

New Directions

Stark County Job & Family Services
Child Support Enforcement Division

221 3rd St. SE, Canton, OH 44702

Phone: 330-451-8930
Fax: 330-451-8924

New Directions Community Partners



Advocates for Equal Justice

Stark County Job & Family Services

Division of Human Services

221 3rd St. SE, Canton, OH 44702
Cash, food, & medical assistance applications
Customer service: 1-844-640-OHIO (6446)
Child Care: 330-452-4661

Division of Children Services

402 2nd St. SE, Canton, OH 44702
Report child abuse and neglect: 330-455-KIDS
Foster care and adoption: 330-451-8789

Division of Child Support

221 3rd St. SE, Canton, OH 44702
Customer service: 330-451-8930
Payment information: JFS.ohio.gov/ocs

Executive Offices

221 3rd St. SE, Canton, OH 44702
Customer service: 330-452-4661

Visit our website at
StarkJFS.org



What noncustodial parents should know about the New Directions Program

Division of Child Support



Stark County Job & Family Services
221 3rd St. SE, Canton, OH 44702
Phone: 330-452-4661
StarkJFS.org

What is New Directions?

New Directions is a program offered by the Child Support Division of Stark County Job & Family Services (SCJFS). New Directions is designed to help manage child support cases in a manner that is helpful to those we serve. New Directions is based on maintaining fairness in the procedures used to make child support decisions. This means:

- Giving you a voice and encouraging your participation in your case
- Maintaining a neutral process
- Showing you respect
- Being understanding
- Striving to be helpful



What are the benefits of participating in New Directions?

Through New Directions, many noncustodial parents will be referred to job readiness classes. These classes meet daily or weekly depending on the parents needs. During classes, participants will learn skills focused on:

- Job readiness
- Interviewing
- Communication
- Financial literacy
- Parenting, if needed

Following completion of job readiness classes, and until you find a job, you will be required to meet with your job readiness instructor weekly to help you with job searches.

Another very important benefit for New Directions participants is domestic violence screening and services. Our goal is that custodial and noncustodial parents and their children remain safe. If you are interested in these services for yourself, or your child(ren), New Directions will pay for the services.

Referrals are available for substance abuse treatment, GED classes & Legal Aid services.

What actions on our case might my former partner be facing?

SCJFS Child Support will suspend most enforcement actions for New Directions participants who are actively following their case action plans which may include:

- Attending classes
- Participating in treatment
- Conducting weekly job searches
- Getting back to work

To assist you if you are actively following your case action plans, the New Directions program may request modification of your order, and a state owed arrears compromise for your case, if applicable. This is done to encourage regular monthly payments while completing your case plan.

What happens if I don't follow my New Directions case plan?

The New Directions program is an important tool to help you, as a noncustodial parent, to remove barriers to making child support payments. Failure to follow the New Directions case plan, or failure to be in compliance with the New Directions program requirements, may result in your case being referred for legal action.

What the New Directions program wants you to know:

Your input on your case is important. Your New Directions caseworker wants you to understand, and be part of, the decisions made in the enforcement of your child support order. Let your voice be heard today!

