



DIVISION OF ADMINISTRATION

TRANSITION DOCUMENT

DOA Transition Document

Office of the Commissioner

I. Name of Agency and Current Leadership

- Office of the Commissioner
- Commissioner of Administration Jay Dardenne

II. Statutory Authority for Agency

- La. R.S. 36:4 B (1) a-k
- Medical Review Panel: La. R.S. 40:1237.1- Malpractice Liability for State Services
- La. R.S. 40:1237.2- Administrative Procedural Outline
- La. R.S. 40:1237.3 - One Panel for State and Private Claims

III. Number of appointees within the department

- See XIII.

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Division is the state government's management arm and the hub of its financial operations. The Commissioner's Office oversees all the Division's sections from planning and budget to capital outlay, procurement, statewide payroll, human resources, technology, state buildings, the State Register, property and health insurance, community development, broadband development and ADA activities.
- Medical Review Panel: The mission of the State Medical Review Panel is to serve as principal assistant to the Commissioner of Administration and the designee with the responsibility of adhering to all programmatic and administrative matters pertaining to the operations of the State Medical Review Panel (MRP), when applied to all qualified health care providers as defined by 40.1237.1.
- The goal of the State Medical Review Panel is to ensure that this responsibility is afforded in a confidential and discreet manner within the time frames as specified by La. R.S. 40:1237.2.

VI. Core Functions and Programs

- **DIGITAL ASSETS:**
- All assets listed here incorporate agency-based CMS access, full analytics capability and ADA accessibility compliance, and many have associated social media accounts.

- The following assets are administered out of the Office of the Commissioner, but day-to-day content is managed through a network of classified employees in each DOA agency. When the Commissioner's Office employees separate, their access will be removed and page administration will temporarily transfer to OTS until the new administration decides on a strategy.
 - Louisiana.gov is the official website of the State of Louisiana. It is a repository of all online services and resources that comprise Louisiana's digital government, allowing residents to connect with Louisiana government conveniently and efficiently. Through active collaboration with all state agencies, the Division of Administration maintains the site, adding new online services to the directory as they are created and including results from new state-owned websites in the featured enterprise search found on every page. It also hosts an interactive map with location data for Louisiana's physical government locations, as well as a Louisiana facts, educational resources and a comprehensive governmental organizational chart.
 - Doa.la.gov was launched as the official website of the Division of Administration. Catering primarily to state employees and contractors, it's a comprehensive and cross-functional resource for the 24 operational units within DOA.
 - Connect.la.gov is the official website of the Office of Broadband Development and Connectivity. It features an interactive dashboard to track funding awarded through the Granting Unserved Municipalities Broadband Opportunities grant program, and also includes valuable broadband resources addressing affordability, digital literacy and digital equity.
 - CONTACT:
 - Tai Istre (OTS) 225.219.5987
 - Jason Stelzer (Tyler Technologies, vendor partner) 225.324.1354
- The following four assets (and their associated social media accounts) deal with programs administered through the Office of Community Development and are managed by vendor partner Emergent Method.

- Restore.la.gov, IsleDeJeanCharles.la.gov, LASafe.la.gov and watershed.la.gov were all built as part of disaster recovery or mitigation efforts. They help Louisianians get needed assistance following declared disasters, or allow people to learn about federally-funded, long-term recovery programs.
- CONTACT:
- John Snow (Emergent Method, vendor partner): 225.235.5785

- The following two properties are administered by the Office of Planning and Budget, State Planning office.
 - Infrastructure.la.gov is a resource detailing federal grant opportunities resulting from the federal Infrastructure Investment and Jobs Act. Using a dashboard model, it details descriptions, funding amounts and types, deadlines and other pertinent information related to IIJA opportunities for state, parish, municipal and tribal entities.
 - Resilience.la.gov is a new site launched to support the recently created position of Chief Resilience Officer.
 - CONTACT:
 - LaKesha Hart (OPB) 225.287.6706
 - Kimberle Buchter (Deloitte, vendor partner) 281.217.7843

- The following two applications are administered by the Office of Technology Services, Applications and Data Management division.
 - Checkbook.la.gov, branded as Louisiana Checkbook, is a web-based portal representing the administration's continued commitment to transparency and accountability. It allows users to see a greater level of detail on how and where taxpayer dollars are being spent—down to the check level. All data is searchable and sortable, and can be viewed in list form or visual data (graphs, charts, etc.). The data is populated from LaGov, the state's modernized financial management and budgeting system.
 - Features include:
 - State expenditures by department/agency/category/type

- Current and past state contract data for both purchasing and professional services contracts
 - Economic incentive reports for tax credits and programs (Megaproject Fund, ITEP, Enterprise Zone, Quality Jobs, etc.)
 - COVID transparency portal, detailing federal relief fund (CARES, ARPA) spending at the state level
 - State employee salary database, detailing compensation, benefits, job titles, retirement system information and more for executive branch employees
 - Miscellaneous information on state debt, boards and commissions, dedicated funds, financial reports and more.
- [Alerts.la.gov](https://alerts.la.gov) is a state employee notification service. Employees can opt in to be notified by text and/or personal email about office closures, network outages, emergency situations or other important events. The service grants permissions for select users to send statewide alerts, but also allows agencies to designate employees to send notifications within their agencies. (This service is in soft launch to allow for live testing but can be deployed statewide at any time.)
 - CONTACT:
 - Jason Hebert (OTS) 225.342.4884

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- See the following pages for agencies under DOA authority

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- The commissioner has a seat on the Unified Command Group - the strategic decision-making body for emergency and disaster response in the state with the governor serving as the unified commander.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- The Office's coordination with the Division's various sections and being attuned to the needs of state agencies and entities.

- Medical Review Panel: The Medical Review Panel is in the process of converting paper records to an electronic system. OTS is exploring the possible use of e-Fax to replace the use of the fax machine housed in the Office of the Commissioner of Administration. The MRP consists of 3 employees and is on track to accept and process approximately 1,300 new claims and approximately 5,000 pieces of correspondence by the end of this year.

XII. Unresolved Issues

- Management of the capital outlay program. Staffing, in general, for all sections of the DOA.

XIII. Day 1 Recommended Priorities

- Give new employees access/permissions to digital assets (See VI.)
- The commissioner uses his appointing and operational authority to designate people on his staff that can serve in his stead in signing documents and serving on various boards. The boards include: the Coastal Protection & Restoration Authority, the CPR Financing Corporation Board, the State Bond Commission, the Public Retirement Systems' Actuarial Committee, the Louisiana State Employees' Retirement System Board, the Teachers' Retirement System of Louisiana, the Louisiana School Employees' Retirement Board, the State Police Retirement Board, the Municipal Police Employees' Retirement System Board, the Municipal Employees' Retirement System Board, the Firefighters' Retirement Board, the Louisiana Deferred Compensation Commission, the Tobacco Settlement Financing Corp. Board, the Cash Management Review Board and the Juvenile Justice Implementation Commission.
- Medical Review Panel: The Commissioner of Administration for the Division of Administration, State of Louisiana pursuant to his authority under La.. R.S. 39:1 et seq. did in fact, authorize and delegate to April Williams, Administrative Program Director of the Medical Review Panel or Bridget Denicola, General Counsel, Division of Administration, the following authority:
 - To sign all correspondence related to the Administration of the State Medical Review Panel, conduct the business of the panel, endorse checks for deposit with the Patient's Compensation Fund (La R.S. 40:1237.2).

