

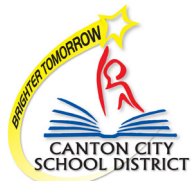
New Directions in Child Support

Stark County Job & Family Services
Child Support Enforcement Division

221 3rd Street S.E.
Canton, Ohio 44702

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New Directions Community Partners



EARLY CHILDHOOD
RESOURCE CENTER
A Ministry of the Sisters of Charity Health System

Stark County Job & Family Services

Human Services Division

221 3rd Street S.E.
Canton, OH 44702
Cash, Food & Medical Assistance
Customer Service: 330.451.8861
Customer Service e-mail:
stark_csc@jfs.ohio.gov
New Applications: 330.451.8500
Child Care: 330.452.4661

Children Services Division

402 2nd Street S.E.
Canton, OH 44702
Child Abuse/Neglect Report Line:
330.455.KIDS
Foster/Adopt:
330.451.8789

Child Support Division

221 3rd Street S.E.
Canton, OH 44702
Customer Service: 330.451.8930
Payment information:
jfs.ohio.gov/ocs

SCJFS Executive Offices

221 3rd Street S.E.
Canton, OH 44702
330.452.4661



starkjfs.org



Revised
11/19



*What custodial parents
should know about the*

New Directions Program



Child Support Division



Stark County Job & Family Services

What is the New Directions program?

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

- giving you a voice and encouraging your participation in your case;
- maintaining a neutral process;
- showing you respect;
- being understanding, and
- 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 are the benefits of participating in New Directions?

Through New Directions, many noncustodial parents will be referred to job readiness and parenting classes. These classes meet daily, or weekly, for four or eight weeks, depending on the class. During classes, participants will learn skills focused on:

- job readiness
- interviewing
- communication
- financial literacy
- parenting

Following completion of job readiness classes, and until participants find a job, they will be required to meet with their job readiness instructor two hours a week 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. 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!