



2015 Annual Report



Stark County Job & Family Services



protect ▪ stabilize ▪ strengthen ▪ encourage

The Stark County Job and Family Services staff works diligently to provide needed services to citizens ranging from the very young to the very old. Through its Human Services, Children Services and Child Support divisions, much good work is accomplished on behalf of those in need. Job and Family Services proves to be an excellent community resource year after year and Stark County benefits from the good work of its staff.

Stark County Commissioner Tom Bernabei

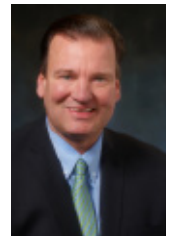


Job and Family Services is a valued Community partner that touches topics as diverse as protecting our children to serving those facing economic hardships. This important work cannot happen without a dedicated and professional staff. Stark County is blessed with the best.

Stark County Commissioner, Janet Weir Creighton

My hat is off to the whole team at Job and Family Services, with special thanks to the Human Services Division team which has had to work especially hard to navigate all the many changes to the Medicaid system mandated by the State of Ohio.

Stark County Commissioner Richard Regula



I deeply appreciate our entire team at the Stark County Department of Job and Family Services who spend every day serving the most vulnerable citizens among us. The work that is done by the JFS team on behalf of our Community is not always glamorous or front page news, but it is vital and they are constantly striving to become better and more efficient at their important jobs.

Stark County Administrator, Brant Luther, Esq.

Our Mission

To partner with our customers, community and other service providers to protect children and vulnerable adults, stabilize and strengthen families, and encourage self-sufficiency and personal responsibility.

Dear Friends,

In 2015 Stark County Job and Family Services (SCJFS) invested in achieving success through efficient delivery of services and effective collaboration with community partners. I am pleased to share this annual report which tells the story of our achievements through the hard work of dedicated staff, community partners and clients.

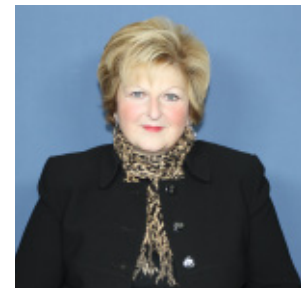
Agency successes in 2015 included the passage, by an impressive margin, of the Children Services 1.4 mill operating levy so critical to our work with children. Child Support was again a state leader in support collections, the Right Path for Fathers grant project, and the Stark County Fatherhood Coalition. Human Services instituted cost saving financial strategies and improved efficiency which led to better services and more applications processed. Human Resources oversaw enhanced staff training and improved retention.

Key in 2015 was development of a two-year strategic plan. Over 3,000 staff and community members responded to our detailed agency survey. Responses were compiled and community meetings convened. As a result, we have identified eight strategic plan organizing principles.

These principles form the core of our 2015-2017 strategic plan. In 2015 staff began work on the first three principles, Security and Safety for the agency and customers, Employee Turnover, and Employee Training. We engaged the expertise of community partners and volunteers on the Stark County Job and Family Services Planning Committee to help guide work on the fourth principle, External Communication and Marketing. We believe our strategic plan will strengthen the agency and guide us in our mission. More information about the plan can be found on our website at www.starkjfs.org.

In 2015 we also celebrated client successes. In this report you will meet a single mother, a non-residential father, and an adoptive family who share their personal stories about working with SCJFS to achieve success in 2015. Their stories are powerful and motivate us to continue to work hard on behalf of those we serve.

We are grateful to staff, community partners and supporters who are integral to our success. We welcome your interest in our agency and we invite you to consider joining us as a volunteer. For more information about the many volunteer opportunities we offer, please call 330.451.8086.



Deborah Forkas, M. Ed
Executive Director

Human Services

Sara, the Picture of Success

Sara and her husband were a very successful young couple. He was a crane operator who built drilling rigs for the oil industry. The work paid well—so well that Sara was able to leave her job to become a stay-at-home mom for their two little boys and baby daughter.

The couple bought a beautiful, large, new house and Sara set about making a home for her family. With a comfortable home and lots of land, Sara, an animal lover, also began to rescue and foster mastiff dogs. Life was very good.

Sometimes though, things don't work out as you imagine. The local oil industry that had been so good to Sara's husband began to decline. The need for rigs decreased sharply and the family's income and circumstances were dramatically impacted. Work dried up, and bills and mortgage payments were getting harder to pay.

It seemed the only solution was for Sara's husband to travel elsewhere for work. She stayed in Ohio with the kids. The move and financial stress placed a strain on their marriage and Sara's husband eventually left her with three kids under the age of six, four large dogs, a big house and \$38 in the bank.

Sara faced overwhelming financial responsibilities. A strong woman who believes that there is good in every day if you are willing to look, Sara realized she needed a job. She hadn't worked for a while. Her skills were rusty and her stay-at-home wardrobe wasn't going to work for interviews.

There was a new world for Sara to navigate. She had never needed assistance and wasn't sure where to turn. She did know, though, that she needed help to move forward. She learned of Stark County Job and Family Services (SCJFS) Human Services division which provides assistance to those who qualify.