XIV. Primary Internal and External Stakeholders

- We serve to carry out the governor's policies and manage government functions.

- Medical Review Panel: State health care providers including the following: departments, offices, agencies, boards, commissions, institutions, universities, facilities, hospitals, clinics, laboratories, health care units, ambulances, ambulance services, and other state entities which may provide any kind of health care whatsoever, and the officers, officials, and employees thereof when acting within the course and scope of their duties in providing health care.
- Office of Risk Management
- Louisiana Patient's Compensation Fund
- Claimants

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Assisting agencies with applications for federal grants such as those through the Infrastructure Investment and Jobs Act and the Inflation Reduction Act. Also continuing to work for an improved bond credit rating.
- Medical Review Panel: The Medical Review Panel requests continued support with the creation and implementation of the operating platform currently in development by OTS contractors.

DOA Transition Document
Office of the State ADA Coordinator

I. Name of Agency and Current Leadership

- Office of the State ADA Coordinator
- Executive Director Rikki Nicole David

II. Statutory Authority for Agency

- La. R.S. 46:2591 et al.

III. Number of appointees within the department

- None. OSADAC only has one position assigned to it.

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Office of the State Americans with Disabilities Act Coordinator, referred to as OSADAC, was established effective 8/1/2021. The purpose of the office is to provide educational and technical support to foster voluntary compliance with the ADA by executive branch state agencies. The ADA is a federal civil rights law that prohibits discrimination based on disability in all areas of public life, including employment, governmental services, education, transportation and all places of public accommodation.

VI. Core Functions and Programs

- See V. and XI.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- N/A

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- N/A

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- In the past two years, the strength of OSADAC has been its establishment as the leading subject matter expert and trusted resource for guidance on disability accommodation issues. Such guidance has been provided in the form of sample ADA policies and forms, one-on-one consultations, customized training presentations, etc. This also includes increasing the scope of support provided to address other related laws, such as the

Federal Rehabilitation Act, Pregnant Workers Fairness Act, and state law. OSADAC has further expanded its visibility – and in turn, the visibility of the ADA – through appointment to various public bodies, such as the Louisiana Commission on Human Rights, Louisiana Rehabilitation Council and the Public Sector Human Resources Association Louisiana Chapter.

XII. Unresolved Issues

- The most notable unresolved issue is related to proposed rules by the U.S. Department of Justice that, if enacted, will establish technical standards for state and local government websites and mobile applications to ensure accessibility by people with disabilities under Title II of the ADA. While neither OSADAC, nor the Office of Technology Services, has regulatory authority to enforce these technical standards with state agencies, both offices undoubtedly will be contacted for guidance on implementation issues. If enacted, state agencies will only have two years to bring its websites and mobile applications into compliance with the DOJ's technical standards. Given that most state agencies use contract vendors for their web development services, it is likely that there will be contractual and budgetary implications that impact the Office of State Procurement and/or the Office of Planning and Budget as well, depending on the extent of remediation needed for each state agency's websites and applications.

XIII. Day 1 Recommended Priorities

- N/A

XIV. Primary Internal and External Stakeholders

- OSADAC has a variety of stakeholders. The primary stakeholders are the designated ADA Coordinators and Human Resources Directors for each executive branch state agency. External stakeholders that also seek OSADAC assistance include private businesses and individual members of the public with disabilities.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- 1. Addition of two part-time WAE employees Currently, OSADAC is a one-person office, which limits both the time and resources that can be dedicated to further expanding the office. OSADAC's Executive Director, Rikki Nicole David, has 22 years of state experience in Human Resources, which is beneficial for ADA matters related to

employment and government services. Nonetheless, there is a business need for additional staff with expertise relative to ADA physical accessibility issues (architect) and ADA web accessibility issues (information technology). The architect staff member would develop and conduct accessibility reviews as to compliance with the physical accessibility standards required by the ADA. Similarly, the information technology staff member would develop and conduct accessibility reviews as to compliance with the proposed web accessibility standards by the DOJ. Initially, each of these new staff members would be hired as part-time while the review processes are being developed, but may later evolve into full-time positions.

- 2. Proposed legislation: To revise La. R.S. 21:51-21:52, which addresses animals and pets in hotels and lodging houses. The statutes expressly permit the use of a service dog by a person with a disability. However, the statutes require the individual to furnish evidence from the training agency or school by which the dog has been trained, which is unlawful according to ADA regulations [28 CFR § 35.136(f)] and Louisiana's Rights of Persons with Disabilities law [R.S. 46:1953E(2)]. Thus, OSADAC would like to propose a bill for the 2024 Regular Session to amend La. R.S. 21:51-21:52 to remove the documentation requirement for service dogs.

DOA Transition Document

Office of State Register

I. Name of Agency and Current Leadership

- Office of State Register
- Public Information Director 3 Jeff Truax

II. Statutory Authority for Agency

- La. R.S. 49:950 et seq., the Administrative Procedure Act

III. Number of appointees within the department

- See VIII.

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- OSR publishes the state's administrative rules adopted in accordance with the Administrative Procedure Act in the monthly Louisiana Register and the compiled set of the Louisiana Administrative Code.

VI. Core Functions and Programs

- See V.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Small office (TO of 5), all staff working toward the same mission.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- Continue as normal, publishing the Louisiana Register and Louisiana Administrative Code as far as possible. A major shift during disasters is an increase in Declarations of Emergency promulgated in accordance with the Administrative Procedure Act. In past disasters we have worked closely with agencies to accomplish emergency rulemaking quickly and in accordance with statute to help move the state forward in the emergency.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- We are required and able to respond quickly to agency needs in navigating the process of administrative rulemaking under tight deadlines. Agency rulemaking personnel come to us with various levels of experience; we are able to tailor our assistance to specific demands. We offer ongoing training and consultation as needed with content adjusted for

agency needs. Turnaround for requests for assistance is extremely quick. Low turnover and a high level of stability in staffing helps create an office culture with a depth of institutional knowledge and a dedication to customer service.

XII. Unresolved Issues

- The "Opportunities for next administration" answer applies here as well. We've consulted with rulemaking agencies and legislative personnel along with OTS. The project is closer to the beginning than the end at this point, but is certainly worth pursuing.

XIII. Day 1 Recommended Priorities

- No special delegations are required to my knowledge. The Administrative Procedure Act states that "The governor shall be the publisher of the Louisiana Administrative Code and Louisiana Register provided for through the Office of the State Register." I'm not aware of any special delegations of authority issued in the past or required now. No appointments will be requested. All staff including the director are full-time classified.

XIV. Primary Internal and External Stakeholders

- 1) Executive branch rulemaking agencies, boards, and commissions
- 2) Private industry and the general public, which are regulated through rules promulgated in accordance with the Administrative Procedure Act.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- We have explored the idea of a public facing database where rulemaking agency personnel, industry stakeholders, legislators and staffers, and the general public may follow a rulemaking effort start to finish, with attached/uploaded documentation, information relative to deadlines, etc., all available and searchable. We haven't yet got the traction we want for this project, but we see the benefit of seeing it through.

