

New Direction

Stark County Job & Family Services
Child Support Enforcement Division

221 3rd St. SE, Canton, Oh 44702

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New Directions Community Partners



EARLY CHILDHOOD
RESOURCE CENTER

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



Stark County
Job & Family Services
Human Services - Children Services - Child Support



New Directions What to expect at your case conference

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 now 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

Who will handle my case?

After you accepted the opportunity to participate in New Directions you will be assigned a case manager to work with you. You will work to develop an action plan to help remove barriers you face in making your payments. Your case manager will set up a case conference with you and the other party in your case. As a New Directions participant, you can call or e-mail your case manager directly to answer any questions you have.

What is a case action plan?

The New Directions case manager, will work with both parties to create a case plan to help erase the barriers to child support payment. This plan might include an assignment to a job readiness. It might include a referral to one of our service providers for help with parenting adult education, legal services, mental health or substance abuse treatment. The purpose of the case action plan is for both parties to work cooperatively towards an agreement. The goal is that both parties will agree to a plan of action that will be beneficial to them and to their children.

What is a New Direction case conference?

The case conference, set up by your New Directions case manager, will include both parties in your child support case. This conference is designed to provide the opportunity for both parties, and the case manager, to meet to discuss your child support case. Your New Directions case manager will help:

- Facilitate the conversation;
- Identify barriers that stand in the way of payments
- Create a case action plan to work on removing those barriers



How long will the case conference last?

Most conferences will last between an hour and an hour-and-a-half. The conference will provide opportunity for the custodial and noncustodial parents to discuss case details with the help of the case manager. Individual meetings (caucuses) will take place between each parent before, during and/or after the conference. Follow up conferences may be scheduled as needed.



Where does this case take place?

The New Directions case conference will take place at one of the following:

- SCJFS Child Support office
- Another mutually agreed upon location
- By phone

How does the case conference work?

Participation in the case conference is voluntary and encouraged. The New Directions case manager will work with both parties to establish ground rules (mutual agreements) for the conference to run smoothly. These include:

- Each party will take turns speaking.
- Parties will not talk over each other, or interrupt one another while speaking.
- Parties will not use profanity, name call, or disrespect one another—even when there is disagreement.
- The case manager will keep conversation on track, and will table for another time conversations that are not productive.
- Each party will be asked to use “I” statements to discuss their concerns. For example, “I have difficulty paying my support because I am unemployed.” Or “I have trouble making ends meet when I don’t receive monthly child support payments.”
- Either party, or the case manager, may terminate the conference at any time due to safety concerns.