Sara contacted Human Services, learned about food, cash and childcare assistance. She completed the agency's Job Club program which provides job coaching and helps people find jobs. With her freshly polished skills, Sara secured a bank teller job. Deb Stanley, Sara's supervisor at Chase Bank says that when she interviews she is looking for "the next generation of leadership at Chase." She adds, "Sara interviewed very well and is wonderful—outgoing and hard working—a lifelong employee."

With her new job, Sara qualified for the agency's Retention Package which provided her with a \$100 gas card and a \$400 voucher to purchase work-appropriate clothing to get her started. Sara loves her job at Chase and is grateful to SCJFS. She says, "Job and Family Services was a wonderful platform for me to start to rebuild my life. I have grown from this experience. I needed help to move on and the agency gave me the confidence and the boost to make my situation better."

Business Transactions

Experience
a new
way
to bank



WELCOME

Insert funds in multiple denominations,
including \$1s, \$5s, \$10s and \$20s.
You can also deposit checks, money orders,
and more.

Deposit multiple checks or bills at once.
Track progress on your receipt
screen.

INSERT CARD
TO DEPOSIT

CHASE

Free Notice Near Chase Cardholders
We're excited to announce that we've added a new feature to our mobile app. Now, you can see the balance of your Chase credit cards directly from the app. This feature is available to all Chase credit cardholders who have the Chase mobile app installed on their smartphone. To see the balance of your Chase credit cards, simply open the app and tap on the "Credit Cards" tab. You'll see the balance of each of your Chase credit cards, along with the due date and minimum payment amount. This feature is a great way to keep track of your credit card balances and make sure you're always up to date on your payments. Thank you for being a Chase cardholder!

Customer Service
Need assistance? Call 1-800-4MYCHASE or visit us online at chase.com. We're here to help you with anything you need. Thank you for being a Chase cardholder!

Vehicle and Drive-up Security
We're excited to announce that we've added a new feature to our mobile app. Now, you can see the balance of your Chase credit cards directly from the app. This feature is available to all Chase credit cardholders who have the Chase mobile app installed on their smartphone. To see the balance of your Chase credit cards, simply open the app and tap on the "Credit Cards" tab. You'll see the balance of each of your Chase credit cards, along with the due date and minimum payment amount. This feature is a great way to keep track of your credit card balances and make sure you're always up to date on your payments. Thank you for being a Chase cardholder!

Human Services

Susan Lenigar, MBA
Deputy Director,
Human Services Division

Staff: 220

Human Services provides:

- Food Assistance (FA) Program with Ohio Direction Card food purchasing assistance
- Ohio Works First (OWF) cash assistance
- Medicaid for Aged, Blind and Disabled (ABD Medicaid)
- Nursing Home Medicaid & Home and Community Based Services (HCBS) Waivers
- Medicare Premium Assistance Programs
- Medicaid for Families, Children and Expansion Adults
- Non-emergency Transportation (NET)
- At-Risk Pregnancy Services
- HealthChek
- Breast & Cervical Cancer Project
- Job Opportunities and Basic Skills (JOBS)
- Child Care Programs

The following data is based on monthly averages from calendar year 2015.

Food Assistance Program (SNAP)

52,125 individuals received food assistance in 2015. This is about 1 in 7 people in Stark County based on the 2014 U.S. Census count of 375,736.

Medicaid

89,651 individuals received Medicaid assistance in 2015. These programs include Age, Blind, & Disabled (ABD) Medicaid and Family Medicaid Programs such as Healthy Start/Healthy Families.

12,499 individuals received ABD Medicaid.

2,049 individuals received Family Planning Services Medicaid.

74,070 individuals received (MAGI) Medicaid, which includes Covered Family and Children's, Transitional Medicaid, Medicaid Extension, and Deemed Newborns.

1,033 individuals received Medicaid through Foster Care Adoption.

Assistance

4,102 received Qualified Medicare Beneficiary (QMB) or Special Low Income Medicare Beneficiary (SLMB). These programs are federal Medicare Savings Programs which help low income elders and younger Medicare beneficiaries access Medicare benefits.

Ohio Works First Cash Assistance

3,480 individuals received Ohio Works First (OWF) cash assistance.

12 individuals gained employment in 2015 through the Work Employment Program (WEP) and JOBS program. Participation in the WEP program is required when an individual receives cash assistance benefits.

188 individuals who participated in the Human Services on-site Job Club were employed within 90 days of attending the program.

264 individuals received Disability Financial Assistance (DFA). DFA is a cash assistance program intended for individuals who have pending applications for SSI/SSDI, but have been determined to be disabled by the State.

3,048 children were cared for in 2015 through publicly funded child care.