DOA Transition Document

Office of State Buildings

I. Name of Agency and Current Leadership

- Office of State Buildings
- Director Glenn Frazier

II. Statutory Authority for Agency

- N/A

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The central mission of OSB is to ensure the efficient operation, maintenance, and preservation of state-owned facilities under Division of Administration jurisdiction. Our operational reach extends across the state, with Baton Rouge serving as the primary hub for state government facilities, concentrated within Capitol Park. In addition to the facilities located in Baton Rouge, OSB also oversees properties in New Orleans, Harvey, Lafayette, Alexandria, Monroe, and Shreveport.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Divisions include the Architectural, Mechanical, Electrical, Horticultural, Administrative, and Operations Divisions, each with statewide responsibilities for maintenance functions.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- The Office of State Buildings (OSB) plays a critical role in emergency support functions before, during, and after disasters. Our responsibilities encompass: Before a Disaster: OSB ensures that state-owned facilities are prepared and resilient for potential disasters. This involves conducting risk assessments, implementing preventive maintenance, and developing emergency response plans for our buildings. During a Disaster: OSB's essential personnel work tirelessly to maintain key operations and services during emergencies. We provide support for critical infrastructure and government continuity. Our team is on hand to address building-related issues promptly, ensuring the safety and

functionality of state-owned facilities. After a Disaster: OSB focuses on the rapid restoration of facilities to support recovery efforts. We coordinate repairs, manage damage assessments, and collaborate with other agencies to expedite the return to normalcy for the affected areas. In all phases of disaster management, OSB is dedicated to safeguarding state property and maintaining critical infrastructure, ensuring that the public can rely on the continued operation of state-owned facilities.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- The Office of State Buildings is dedicated to safeguarding state property and maintaining critical infrastructure, ensuring that the public can rely on the continued operation of state-owned facilities. OSB boasts several key strengths that set us apart:
 - Efficient Budget Management: OSB excels in managing resources responsibly, ensuring that taxpayer funds are allocated effectively for maintenance and improvements.
 - Historical Preservation: We are committed to preserving the historical and cultural significance of state buildings during maintenance and renovations.
 - Regulatory Compliance: OSB consistently ensures that state buildings meet safety and environmental regulations, reflecting our unwavering commitment to legal adherence.
 - Highly Skilled Workforce: OSB maintains a skilled and trained maintenance and operations team dedicated to delivering quality services.
 - Rapid Response Capability: OSB demonstrates an impressive ability to handle emergency repairs and unforeseen breakdowns promptly, ensuring minimal disruptions.
 - Sustainability Focus: We actively promote energy-efficient systems, contributing to long-term environmental sustainability and cost savings.
 - Technological Proficiency: OSB effectively integrates modern technologies for maintenance tracking and operational efficiency.
- These strengths collectively enable OSB to fulfill our mission of efficiently managing and maintaining state-owned facilities.

XII. Unresolved Issues

- The Office of State Buildings (OSB) faces several unresolved issues, including:
 - Unfilled Vacant Positions: OSB currently has vacant positions that are critical for our operations. These positions include maintenance staff, project managers, and administrative roles. The inability to fill these vacancies affects our operational efficiency.
 - Inability to Purchase Vehicles: Our capacity to respond to emergencies and conduct routine maintenance is hampered by the inability to purchase and maintain essential vehicles. This restricts our mobility and timely response to facility-related issues.
 - Need to Update/Replace State Buildings: Several state-owned buildings are in need of substantial updates or replacement. These aging structures require significant investment to meet modern standards for safety, energy efficiency, and functionality.
 - Ongoing Projects: We have several ongoing projects that require dedicated attention to ensure their successful completion. Managing these projects efficiently while maintaining regular operations is a priority, and any delays have implications for our mission.
 - Needed Projects: There is a backlog of essential maintenance and renovation projects required to ensure the safety, functionality, and longevity of state-owned facilities. Prioritizing and securing the necessary resources for these projects is an ongoing concern.
- Addressing these unresolved issues is essential to ensure OSB continues to safeguard state property, maintain critical infrastructure, and provide reliable services to the public. We are actively working on strategies to overcome these challenges and fulfill our mission effectively.

XIII. Day 1 Recommended Priorities

- Recommend the swift selection of Office Facilities Corporations board members. This board plays a pivotal role in approving essential OFC purchases, ensuring the efficient operation and maintenance of OFC buildings.

XIV. Primary Internal and External Stakeholders

- N/A

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Recommend the swift selection of OFC board members, who play a pivotal role in approving essential OFC purchases and ensuring the efficient operation and maintenance of OFC buildings.

DOA Transition Document

Office of Broadband Development and Connectivity

I. Name of Agency and Current Leadership

- Office of Broadband Development and Connectivity
- Executive Director Veneeth Iyengar

II. Statutory Authority for Agency

- La. R.S. 51:1361-1365; R.S. 51:2370.1-.16; R.S. 51:2370.21-.33

III. Number of appointees within the department

- 4 FTEs (1 unfilled)

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- To ensure that every Louisianian has access to high-speed, affordable, reliable internet by 2029.

VI. Core Functions and Programs

- See V. and XVI.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- N/A

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- N/A

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- We are a small team, hyper-focused on efficient problem-solving. We conduct robust stakeholder engagement with the telecom industry and constituents. We have an excellent relationship with the Legislature and are recognized nationally as the best broadband team and effort in the country.

XII. Unresolved Issues

- Once IJA grants are provisionally awarded, grants monitoring and administration will become critical to ensure accountability and timely completion of projects.

XIII. Day 1 Recommended Priorities

- See XVI.

XIV. Primary Internal and External Stakeholders

- Governor, executive agencies, legislative agencies, legislators, police juries, local municipalities, citizens, economic development organizations, workforce development organizations, small businesses, first responders, U.S. Department of Commerce and industry representatives.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Execute \$1.35 billion grant program from Infrastructure Investments and Jobs Act in the first 100 days. Host ribbon-cuttings by July 2028. Spend potentially \$40 million in funds remaining from the American Rescue Plan by December 2026.

DOA Transition Document

Office of State Travel

I. Name of Agency and Current Leadership

- Office of State Travel
- Director Garret DeBate

II. Statutory Authority for Agency

- La. R.S. 39:231 and La. R.S. 49:950-968

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- To develop, implement, monitor compliance, and provide training on sound travel guidelines statewide and ensure all travelers have a clear and consistent understanding of policies and procedures for business travel. To develop, implement, monitor compliance, and provide training on statewide purchasing card and travel card policies.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- The Office of State Travel is responsible for setting Louisiana's general travel regulations, known as Policy and Procedure Memorandum 49 (PPM49). These regulations provide for more efficient administration of travel policies. The office sets maximum standards along with clarifying, guiding, reviewing, and approving all waivers to PPM49.
- State Travel is also the state program administrator for both the State of Louisiana's LaCarte Purchasing Card Program and the State's Corporate Travel Card Program currently contracted with Bank of America. Our responsibility is to educate agency program administrators and manage both programs to ensure success. These Card Programs are designed to:
 - 1. Establish the single purchase limit depending on employee/agency needs
 - 2. Establish the monthly credit limits

- 3. Restrict purchases with vendors not typically used in the State's operations – This is done by MCC codes (Merchant Category Codes). Each vendor is assigned an MCC code by their banking institution depending on the type of business conducted. Vendors/MCC Codes not necessary for State business are blocked and require approval if a need arises.
- State Travel's compliance team completes compliance reviews for each agency approximately every two years along with monthly reports being run and investigated by our analytics specialist. The goal of our compliance reviews are to help strengthen agency programs and to increase favorable outcomes in legislative audits.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- The State Travel Director and State Travel Managers work through declared emergencies to provide assistance to all responding state agencies. State Travel is responsible for increasing agency credit limits and helping to establish emergency spend control profiles. We help ensure agencies are able to use their card programs to expedite transactions directly related to the emergency while following procurement regulations. State Travel also assists with securing hotel rooms, vehicle rentals, and other travel-related matters during a declared emergency.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- State Travel successfully manages the State's purchasing and travel card programs which are contracted with Bank of America. These programs strengthen the purchasing power of the state and provide cost savings by significantly reducing the amount of time and effort issuing payments through other means. State Travel along with agency program administrators monitor compliance and review transactions to reduce the risk of fraudulent activity.
- State Travel successfully manages the State's contracted travel agency along with discounted agreements with four major airlines. Using a contracted travel agency allows the state to report and monitor all ticket purchases including unused tickets. With visibility into unused tickets, agencies are able to recoup the funds by using the credit towards another ticket purchase within their agency.

