



**2003
ANNUAL
REPORT**



Robert Suver

Message from the Director

Our Department continued to adjust in 2003 to meet the unique needs of each of our customers, as well as the ever-changing needs of our community. Providing our customers what they need, not just what we have is our goal.

The capacity and capability to meet this goal comes through our recognizing what we do best, trying to do it better, and providing as wide a selection of other services through collaborating, contracting, and supporting other community providers.

The **WORKPLUS** Center is one example of this. Over twenty agencies partner with us to provide services to those seeking training, first time employment, and better employment. Recognizing that being a direct provider of children's residential services is not one of our core strengths, and therefore could be done better by someone who only does that alone, is another example. Acting on that recognition in 2003 will result in a higher quality of service, better outcomes, and several hundred thousand dollars in annual savings.

We will continue in the future to work toward this goal of meeting the real needs of those we serve.

VITAL STATISTICS

In 2003 the Employment and Benefits Division provided benefits, including cash assistance, medical assistance, Food Stamps and PRC to 13,907 households in Clark County.

Families receiving on-going cash assistance

- December 2002 – 711
- December 2003 – 770

Individuals receiving health insurance through Medicaid

- December 2002 – 23,345
- December 2003 – 24,229

Individuals receiving food stamps

- December 2002 – 13,493
- December 2003 – 14,827

Individuals receiving job training assistance

- December 2002 – 311
- December 2003 – 521

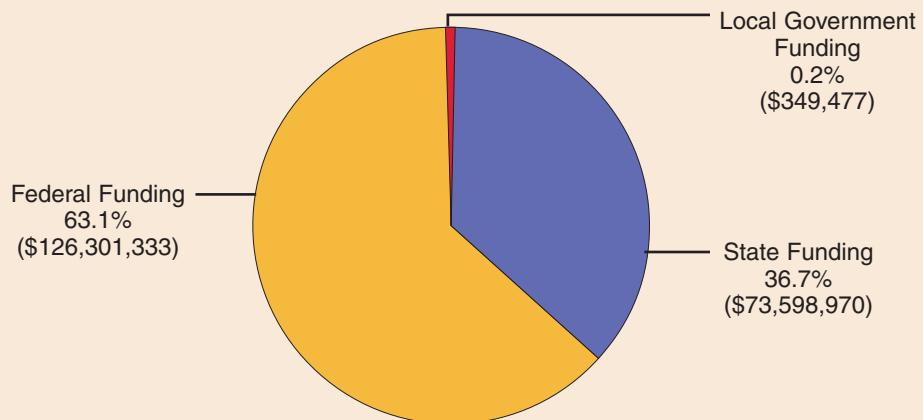
OVERALL DEPARTMENTAL BUDGET

Total Revenue \$238,488,049

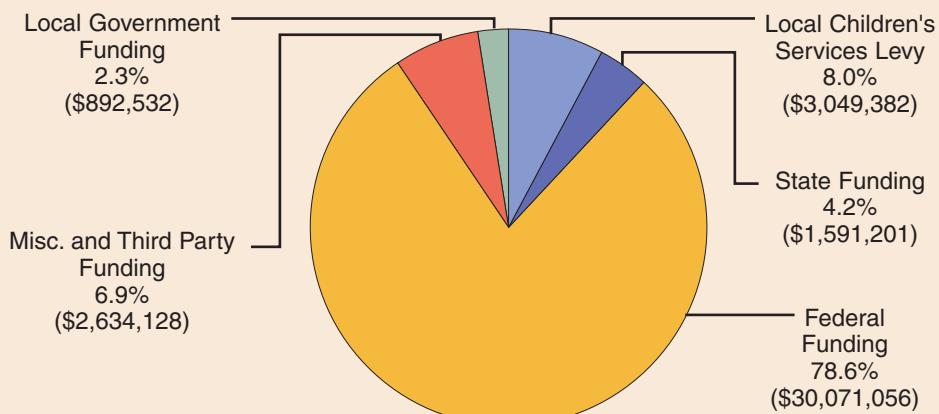
Total Expenditures \$234,538,864

DIVISIONAL BUDGETS

Source of Revenue for Benefits Paid to Clark County Families and Individuals



Source of Revenue for Services Provided by the Clark County Department of Job and Family Services



Protecting and Nurturing Children

In 2003...

- 82% of children involved with Clark County CSEA had medical insurance
- \$28.1 million in child support was collected
- Paternity was established on 2,298 children
- 1,809 child support orders were established

As of December 2003...

- 182 children were under the department's protection and custody
- 600 children under the department's protection remained in their own homes
- 638 children received subsidy for child care

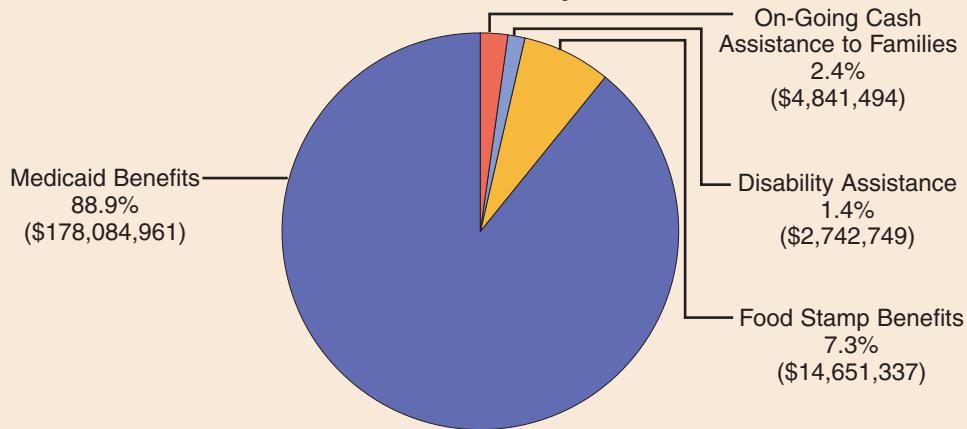
- 7,876 individuals paid on child support orders