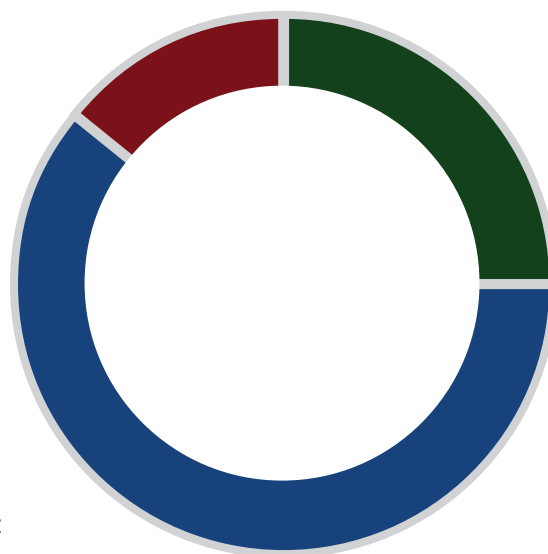
It is estimated that in 2015, Human Services Division programs injected over \$750 million into the Stark County community. Local grocers, hospitals, clinics, and retailers benefited from these services:

Medicaid Disbursements of \$673,698,061.81*
Total Food Assistance Disbursements of \$74,674,533
OWF Cash Assistance Disbursements of \$8,178,746
Disability Assistance Disbursements of \$401,977
Child Care Assistance: \$12,280,922 (approximate)

**From Ohio Department of Medicaid*

Percentage of Stark County population participating in selected public assistance programs based on an estimated population of 375,736:

Families below Poverty Level: 15% or 1 in 6.67 people
Food Assistance Program: 13.87% or 1 in 7 people
OWF Cash Assistance: 1% or 1 in 108 people
Disability Assistance: 0.07% or 1 in 1,423 people



Program Costs	\$4,816,548	25%
Operating Expense	\$2,738,161	14%
Wages & Benefits	\$12,065,511	61%

Children Services

Catching Up with the Clarks

Twenty-four years ago Sam and Joette Clark were married. They knew they were meant to have children who would be the center of their lives. Today, Joette and Sam know they were right, and the proof is their ten wonderful kids. What the Clarks didn't know was how their family would come to include five boys and five girls.

The original plan, Joette explained, was to become pregnant, and begin their family. Plans don't always work out as expected, however, and the Clarks realized that if they were to have children it would be through fostering and adoption. Joette and Sam contacted Stark County Children Services and began the process to become foster-to-adopt parents. They took classes, had home visits, talked with caseworkers, completed paperwork, and then they waited.

Before long they welcomed 18-month-old Marcus, now 24. Then came baby Celest (21), followed by six-year-old Marquesha (20), and three-month old Jayme (18). Brothers Christian (18), and Storme (17), came as babies, as did their brother Noah (13). Rebekah was next. She is ten. If you are counting, we are at eight children. Sam says there was a long stretch when it seemed the only time Joette called him at work was to tell him there was another child in need of a home—their home.

Sam worked full-time. Joette stopped working outside the home when Celest came and is a stay-at-home mom. She coordinates school, after-school activities, appointments, mealtimes, laundry and all the other activities required to maintain a large family. Evenings always include homework. Sam says school comes first, because without an education you can't be successful. Joette points out, though, that they don't create expectations their children can't meet. The Clark's also believe in the importance of spending time together. They are active in their church, volunteer at a food pantry and take vacations as a family.

The Clark family was settled in their routine when they received a call that 18-month-old Cynthia needed a home. Not long after, the Clarks learned that baby Emy was in need of a loving family. The Clarks grew to a family with 10 children and life continued.

In 2015, Sam endured serious health issues with multiple hospitalizations. Not to be deterred, he and Joette finalized the adoptions of Cynthia, now four, and Emy (2). Through fostering-to-adopt, Sam and Joette have realized their dream of sharing their home, and their lives, with a large and loving family.



Back row: Celest, Christian, Storme, Jayme, Marcus, Marquesha, Noah
Front row: Cynthia, Sam, Rebekah, Joette, Emy

Children Services

Nedra Petro MPA, LSW
Deputy Director,
Children Services Division

Staff: 172

The Children Services Division serves the county's children at risk of abuse or neglect, and their families. Children Services is legally responsible for receiving and responding to child abuse, neglect and dependency reports. Children Services also provides intervention to at-risk children.

The Division also takes reports of suspected abuse, neglect and/or exploitation of adults 60 and older. SCJFS contracts with Coleman Professional Services to provide services.

Children Services recruits and trains foster and adoptive families, prepares children for adoption, arranges for post-adoption services to families, and provides independent living skills for older teens.



Report Line

6,264 calls to the Report Line resulted in 2,572 reports of child abuse and/or neglect.

44.7% were calls reporting suspected neglect.

33.7% were calls reporting suspected physical abuse.

18.7% were calls reporting suspected sexual abuse.

2.9% were calls reporting suspected emotional maltreatment.

378 Additional calls to the report line resulted in assistance to families.

279 were calls of families in need of services.