- State Travel manages vehicle rental contracts with Enterprise/National and Hertz. These contracts provide \$1,000,000, liability coverage along with a significant savings when compared to paying personal vehicle mileage. State Travel is 100% self-generated. Contracts with Bank of America and HotelPlanner provide rebates based on spending that completely fund the operations of our office.

XII. Unresolved Issues

- State Travel is currently in the contract negotiation phase from the RFP for card services. This contract will become effective 6/1/2024. State Travel is transitioning to a new contracted travel agency. Plans to cancel the state's current contract have not been communicated to the contract holder.

XIII. Day 1 Recommended Priorities

- N/A

XIV. Primary Internal and External Stakeholders

- Internal - all state agencies, universities, boards and commissions.
- External (Contracted Vendors) - Bank of America, Christopherson Business Travel, CTM, Enterprise/National, Hertz, HotelPlanner, American Airlines, Delta Airlines, Southwest, United Airlines, and Baton Rouge Airport.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- To procure a LaGov integrated expense and travel authorization software platform that will manage travel expenses being reimbursed, travel card expenditures, and purchasing card expenditures.
- Currently, the state's travel authorization process is handled via emailing a document or routing paper for approval. A new platform can also eliminate the need of state agencies to rely on the state contracted bank to provide a workflow software for credit card transactions which would provide increased transparency.

DOA Transition Document

Office of Community Development – Local Government Assistance

- I. Name of Agency and Current Leadership
 - Office of Community Development – Local Government Assistance
 - Director Traci Watts
- II. Statutory Authority for Agency
- III. Number of appointees within the department
- IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)
- V. Mission Statement
 - OCD-LGA administers federal and state grant programs providing funds to non-entitlement local governments throughout Louisiana.
- VI. Core Functions and Programs
 - See V. and VIII.
- VII. Organizational Chart
- VIII. Divisions and mission (if applicable)
 - CDBG - Staff administers the following federal programs: State Community Development Block Grant, CDBG-Cares Act, Small and Disadvantaged Water Systems, Small and Disadvantaged Water Systems Addressing Emergent Contaminants, Recovery Housing
 - LGAP - Staff administers the following state programs: Local Government Assistance Program and Community Water Enrichment Fund
 - Water Sector - Staff administers the Water Sector Program
- IX. Emergency Support Functions and Emergency Responsibilities (if any)
 - N/A
- X. Significant Legislation/Acts since 2016
- XI. Strengths of Agency
 - A primary strength of our office is the close ties to local governments throughout Louisiana. Also, the experience of staff standing up and administering grant programs, whether it be federal or state funded.
- XII. Unresolved Issues

- N/A

XIII. Day 1 Recommended Priorities

- Delegations of authority to Traci Watts to execute agreements, federal and state documents, and other non-monetary documents.

XIV. Primary Internal and External Stakeholders

- Internal: Traci Watts - Director, Heather Paul - Assistant Director
- External: Water Sector Commission made up of Louisiana Legislators, US Department of Housing and Urban Development, US Environmental Protection Agency

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Continue to work with local governments to provide funds for community and economic development.

DOA Transition Document

Office of General Services

I. Name of Agency and Current Leadership

- Office of General Services
 - Louisiana Property Assistance Agency
 - Louisiana Federal Property Assistance Agency
- Director of General Services Richard Janis

II. Statutory Authority for Agency

- LPAA: Designated by the Commissioner of Administration as property and fleet management for the control and disposition of all state moveable property and fleet management for the State of Louisiana. Property Management: The Property Management Program for the State of Louisiana is established and operated under the authority given to the Commissioner of Administration by RS 39:321, RS 39:326 and RS 39:330-332. Fleet Management: The Fleet Management Program for the State of Louisiana is established and operated under the authority given to the Commissioner of Administration by RS 39:361-363.
- LFPAA: Executive Order EWE-77-11, dated August 1, 1977 The Attorney General's Opinion No. 77-1003 dated August 5, 1977

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- LPAA: The Louisiana Property Assistance Agency provides for the accountability of the State's movable property using sound management practices; ensures that all State agencies comply with the State property control and fleet management regulations; provides a savings and return on State and federal monies through redistribution and sale of surplus property; and tracks the use of the State's fleet of passenger vehicles.
- LFPAA: The primary function of the Louisiana Federal Property Assistance Program is to reutilize property no longer needed by the federal government by making it available to Louisiana entities. This surplus property may be used by all eligible donees in public and private education, public and private health facilities, cities,

parish and state governments, qualified 501 non-profit organizations, and qualified SBA 8(a) contractors and Veteran Owned Small Businesses.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- LPAA: Surplus property program: The state surplus property program sells surplus property from state agencies to other state agencies, municipalities, non-profits, and the public. LPAA sells the property items to preferred buyers (i.e. state agencies, political subdivisions, & charitable, educational, or religious organizations) during regular business hours and to the general public through internet auctions.
- Asset management moveable property program: The asset management moveable property program maintains inventory control over the state property at the state agencies. The asset management moveable property program ensures that the state's property is in compliance by requiring annual certifications of property from the agencies and through regular audits performed by LPAA staff. LPAA utilizes the asset management platform known as Recoup, which is provided by a third party vendor (AssetWorks).
- Fleet management program: The fleet management program provides motor vehicle and related services to the state. The state entities included in the scope of the Fleet Management Program are all agencies, boards, commissions, councils, departments, or other entities of the executive branch of government; all state colleges and universities; and all offices and entities of the judicial and legislative branches of government. The fleet management program also gathers information regarding the state agencies' transportation uses (state-owned vehicles and mileage reimbursements) in order to report to the State Legislature. In addition, the fleet management program audits agencies for compliance with rules and regulations and follows up on any complaints filed regarding state-owned vehicles. The fleet management program also provides GPS service to state agencies. The GPS program allows the fleet manager of the agency to track the vehicle's usage and movement. The purpose of the GPS program is to allow agencies to manage their fleets more efficiently.

