

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

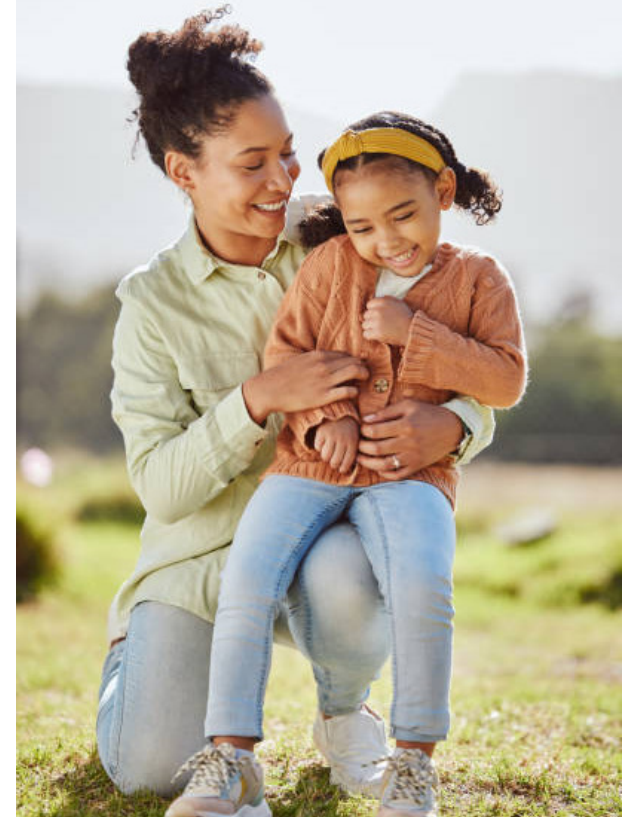
Customer service: 330-452-4661

Visit our website at
StarkJFS.org



What custodial parents should know about the New Directions Program

Division of Child Support



Stark County Job & Family Services

221 3rd St. SE, Canton, OH 44702

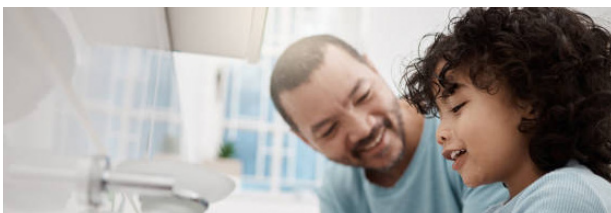
Phone: 330-452-4661

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



Why was my former partner selected to participate in New Directions?

Your former partner was selected for the New Directions program because Child Support has not received full and/or consistent child support payments from him/her. Because of this, your former partner may face future legal actions on the case.

Participants in this program will be assigned a New Directions case manager who will handle case needs. The case manager will work with your former partner on the issues that are keeping him/her from making consistent child support payments. The case manager will also work to develop an action plan to help remove the barriers faced by your former partner in making child support payments.

What is a New Directions case conference?

Through New Directions, many noncustodial parents will be referred to job readiness and parenting 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 participants find a job, they will be required to meet with their job readiness instructor weekly to help with job searches.

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

Another very important benefit for New Directions participants and their former partners 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, and/or your child(ren), New Directions will pay for the services.



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

SCJFS Child Support Services 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 participants who are actively following their case action plans, the New Directions program may request modification of their orders, and state owed arrears compromises for their cases, if applicable. This is done to encourage regular monthly payments while your former partner completes his/her case plan.

What happens if a participant doesn't follow the New Directions case plan?

The New Directions program is an important tool to help the 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 his/her case being referred for legal action.

What the New Directions program wants you to know:

Your input regarding your former partner's New Directions participation is important. Child Support wants you to understand, and be part of, the decisions made in the enforcement of your former partner's child support order. Let your voice be heard today!