99 were calls about children who were determined to be dependent

Differential Response

Differential response allows staff the ability to offer either a traditional response (TR) or an alternative response (AR) to accepted reports of child maltreatment. AR focuses on working with families to identify strengths, and to partner to ensure child safety.

Regardless of pathway, traditional or alternative, the agency uses a variety of family-centered practices that best serves the needs of families. Of the 2,572 cases screened in 2015, 963 or 37% were responded to using the AR approach.

Ongoing Supportive Services

In an average month, 271 families received case management and supportive services.

Children who could not remain safely in their own homes were provided placement services (average number of children/month)

157 in Agency Foster Care

135 in Purchased Foster Care

9 in Group Home Care

18 in Residential Placement

126 in Kinship or Relative Home

Transitional Youth Services

207 youth received independent living services.

30 previously emancipated youth received services.

Foster Care/Adoption

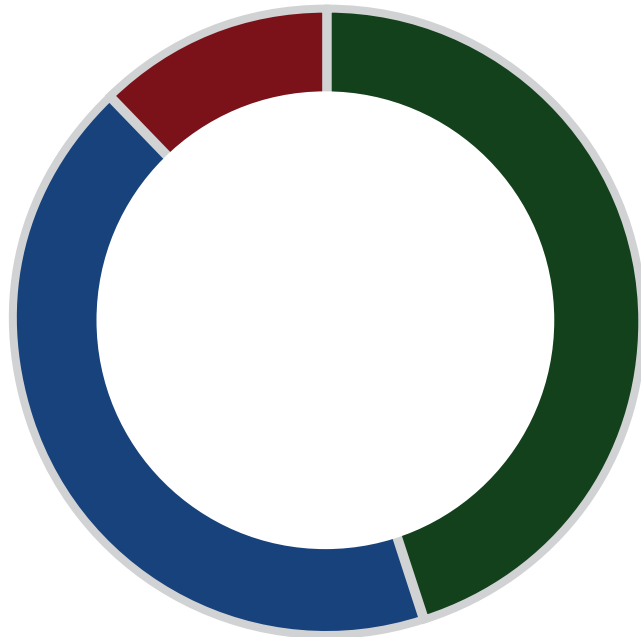
176 licensed foster families (average/month)

58 finalized adoptions

Adult Protective Services

SCJFS contracted with Coleman Professional Services to provide services.

351 new cases of elder abuse/neglect or exploitation



Program Costs	\$11,793,108	45%
Operating Expense	\$3,084,337	12%
Wages & Benefits*	\$11,016,952	43%

**Total reflects \$35,569 in wages and benefits from the Mental Health grant and \$148,339 from the Wendy's Wonderful Kids grant.*

Child Support

Marcus Talks about a Life Improved

In 2006, Marcus began working at Hunter Brothers Inc. in Plain Twp., a manufacturer of brake pads. Marcus describes himself as a “hard-working, all around shop guy.” Marcus depends on his paycheck to make child support payments for his seven children with whom he is very close.

Several years ago Marcus was laid off for nearly a year. He will tell you that when you aren’t working, daily life can be a struggle, and challenges can seem overwhelming. Marcus, who has gone through some rough patches in his life, faced financial challenges and fell behind in child support payments. He didn’t know where to turn.

A friend told Marcus about the Right Path for Fathers Partnership, a program offered through Stark County Job and Family Services Child Support Division. Right Path helps unemployed, non-custodial parents overcome barriers to employment, obtain jobs and develop meaningful relationships with their children. Among Right Path benefits are job skills, job coaching, employment leads, and GED classes.