- LFPAA: Fixed Price Program - LFPAA purchases vehicles and equipment from federal agencies at negotiated sale and makes this property available to state agencies, municipalities, elected officials, law enforcement, and fire departments. Vehicles purchased at auction are available to all Donees. Surplus Property Program - The primary function of the Federal Property Assistance Program is to reutilize property no longer needed by the federal government by making it available to Louisiana entities. LESO Program - Under section 1033 of the National Defense Authorization Act for fiscal year 1997, the Secretary of Defense may transfer to federal and state agencies personal property of the Department of Defense, including weapons, that the Secretary determines as suitable for use by agencies with law enforcement activities.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- LPAA: LPAA makes our drivers, trucks, and trailers available to transport supplies statewide in the event of an emergency. We are also a potential source of equipment and supplies in an emergency event. LPAA's oversight of the State's moveable property systems of record assists agencies with insurance claims following a disaster.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- LPAA: LPAA is a 100% self-funded ancillary agency with no dependence on the State General Fund. LPAA facilitates the reutilization of state assets through the preference buyer program. This program allows state and local governmental agencies to save money and time by buying items that other agencies no longer need. LPAA is conveniently located to provide services to the State, political subdivisions, as well as the public. LPAA's compliance and fleet management programs serve as an additional control for agencies' stewardship of moveable property. LPAA's centralized warehouse model allows law enforcement, political subdivisions, schools and charitable organizations the ability to purchase state surplus necessary to advance their individual missions. It also eliminates the need for agencies to store assets until an auction can be held, a function that is impossible for some agencies.
- LFPAA: LFPAA is a 100% self-funded ancillary agency with no dependence on the State General Fund. LFPAA facilitates the reutilization of federal personal property through the Federal Donation Program, the property is donated to the State of

Louisiana and LFPAA applies a service charge to the equipment to fund the needs of the agency. LFPAA is centrally located in Baton Rouge with convenient access via Interstate 110 by Memorial Stadium.

XII. Unresolved Issues

- LPAA: Lack of qualified candidates willing to fill vacant positions.
- LFPAA: Lack of qualified candidates to fill vacant positions.

XIII. Day 1 Recommended Priorities

- LPAA: LPAA has no Day One priorities, appointments or delegations.
- LFPAA: There are no Day One priorities for LFPAA. However, in accordance with the MOU with the Dept. of Defense, DLA Disposition Services, LESO Program - The State Coordinator Appointment Letter will be updated within ninety (90) days of changes in office of either the Governor or the State Coordinator.

XIV. Primary Internal and External Stakeholders

- LPAA: Internal stakeholders include all State government agencies. External stakeholders include all non-state governmental agencies and qualified third preference buyers.
- LFPAA: Primary - State agencies, state law enforcement entities, municipalities, fire departments. External - Non- Profits, Veteran Owned Small Businesses, and SBA 8A contractors.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Explore the possibility of allowing LPAA to purchase directly from vehicle manufacturers, eliminating the current dealer markup charged by contract dealerships. Continued upward adjustment of the pay schedules to make it easier to attract and retain qualified employees in an increasingly competitive job market.

DOA Transition Document

Office of Finance and Support Services

I. Name of Agency and Current Leadership

- Office of Finance and Support Services
- Deputy Undersecretary 2 Kerri Traxler, MBA

II. Statutory Authority for Agency

- Various statutory authorities include, but not limited to, 36:4(B)(1); 39:78 et seq; 39:1761 et seq.

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Office of Finance and Support Services provides accurate and timely comprehensive accounting services to include financial reporting and analysis as well as budget development and preparation for its client entities while adhering to fiscal policies, procedures, and mandates. Additionally, the office administers and controls the financial aspects of the Louisiana Equipment and Acquisition Fund (LEAF) and the Installment Purchase Market Program (IPM).

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Budget Unit – The Budget Unit is responsible for budget-related services including budget development and preparation, financial analysis, preparing budget adjustments (BA-7's) and making necessary budget adjustments in the state accounting system.
- Cash Disbursements Unit – The Cash Disbursement Unit is responsible for processing payments for the Division of Administration and various agencies/appropriations that include vendor, contract and travel payments.
- Cash Management Unit – The Cash Management Unit is responsible for the receipt, tracking, collection and classification of revenues, deposit management and billings for goods and services provided.

- Financial Reporting Unit – The Financial Reporting Unit is responsible for performing expenditure analysis, federal and state monthly/quarterly financial reporting and preparation of the annual financial reports.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- The responsibilities of OFSS during disasters includes the continuity of services including, but not limited to, financial management of various agencies, support of communication and equipment purchases, WebEOC disaster-related expenditure reporting, emergency P-Card administration, Travel and Payment processing, federal draws and grant reporting, and emergency budget realignments.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- OFSS is stacked with a combination of staff having extensive financial and business backgrounds. Staff have backgrounds in accounting, finance, business, and law. This allows staff to perform work across the section and provide support in areas with staffing challenges, while making for creative problem solving.

XII. Unresolved Issues

- Because of limitations with compensation, due to Civil Service Rules, it remains a challenge to competitively recruit and retain staff. This is compounded by limited professional development opportunities and few opportunities for career mobility within the section. However, management has worked to use every tool available to combat these limitations.

XIII. Day 1 Recommended Priorities

- To ensure continuity of operations throughout the transition, it is recommended that section heads be granted delegated Appointing Authority to ensure agency operations continue uninterrupted and facilitates a smooth transition into the new administration.

XIV. Primary Internal and External Stakeholders

- We provide innovative and effective management, financial, and policy direction and services to various agencies and departments of state government, resulting in high quality, performance driven services to Louisiana's residents. Client agencies include:
 - (01-100) Executive Office
 - (01-101) Office of Indian Affairs

- (01-102) Office of the Inspector General
- (01-103) Mental Health Advocacy Service
- (01-107) Division of Administration
- (01-116) Louisiana Public Defender Board
- (19-666) Board of Elementary and Secondary Education
- (20-905) Interim Emergency Board
- (20-906) District Attorneys and Assistant District Attorneys
- (20-933) Governor's Conferences and Interstate Compacts
- (20-977) DOA – Debt Service and Maintenance
- (21-800) Office of Group Benefits
- (21-806) Louisiana Property Assistance
- (21-807) Louisiana Federal Property Assistance Agency
- (21-815) Office of Technology Services
- (21-820) Office of State Procurement
- (21-829) Office of Aircraft Services
- (21-862) Louisiana Gulf Opportunity Zone Loan Fund
- Office of Facilities Corporation
- Louisiana Correctional Facilities Corporation

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- OFSS seeks to leverage partnerships with local accredited colleges to directly recruit accountants to shore up the staffing shortages and create a sustainable pipeline that encourages Louisiana's students to stay local. The loss of key staff to retirement and poaching poses a significant threat, along with the statewide lack of accountants that causes burnout to existing staff. Like other state agencies, we are increasingly vulnerable to technological threats. Regardless, this pushes OFSS to ensure alternative methods for continuity of services are available.

DOA Transition Document

Internal Audit

I. Name of Agency and Current Leadership

- Internal Audit
- Chief Audit Executive Erin Sindelar, CPA

II. Statutory Authority for Agency

- La. R.S. 36:8.2, Internal auditing function

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- To conduct independent, risk-based assurance engagements to evaluate the effectiveness of DOA's risk, governance, and control processes and to provide consulting services that are designed to add value to the overall operations and to assist DOA management in reducing the risk of non-compliance with state and Federal laws.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Internal Audit is organized into two teams of internal auditors and IT internal auditors that conduct audits and complete projects based on the annual risk assessment as well as projects designed to improve and support the effectiveness of programs and operations. Our risk assessments and planning procedures include consulting with Executive management on a regular basis to ensure that the internal audit activity best serves the needs of DOA while conforming with IIA standards.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- Since March 2020, DOA Internal Audit has played a vital part in the response to the COVID-19 Pandemic. The Pandemic was the catalyst of a surge of Federal funding that has been and is currently being administered by DOA with no additional FTEs. The ability of DOA Internal Audit to consult with management throughout the

Pandemic as new programs were developed and to perform reviews of payments prior to releasing Federal funds was critical to the prompt response to the immediate needs of the state and to the ultimate success of the programs. As of October 2024, we are involved in the American Rescue Plan Act - State and Local Recovery Funds (ARPA-SLFRF) which involves coordinating all involved state agencies and related program activity in order to monitor the progress and to report to the U.S. Treasury on a quarterly basis. We also have an advisory role in the Broadband/GUMBO program which is funded by the Federal ARPA-Capital Projects fund as well as the newest broadband program. BEAD, which is funded by the Federal IIJA, Infrastructure Investments and Jobs Act.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Our internal audit group consists of professional auditors, including two Certified Public Accountants, with expansive audit backgrounds as well as experience in accounting, information systems and other business operational areas. Our collective experience and vast knowledge of state governmental operations allows us the ability to quickly pivot as the needs of the organization demand. We maintain a working knowledge of the operations within DOA and maintain open lines of communication with agency/section heads. Our relationship with DOA allows us to act quickly when advice is needed or when new risks are identified and require a response.