A partnership was developed with Gibault, Inc. to assume responsibility for the operation of the Clark County Children's Home in order to serve a greater number of children more economically. The Springfield campus, with an expertly trained 24-hour staff and improved facility, will more effectively serve a wide range of children, create more opportunities for them to transition back to Springfield and will become active in the community while saving taxpayer dollars.

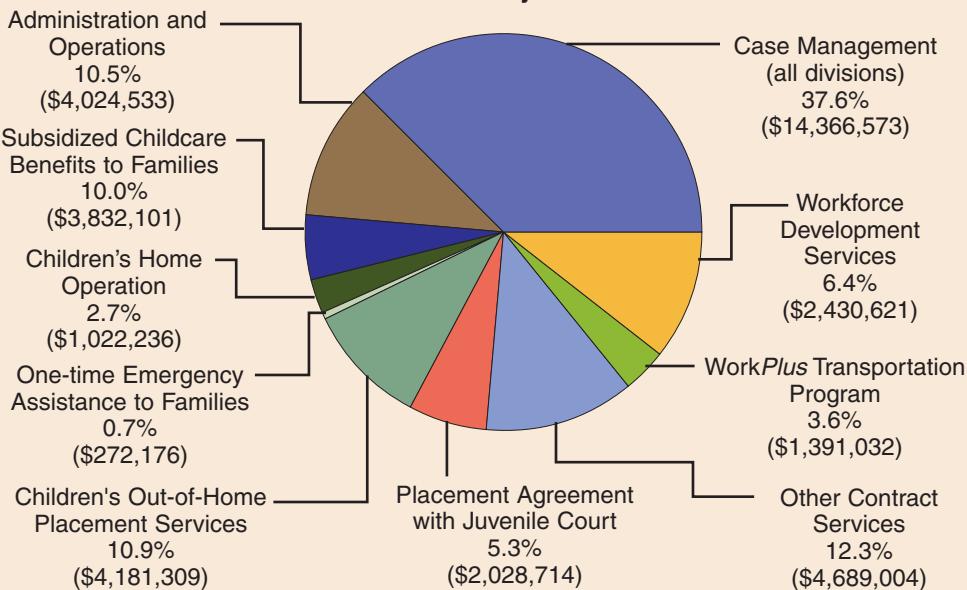
- Cost under Dept. of Job and Family Services \$226.94/day
- Cost under Gibault, Inc. \$180.00/day



Value of Benefits Received by Clark Countians



Expenditures for Services Provided by the Clark County Department of Job and Family Services



WORKPLUS

A Partnership of Job & Training Resources

The WORKPLUS Center, a One-Stop Labor Resource, helps make connections between employers and local men and women seeking jobs to enhance the community and create economic opportunities.

More Clark County residents are utilizing services available, and the WORKPLUS Resource Room saw a dramatic increase in visitors to 15,260, compared to 11,905 in 2002. More than 268 Clark County jobs were posted by 74 different employers.

Services were also provided for laid-off workers including 600 from International Truck and Engine, 225 from O'Cedar Brands and 180 from Big Bear Stores.



Excellence and Efficiency in Serving Clark County Residents

During 2003, three new youth programs were funded through the Workforce Investment Act (WIA).

- Introduction to Allied Health Career addresses the serious shortage of health care professionals by exposing out-of-school youth to allied health careers. The Department of Job & Family Services will provide youth who meet the low-income criteria for WIA-eligibility with the skills necessary to complete careers as allied health professionals.
- The Clark County Juvenile Court, in conjunction with Springfield City Schools and Big Brothers & Big Sisters, will initiate Students Occupational & Academic Restoration Program (SOAR) to provide delinquent youth with intensive educational and occupational training and placement with a mentor from the business community.
- Training for Facility Maintenance Careers, provided by The Springfield Metropolitan Housing Authority in partnership with Clark State Community College and Springfield-Clark County Joint Vocational School, will offer hands-on technical programs to prepare youth in public housing for full-time employment in facility maintenance and repair.

Stabilizing and Strengthening Families

In December 2003, Clark County Department of Job and Family Services served more people than ever before, however families are staying on cash assistance for shorter periods of time and more people being served are also working. There were a total of 1,150 families receiving on-going cash assistance, although this represents the second consecutive year in which the number has increased since the 1996 Welfare Reform, the number of households receiving cash assistance still remains less than half of the 2,702 from 1996.

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Family Services Planning Council

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Pamela Greene
Ted McClenen
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Denise Sharp
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Karen Nagle Rafinski
Randy Richardson
Douglas L. Ulery (deceased)
J.C. Wallace
Marianne Wildermuth



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