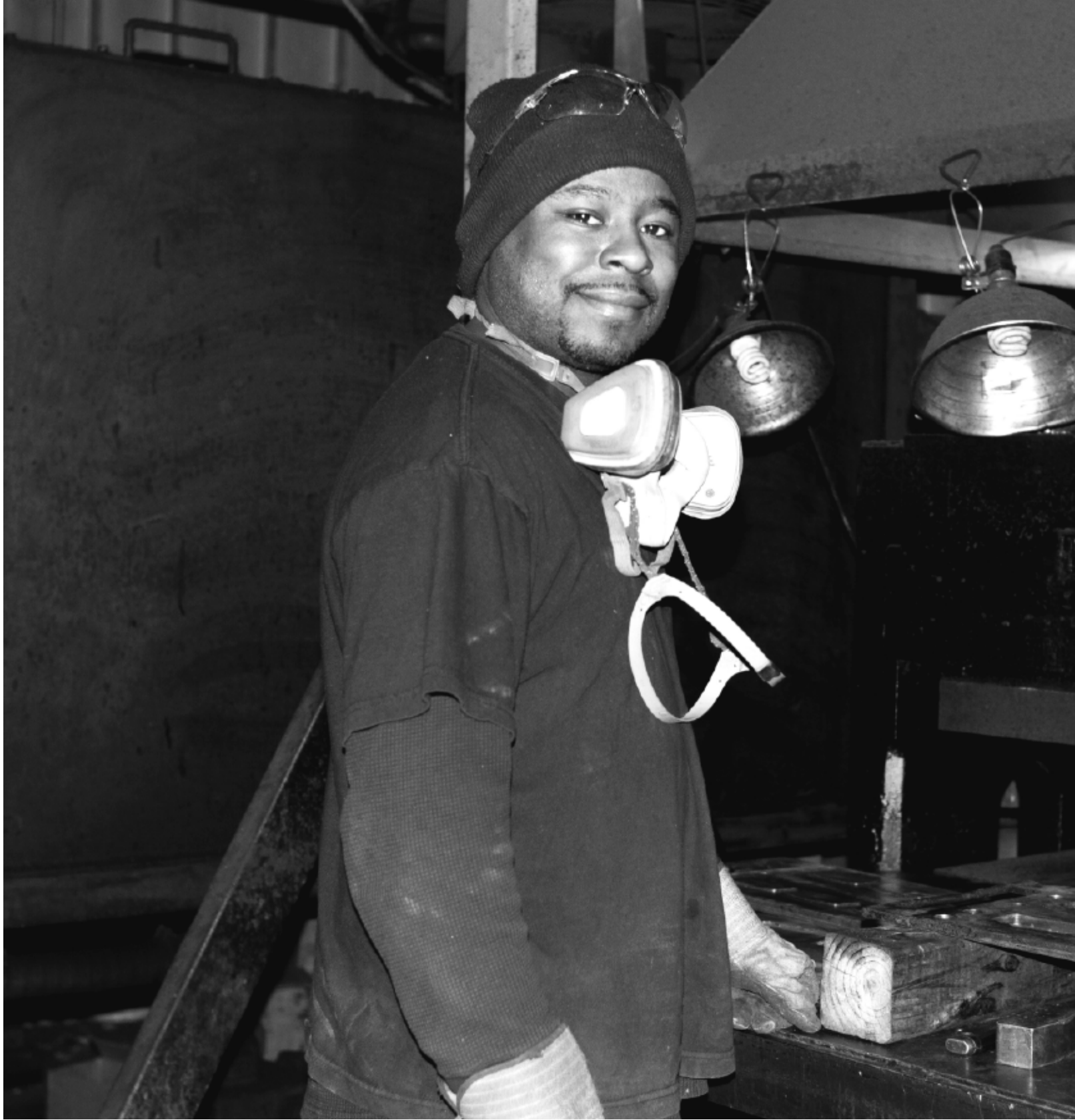
Right Path also provides a parenting class to help better understand how to be good parents, and how to support kids not only financially, but also emotionally. Marcus signed up for Right Path and the parenting class. Marcus says he appreciates all the good information he learned and says the parenting class helped him be a better, more involved dad.

Marcus also joined the Stark County Fatherhood Coalition of which the Child Support Division is a key partner. Marcus says the Fatherhood Coalition “helps guide fathers and shows them the ropes for having a successful relationship with their kids.” Marcus says, “Child Support Services helped me move forward in my life. Right Path and the Fatherhood Coalition didn’t create a miracle, but they opened doors and helped me realize I shouldn’t give up.”

As Marcus was completing the programs, he was called back to Hunter Brothers where he continues to work full-time. He is committed to making his child support payments and to spending quality time with his children. His boss Larry Hunter says, “Marcus is a wonderful person with a great attitude. He is very dependable and does excellent work. Marcus is here on time and does the job right all the time.”

Marcus believes the key to success is that, no matter what, “we choose who we want to be and we should always keep pushing on and never give up on our dreams.” He encourages his children to do well in school and to remember that “even when the road gets rocky and life is a struggle, with help we can overcome obstacles and accomplish what we want.”

Marcus would like struggling dads to know about Right Path and the Fatherhood Coalition because “you only get out of life what you put into it and these programs really help dads do a better job.”



Child Support

Rob Pierson, MA
Deputy Director,
Child Support Division

Staff: 93

The Child Support Enforcement Division (CSEA) is committed to providing quality child support services which include:

- establishing paternity and support
- issuing orders for medical support
- modifying and enforcing support orders
- monitoring the collection and disbursement of support payments

AWARDS RECEIVED

Highest percentage in FFY 2015 for "Collections on Current Support for Metro Counties" for the 13th year in a row (presented by State Office of Child Support).

NUMBER OF CHILD SUPPORT CASES: 32,368

COLLECTIONS

\$62,391,853

Payment Window collected \$2,705,754

INCENTIVE PERFORMANCE CATEGORIES

Paternity Establishment	96.73% (3rd Metro County)
Support Order Establishment	88.51% (4th Metro County)
Collections on Current Support	72.93% (1st Metro County)
Collections on Arrears	69.92% (2nd Metro County)

COST EFFECTIVENESS

\$13.45 was collected for every \$1.00 spent to operate the CSEA (3rd as a metro county, 15th for all counties).