XII. Unresolved Issues

- Issues with recruiting, hiring, and retention have been compounding in recent years. The salaries that are available for our auditors are not competitive with other available positions in our area. In fact, the margin between our salaries and the salaries available for other comparable jobs has grown exponentially in recent years. While I understand it may be difficult to increase the salaries to match other state audit groups, the issue is exacerbated by the fact that we are not allowed to make other changes necessary to increase the non-monetary value of the positions. Hybrid environments, for instance, have been the norm for years in the auditing world and we miss out on great potential hires when we cannot compete. DOA Internal Audit is not allowed the ability to create a hybrid work schedule for our teams yet we see other groups throughout the state that

have implemented such an environment and have been successful. Agency and section heads should be able to decide the best fit for their employees in order to increase morale and productivity. Additionally, we do not cover the costs of certification exams which would encourage professional development and is a standard in most firms and audit groups. In a profession that is ever changing and evolving, we need the option to encourage education and growth. Yes, increased salaries are ideal but these two small examples would offer a tremendous boost to morale and employee retention.

XIII. Day 1 Recommended Priorities

- Meet with your Chief Audit Executive to discuss the goals and initiatives that will be the top priorities of the new administration and allow us to share valuable insights. Let us help you implement new and innovative policies and ideas that will lead to increased success in all of our agencies and make a positive impact on Louisiana. We are proud of the successful relationships that we have established with DOA management throughout the years and we look forward to being a trusted advisor for the new executive team.

XIV. Primary Internal and External Stakeholders

- Our internal stakeholders include DOA management, the Office of the Governor, and other state agencies involved in programs administered by DOA. Other stakeholders include the legislature, the Legislative Auditor, other external auditors and contractors as well as the residents of the State of Louisiana.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Internal audit is available to management as a trusted advisor to provide objective advice and insight to enhance the programs and operations within DOA. We are always evolving and welcome new ideas. DOA Internal Audit currently includes elderly affairs and broadband in the annual risk assessment and we are available to discuss new procedures related to other programs within the Office of the Governor. DOA's Chief Audit Executive/Internal Audit Administrator currently manages and chairs the Committee of State Audit Groups (CoSAG). The membership consists of chief audit executives and internal auditors from state agencies and institutions of higher education throughout the state. Expansion of this group and a renewed

emphasis on idea sharing and the establishment of best practices within the group will foster efficiency and effectiveness of internal audit shops throughout the state.

DOA Transition Document

Office of State Lands

I. Name of Agency and Current Leadership

- Office of State Lands
- Public Lands Administrator Cheston Hill

II. Statutory Authority for Agency

- Title 41, Title 47 and Title 39

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Office of State Lands, also known as the State Land Office, is responsible for the identification, administration and management of State public lands and water bottoms, servicing a broad range of clientele with varying degrees of interest in public lands, navigable water bottoms and the minerals thereunder. The primary goal of the office is to ensure the highest economic return and the maximum public use and access possible to our State public lands and water bottoms, with emphasis placed on revenue generation through land and timber sales, surface and sub-surface leasing agreements and the issuance of rights-of-way for energy and communications infrastructure, as well as protecting the State's proprietary interests in its lands and water bottoms through the permitting process.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Subject to favorable conclusion of a job study currently being conducted by DSCS:
- Title & Ownership Program, responsible for performing water bottom ownership determinations and record title research.
- Location & Survey Program, responsible for performing field patrols and inspections of State lands, water bottoms, and permitted activities thereon, and performing professional land surveys thereof.

- Land & Water Bottom Management Program, responsible for issuance of rights of way, administering the water bottom permitting program, negotiating and issuing commercial and non-commercial leases, completing boundary agreements, managing timber assets, and managing the transfer, appraisal and sale of surplus real property.
- Historical Records Program, responsible for custody and stewardship of the State's historical land records, management of the State's historical tax adjudication program (1880 - 1973), and maintenance of the State's centralized public lands inventory.
- GIS Support Program, responsible for providing interactive mapping and geographic information systems support to the other operational divisions of the Office of State Lands, and maintaining a set of specialized geographic information system databases related to State lands, minerals and water bottoms.
- Administrative Support Program, responsible for managing specialized administrative duties related to office functions (payroll, safety, human resources, property control, procurement, etc.).

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- Our OTS-GIS attachment is sometimes requested to aid emergency support functions by providing GIS support.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Land and water bottom ownership analysis, real estate valuation, property boundary analysis and surveying, real estate sales, land leases, land ownership inventory, and property records management.

XII. Unresolved Issues

- Ownership disputes (water bottoms) and partial interest ownership issues (lands where the State owns an undivided partial interest, typically through donation); Ambiguity in Title 41 relative to leasing and permitting requirements.

XIII. Day 1 Recommended Priorities

- Continue our work together to improve the office, the division and the State.

XIV. Primary Internal and External Stakeholders

- Internal: Office of Mineral Resources, DNR; Office of Coastal Management, DNR; Department of Wildlife and Fisheries; Coastal Protection and Restoration Authority;

Lands & Natural Resources Section, Civil Division, Attorney General's Office, LDOJ; All State agencies participating in the centralized public land inventory program (La. R.S. 39:13); All State agencies participating in the surplus property program (La. R.S. 41:140); All State agencies subject to the provisions of La. R.S. 39:11 and 39:12.

- External: A broad range of clientele having varying degrees of interest in public lands, navigable waters and the minerals thereunder, from energy production entities and energy transportation entities to riparian property owners, recreators, hunters and fishermen. Also, local governments often have a keen interest in using public lands and water bottoms.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Pursue resolution of ownership issues relative to State owned or claimed lands and water bottoms; Pursue options to clarify areas of Title 41, and associated administrative code provisions, pertaining to leasing and permitting requirements relative to commercial and non-commercial activities/encroachments on public lands and water bottoms; Pursue options to streamline the statutory process for sales of historical tax adjudicated property (1880 - 1973).

DOA Transition Document

Office of Community Development

I. Name of Agency and Current Leadership

- Office of Community Development
- Executive Director Pat Forbes

II. Statutory Authority for Agency

- RS 49:663.1

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Louisiana Office of Community Development creates a safer and stronger Louisiana by leading the state's disaster recovery and long-term community resilience planning efforts through innovation, partnerships and best practices.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Housing, Economic Development and Infrastructure, Compliance and Finance and Reporting

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- ESF 14, State Disaster Recovery Officer, All RSFs

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Process experience, urgency, seasoned staff, recognized as national leader in CDBG-DR, Excellent working relationships with both local and federal officials.

XII. Unresolved Issues

- Small Rental Property Program (K/R), New Isle agreements with locals.

