Participant Identification Number (PAR ID) and the **Receiver Code 14630**. You can get your PAR ID from a customer service representative at 1-866-901-3212. **There is a \$1.99 transaction fee to make a MoneyGram payment.**

We are in the process of setting up a cash and debit card kiosk at the Napa County Library. We will update this message when it becomes available. There will be no charge for this service.

**Thank you for being patient with us during this difficult time. We are doing everything to limit the impacts to the customers we serve. Please visit Napa County website at [www.countyofnapa.org/](http://www.countyofnapa.org/) for additional updates as they become available.**

Sincerely,

Janet Nottley  
Director