SIGNIFICANT STATISTICS

441 paternity cases scheduled for DNA testing
1,124 cases referred for Support Establishment
2,749 court hearings by Legal Department
93,697 phone calls received by Customer Service
14,173 customers seen in the CSEA lobby

RIGHT PATH FOR FATHERS PARTNERSHIP GRANT PROJECT

In 2015 the Child Support Division completed the third year of this five-year, \$2.3 million federal grant program. Right Path for Fathers assists long term unemployed, non-custodial parents who are job-challenged and need additional skills and education to find employment.

Participants are referred to job skill/employment programs at Goodwill and the Stark County Community Action Agency. Fatherhood classes are provided by the Early Childhood Resource Center. The project works with The Domestic Violence Project Inc. to ensure safe delivery of services to families. Of the non-custodial parents who complete the program, 58% have gained employment.

EXPUNGEMENT/CERTIFICATE FOR QUALIFICATION OF EMPLOYMENT (CQE) PROGRAM

In its first year, the Expungement/CQE program worked in collaboration with Community Legal Aid, the Stark County Family Court, and the Stark County Fatherhood Coalition. This program is designed for non-custodial parents with a felony conviction, which is a barrier to employment. The Expungement/CQE program works to remove the barrier of a criminal conviction and to assist participants in seeking employment. Participants can, at no cost, have their criminal records expunged or receive a Certificate for Qualification of Employment. Program participants must meet income guidelines or be a participant in the Right Path program.

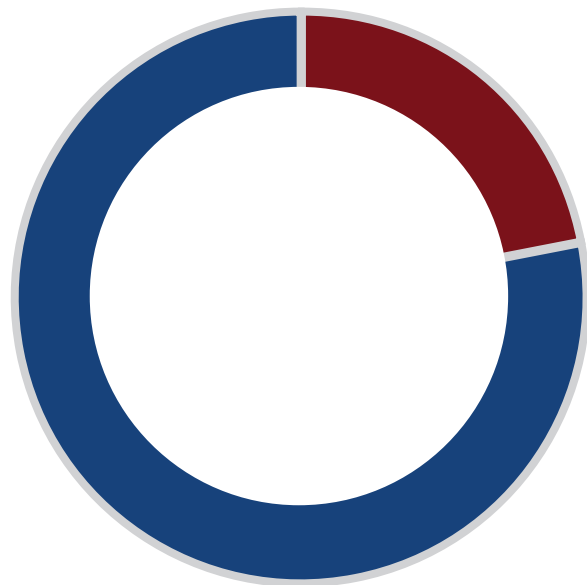
FATHERHOOD COALITION COMMUNITY OUTREACH

The Child Support Division is a key member of the Stark County Fatherhood Coalition which encourages, and takes action to advance, responsible fatherhood in our community.

Major outreach efforts in 2015 included:

Reading to Elementary Students in Canton and Alliance on National Day to Read; Fishing Rodeo for fathers and their children; Participated in the Hall of Fame Community Parade, Expungement/CQE Informational Clinics in Canton and Alliance; Walk Your Child to School Day at each of the elementary schools in Canton; Alliance and Massillon; and participated in the City of Canton's "Trunk or Treat" event.

The Coalition and our agency continued to show the film *Fatherhood 101* to churches, schools and agencies in our community and, outside of Stark County, to fathers in prison who will be returning to our region. The film emphasizes the negative impact on children and our community when fathers are not involved in the lives of their children.



Operating Expense	\$1,445,249	22%
Wages & Benefits*	\$4,993,208	78%

**Total reflects \$294,295 in Right Path Program wages and benefits*

Agency Expenditures

HUMAN SERVICES DIVISION BUDGET

Wages	8,388,857
Benefits	3,676,654
Books/Periodicals	1,060
Contracts	247,821
Countywide Indirect Costs	55,468
Data Processing	250,872
Equipment/Furniture	2,475
FAET Participation Allowance	97,020
Fraud Awareness	1,998
Maintenance/Utilities	150
PRC/Auto Repair	85,304
PRC/Furniture thru Kinship	145,883
PRC/Job Related	121,169
PRC/Parent Mentoring Program	241,053
PRC/Parenting Skills	185,723
PRC/Quality Childcare	147,549
PRC/SEP	278,600
PRC/WIA	14,277
PRC/Work Allowance	110,630
Reimbursements/Special Projects/Dues	19,974
Rent	446,640
Shared Costs	1,728,770
Supplies	43,816
TANF Back-to-School	932,020
TANF Bus Passes/Fuel Cards	31,500
TANF Bus Wrap	37,596
TANF CSEA Expungement	9,748
TANF Sisters of Charity	50,001
TANF Summer Youth	906,325
TANF WEP	65,583
Transportation- Medical, Healthcheck, PRS, SSI	1,265,390
Travel/Mileage/Education	30,294
Operating Totals	19,620,220

CHILDRENS SERVICES DIVISION BUDGET

Wages*	7,633,850
Benefits*	3,199,194
Wendy's Wonderful Kids Grant	166,064
Mental Health Grant	35,569
Contracts	314,415
Shared Costs	1,411,068
Countywide Indirect Costs	207,892
Purchased Foster Homes	4,280,137
Residential Treatment	1,602,412
Agency Foster Homes	1,461,199
Group Homes	717,068
Foster Children Clothing	205,283
Foster Children Medical	16,019
Title IV-B Adoption	44,125
Advertising/Recruitment	8,573
Alternative/Differential Response	617
Bus Passes	123,904
Child Abuse Protection Unit	328,820
Communications	79,686
County Share Adoption Subsidy	405,816
Data Processing	42,192
Emergency Services	594,447
Foster Parent Training Stipends	65,505
Independent Living	165,595
Kinship Permanency Incentive Program	168,225
Maintenance/Utilities	13,584
Membership Dues	2,595
Mileage	341,463
Miscellaneous	425,178
Non-Recurring Adoption	46,464
Office Supply	39,490
PASS	176,648
Primary Parent Partner Program	2,348

CHILDRENS SERVICES DIVISION BUDGET (CONT.)

Professional Liability Insurance	126,339
Public Records	54,164
Reimbursements	60,501
Rent	541,311
Service Review Committee	9,636
State Adoption Subsidy	4,500
Tax Settlement Fees	322,850
Travel & Training	48,784
Work Related Daycare	400,867
Operating Totals	25,894,397

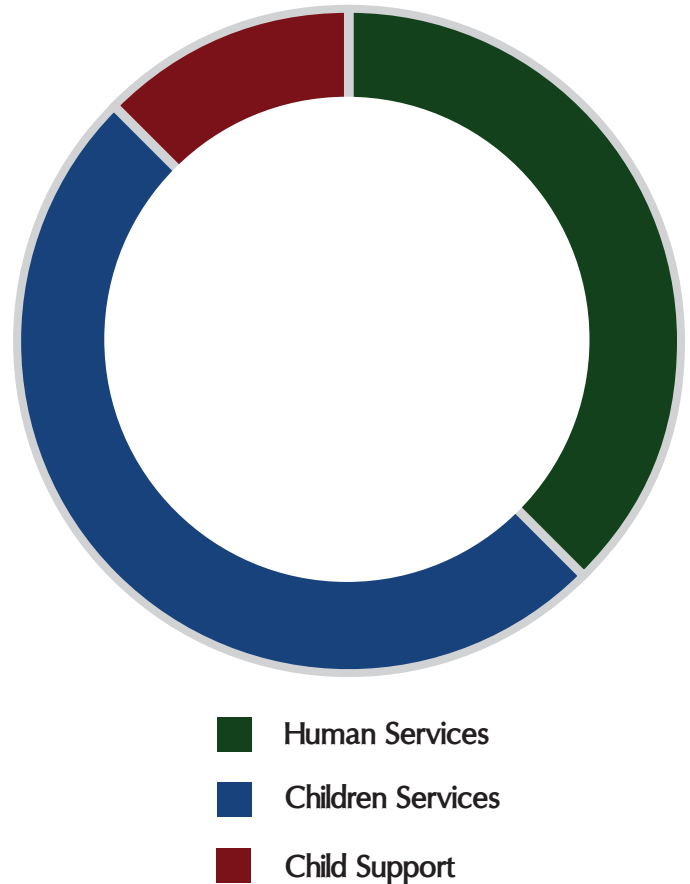
**The wages and benefits total of \$10,833,0044 does not reflect \$35,569 in wages and benefits funding from the Mental Health grant and \$148,339 in wages and benefits funding from the Wendy's Wonderful Kids grant that is shown on the Children Services page.*

CHILD SUPPORT DIVISION BUDGET

Wages*	3,272,859
Benefits*	1,426,054
Right Path Program	473,283
Countywide Indirect Costs	69,924
Data Processing	91,873
IV-D Contracts	94,898
Legal Services	0
Miscellaneous	97,783
Rent	209,605
Shared Costs	696,191
Travel/Training	5,987
Operating Totals	6,438,457

**The wages and benefits total of \$4,698,913 does not reflect \$294,295 in wages and benefits funding from the Right Path program that is shown on the Child Support page.*

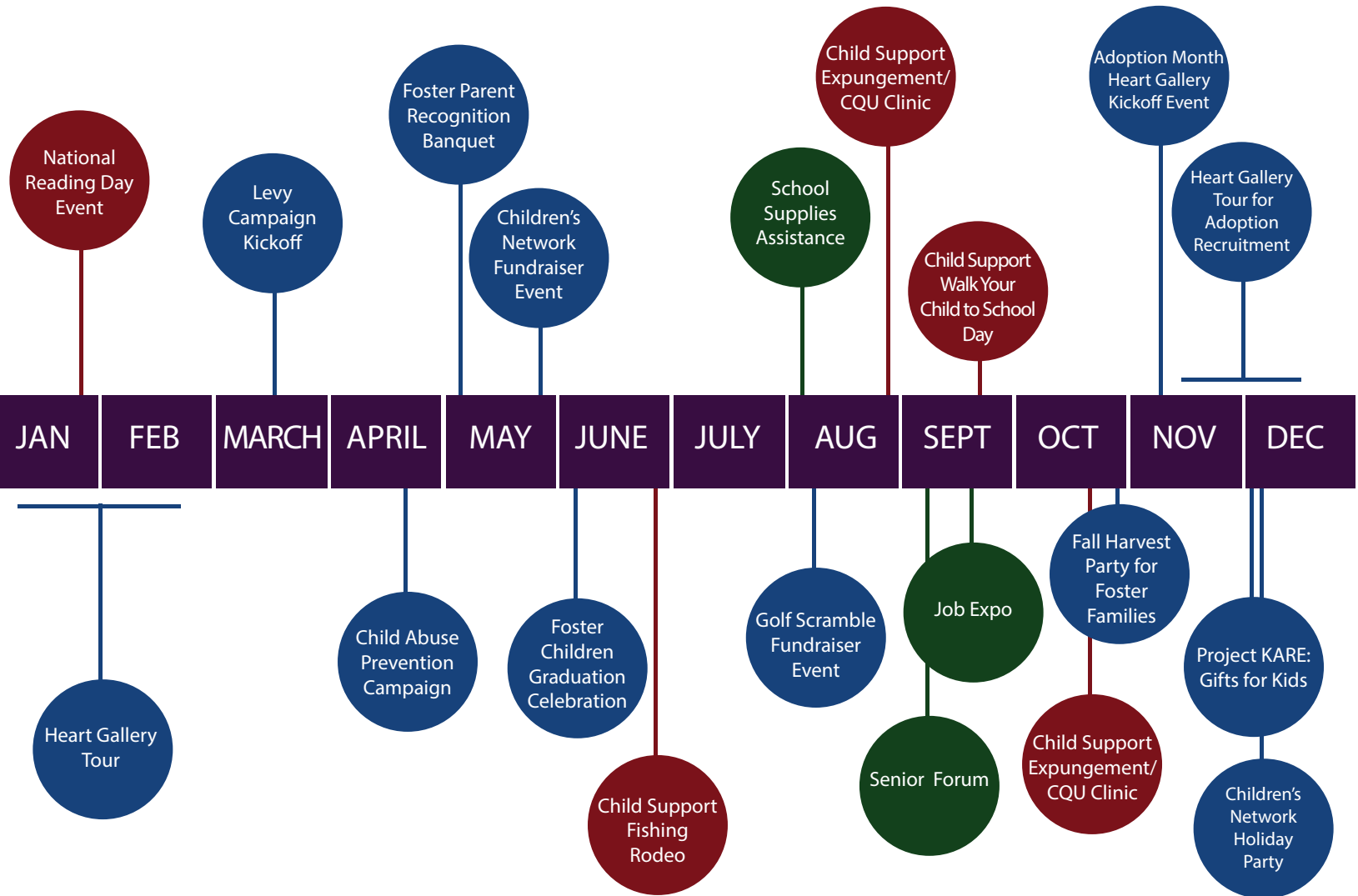
2015 Agency Operating Totals
by Division



Total Expenditures \$51,953,074

Stark County Job & Family Services

2015 Event Calendar



Executive Team

Deborah Forkas, MEd
Executive Director

Susan Lenigar, MBA
Deputy Director,
Human Services Division

Rob Pierson, MA
Deputy Director,
Child Support Enforcement
Division

Nedra Petro, MPA, LSW
Deputy Director,
Children Services Division

Jane Bethel, CPA
Deputy Director,
Finance

Kelly Lockhart, MEd, LSW
Deputy Director,
Human Resources & Support
Services

Stark County Commissioners

Tom Bernabei

Janet Weir Creighton

Richard Regula

Stark County Administrator

Brant Luther, Esq.

Planning Committee

The Stark County Family Services Planning Committee provides recommendations to Stark County Job and Family Services for the most effective and efficient delivery of service.

Members

R. Scott White
Chairperson

Cynthia Burnell
Vice-Chair

Erica Wilson-Domer
Secretary

Deborah Forkas
SCJFS Executive Director

Mary Ann Abel
Amanda Anderson
Patricia Croskey
Patti Fetzner
Michael Flood
Eric Henderson
Rebecca Marchino
Sherri McKinney-Frantz
Evelyn Moore
John Petit
Kay Port
Todd Porter
Gloria Sanders
Rhoda Sommers
Diane Thompson

Contact Information

Children Services Division

300 Market Ave. North
Canton, OH 44702

Child Abuse/Neglect Report Line:
330-455-KIDS

Foster/Adopt
330-451-8789

Child Support Enforcement Division

122 Cleveland Ave. N.W.
P.O. Box 21337
Canton, OH 44701

Customer Service
330-451-8930

Human Services Division

221 3rd Street S.E.
Canton, OH 44702
Cash, Food & Medical Assistance

Customer Service Call Center
330-451-8861

New Applications
330-451-8500

Directory Assistance
330-452-4661

JOBS/Child Care
330-452-4661