XIII. Day 1 Recommended Priorities

- Signature authority for loans, leases, grants, contracts

XIV. Primary Internal and External Stakeholders

- Internal - GOHSEP, LWI Council member agencies, Chief Resilience Officer
- External - Disaster victims, local governments and non-profits, U.S. Dept. of Housing and Urban Development, FEMA

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Codify Louisiana Watershed Initiative, improve employee attraction and retention with pay adjustments, continued improvement of LHC staffing and function

DOA Transition Document

Office of State Uniform Payroll

I. Name of Agency and Current Leadership

- Office of State Uniform Payroll
- Director Andrea Hubbard

II. Statutory Authority for Agency

- LRS 39:247, LRS 39:3, LRS 39:86, LRS 42:455-458, LRS 42:460-461, LAC 4:III

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The mission of the OSUP is to administer and facilitate payroll services in a timely, accurate and professional manner; and to give quality service to agencies and vendors on the LaGov HCM system in accordance with executive policy and federal and state mandates.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Benefits and Financial Administration is responsible for processing payroll payments to 37,000 employees (including travel payments made to employees) and approximately 40 vendors (e.g. Group Benefits, agency meals, uniforms and housing, statewide vendors, START, State Combined Charitable Campaign (SCCC), Union Dues); processing agency requests for employee EFT bank reversals, system reversals and replacements, and stop pay requests; annual review of current and new statewide vendor applications to ensure vendor compliance with the Payroll Deduction Rule and to report vendor application information to the Employee Payroll Benefits Committee (EPBC) for review; reconciling the payroll and travel clearing funds; reviewing payroll and travel ACH return/correction report daily and notifying agencies of corrected bank information for employee direct deposits; processing the aged outstanding and abandoned property processes in LaGov

HCM; administering the SCCC along with the SCCC administrator; directing and monitoring activities to assure compliance with the Affordable Care Act;.

- Garnishment Administration is responsible for establishing, maintaining and monitoring all statewide actions associated with garnished wage notices and judgments as related to child support, federal and state tax levies, administrative wage assignments, medical support orders, alimony, student loans and bankruptcy orders for 37,000 employees and 150 vendors; making payments and releasing (stopping) garnishments through OSUP controlled fields in LaGov HCM; investigating all laws pertaining to these garnishments and including basis for payments and prioritizing. The GA Unit is also responsible for establishing, maintaining and monitoring records related to the repayment of employee wages (regular, special, overtime, and term pay) paid in error, in accordance with state and federal laws.
- Wage and Tax Administration is responsible for the proper, accurate, and timely reporting and payment of federal and Louisiana state taxes, multiple state taxes, retirement, and tax shelters; special LaGov HCM processing of adjustments to W-2 and W-2c items; reconciliation, preparation and reporting of Forms 941, W-2, and 1099 (for interest payments and payments for deceased employees) and all other tax related reports and/or forms; reporting payroll claims to the Office of Debt Recovery.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- NO ESF designations for OSUP. We follow the DOA Emergency Management Plan, which includes OSUP's business continuity plan.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Leadership has long employment history with the section, bringing vast institutional knowledge.
- Dedicated staff with proven record of accurate, timely payroll payments and wage, benefit, tax, and garnishment reporting for nearly 37,000 employees and 200 vendors. We also provide excellent customer service to more than 100 state agencies on the LaGov HCM system, assisting them with all stages of the payroll process.

XII. Unresolved Issues

- None, unless the LaGov accounts payable tasks currently handled by OSUP have not yet been transferred to the Treasurer's office.

XIII. Day 1 Recommended Priorities

- Governor - signature for check processing (early December 2023)
- Governor - issue Executive Order on leave for unclassified employees
- Governor - select holidays to be declared in 2024
- Commissioner – approve Employee Payroll Benefits Committee recommendations for new supplemental insurance payroll deductions (April – June, annually) and appointments to the EPBC.
- Commissioner – retirement board designations (Andrea Hubbard currently represents the COA on the Louisiana State Police Retirement System Board and the Deferred Compensation Commission. Lawanna Green was recently assigned as designee on the Municipal Employees Retirement System Board.)
- Commissioner – Choose representatives from the Cabinet to serve on the Louisiana State Combined Charitable Campaign (SCCC) Cabinet.
- Commissioner – approve Louisiana Association of United Ways (LAUW) recommendations for charitable organizations to be included in the SCCC (Feb/March, annually).
- Commissioner – review/approve SCCC COA communications (throughout the year)

XIV. Primary Internal and External Stakeholders

- OTS-HCM team, state agency HR offices, IRS, LA DOR and other state taxing authorities, Louisiana retirement systems, Louisiana Deferred Compensation Plan, LA DOR – Office of Debt Recovery, JP Morgan Chase, Office of Group Benefits, multiple miscellaneous insurance vendors, Department of Children and Family Services, garnishment vendors.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Succession planning, as key management staff will be eligible for retirement during the new administration.
- Address staffing issues and challenges with hiring accounting staff.
- Convert paper files to electronic storage.

DOA Transition Document

Office of Human Resources

- I. Name of Agency and Current Leadership
 - Office of Human Resources
 - Director Cheryl Schilling
- II. Statutory Authority for Agency
 - N/A
- III. Number of appointees within the department
- IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)
- V. Mission Statement
 - Administer all human resources functions for DOA and ancillary agencies as well as multiple client agencies in the executive department.
- VI. Core Functions and Programs
 - See V. and VIII.
- VII. Organizational Chart
- VIII. Divisions and mission (if applicable)
 - Operations - process personnel actions, payroll, benefits, organizational management, etc.
 - Compensation and Staffing - handle classification, recruitment, compensation, position management, performance management system, etc.
 - Discipline and Compliance - manage corrective discipline activities, investigations, legal and policy compliance, etc.
 - Training and Development - develop in-house training, coordinate outside training, monitor training compliance
- IX. Emergency Support Functions and Emergency Responsibilities (if any)
 - Payroll, hiring critical staff
- X. Significant Legislation/Acts since 2016
- XI. Strengths of Agency
 - Institutional knowledge of experienced staff
- XII. Unresolved Issues
 - N/A

XIII. Day 1 Recommended Priorities

- Executive Appointing Authority delegations, appoint designees to statutory boards and commissions

XIV. Primary Internal and External Stakeholders

- N/A

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Expand transition to electronic document management systems

DOA Transition Document

Office of Technology Services

I. Name of Agency and Current Leadership

- Office of Technology Services
- State Chief Information Officer Richard “Dickie” Howze

II. Statutory Authority for Agency

- Act 46 – 2015 Regular Session
- Legislation for the ancillary expenses of state government effectively consolidated the functions, assets, and staff for the Office of State Printing and the Office of State Mail into the Office of Technology Services pursuant to the authority granted in Acts 15 and 45 of the 2014 Regular Session; text specific to this action is in Schedule 21-815 on page 5.
- Act 241 – 2015 Regular Session
- Amended and reenacted R.S. 39:140 and R.S. 39:141.B to merge the Office of Telecommunications Management under the supervision and control of the chief information officer in the Office of Technology Services (OTS). The amendment excluded public postsecondary institutions of education, their management boards, and the Board of Regents from the requirement to participate, unless the chief information officer can verify to the institution or board that inclusion per contracted service would result in savings.
- Act 45 – 2014 Regular Session
- This legislation provides for the ancillary expenses of state government and authorizes the Commissioner of Administration to transfer functions, positions, assets, and funds between and within departments in conjunction with the assessment conducted by the Office of Technology Services of staff, assets, contracts, and facilities of information technology resources, in order to optimize resources and provide cost savings. Text specific to the IT Consolidation is Section 8, page 3; Schedule 21-815 is on page 8.
- Act 15 – 2014 Regular Session
- Provided for the ordinary operating expenses of state government for Fiscal Year 2014-2015. It also provided for a reorganization of the Office of Information Technology into

the Office of Technology Services; text specific to IT Consolidation is Section 6.B, page 4:

- Pursuant to the authority granted to the Office of Information Technology in R.S. 39:15.1 through R.S. 39:15.3, or its successor, and in conjunction with the assessment of the existing staff, assets, contracts, and facilities of each department, agency, program, or budget unit's information technology resources, upon completion of this assessment and to the extent optimization of these resources will result in the projected cost savings through staff reductions, realization of operational efficiencies, and elimination of asset duplication, the commissioner of administration is authorized to transfer the functions, positions, assets, and funds from any other department, agency, program, or budget units related to this optimization to a different department. The provisions of this Subsection shall not apply to the Department of Culture, Recreation and Tourism. The provisions of this Subsection also shall not apply to any agency contained in Schedule 04, Elected Officials, of this Act.
- Act 712 – 2014 Regular Session
- Recreated the Office of Information Technology as the Office of Technology Services and renamed the position of CIO as State Chief Information Officer. Added authority for the CIO to oversee operation of information technology and information resources. Provided for additional duties and responsibility for establishing and coordinating all information technology systems and services across the executive branch of state government, including: acting as the sole centralized customer for the acquisition, billing, and record keeping of information technology systems or services provided to state agencies; reviewing, coordinating, approving, or disapproving requests by state agencies for information technology procurement; providing for the establishment of master purchase contracts for equipment provided by individual manufacturers.
- Act 409 – 2009 Regular Session
- Abolished the Office of Electronic Services and transferred its duties to the Office of Information Technology, redefined duties of the Louisiana Geographic Information Systems Council and the Louisiana Geographic Information Center.
- Act 772 - 2001 Regular Session / RS 39:15.1 - 39:15.6

- Amended and reenacted R.S. 39:141-143 and R.S. 39:1752 adding local and wide area network systems and services and video systems and services to the types of telecommunications products and services affected by the Office of Telecommunications Management. The act also added the duty of the management of building access by telecommunications common carriers to state facilities.
- Act 772 - 2001 Regular Session / RS 39:141
- Provides for the duties of the Office of Telecommunications Management.
- Act 740 - 2001 Regular Session / RS 33:2933
- Provided for electronic governmental transactions
- Act 244 - 2001 Regular Session / RS 9:2601 - RS 9:2620
- Defined and provided for digital signatures.
- Act 1032 - 2001 Regular Session / RS 33:2933
- Allowed electronic payment transactions by certain state agencies.
- Act 1098 – 1997 Regular Session / RS 39:1751-1755
- Act 1098 of the 1997 Regular Session established the Office of Telecommunications Management and its duties including the procedures to be utilized in competitive procurement of telecommunications systems and services. The act defined the types of permitted contracts, the method of procurement, and the products and services affected. It provided that the Office of Telecommunications Management, through State Purchasing, may on behalf of any state agency enter into such telecommunications contracts. It mandated all such procurement activity shall be approved and coordinated by the Office of Telecommunications Management.

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Office of Technology Services aims to be a responsible partner in delivering innovative, effective, and reliable solutions that support and enhance the IT functions within Executive Branch Departments. The Office of Technology Services works to increase the return on the State's investment in technology by promoting smart decision-making, solving problems intelligently, increasing the rate of project success, and fostering a skilled and professional staff.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Agency Relationship Management: Focuses primarily on customer service via Agency Relationship Managers assigned to and co-located with state departments and offices serviced by the Office of Technology Services.
- Applications and Data Management: Provides applications development services, web/portal solutions, geographical information systems, quality assurance, data/information management and data analytic services.
- Data Center Operations: Is responsible for core technology infrastructure management, including servers and directory services, database, mainframe, storage and backup, network and facilities.
- End User Computing: Functions as the statewide first point of contact for support services related to IT incidents, issues and requests. EUC provides support services to 40,000 internal and external customers across 750 locations throughout the state.
- Information Security: Ensures compliance with applicable federal, state and local laws and regulatory requirements, manage, monitor and mitigate information security risks and incidents. Optimizes information security investments and monitors the ongoing effectiveness of the Information Security Program.
- Operations: Manages all finance and budget-related activities. OTS is a 100% ancillary cost recovery agency and therefore does not receive any direct state appropriation. OTS recovers operational costs on a fee-for-service model leveraging inter-agency transfers.
- Production Support Services: Manages high-capacity print and mail operations that process more than 24 million first-class letters each year.
- Project & Portfolio Management: Responsible for the initiation, planning, management and delivery of information technology products and services that provide value to our customers.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- ESF-02 Communications: Serves as backup to ESF2 Operational Lead.
- ESF-02 OTS IT Support: Acts as primary IT support for all ESF Operations.

- ESF-17 Cybersecurity: Provides identification, mobilization and coordination of available state owned, private industry and volunteer personnel and equipment essential to investigate, respond, contain, recover, and otherwise manage a reported cyber emergency, incident, or disruption.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Since its creation, OTS has moved from a federated model of IT service delivery and support to a shared infrastructure services model. The transition has allowed OTS to leverage economies of scale for software, hardware and maintenance, improve resource use, reduce duplication, establish a single project management office, and centralize staff, funding, and procurement. Multiple state agencies now run programs on common equipment for data storage, application services, network access and mainframe computing. OTS has been able to drive down costs via high-volume purchasing, drastically cut facility and support costs, improve service reliability by consolidating IT equipment into two dedicated state data center facilities, and right-size the quantity of licenses required and volume of equipment covered by restructuring software licensing agreements and equipment warranty contracts.
- During the 2017 regular session, the Legislature passed House Concurrent Resolution 121, which tasked OTS to conduct a risk assessment of the existing mission-critical information technology systems in the executive branch, with a specific focus on IT systems that are outdated or inefficient, and to report those findings back to the Legislature. OTS identified necessary upgrades totaling more than \$1.2 billion. As of early fiscal 2023, that number is approximately \$150 million.

XII. Unresolved Issues

- Full cost recovery limits the ability to explore new technologies and holistically reduce risk
- Centralized technology and security policies can be perceived as limitations by customer agencies
- Economy of scale purchasing strategies make it difficult for small and local business to participate

XIII. Day 1 Recommended Priorities

- Appointment of the CIO
- Communication of expectations
- Alignment of priorities

XIV. Primary Internal and External Stakeholders

- All in-scope executive branch agencies, their offices, and their employees. External include any non-executive branch entities including but not limited to: local government, higher education, boards and commissions, quasi-governmental agencies.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Streamline procurement processes and laws to increase speed to market and reduce complexity and cost (e.g. Invitation to Negotiate).
- Consolidated IT provides the opportunity for centralized citizen portal to provide access to services across all agencies to Louisiana residents, as well as provide opportunities for such as social determinants of health, fraud waste and abuse, and reduction of duplicate resident data.
- Use of emerging technologies to rapidly deploy solutions for disaster recovery and response (e.g. Low earth orbit satellite communications, seamless migration of services between geographic locations)

DOA Transition Document

Office of Risk Management

I. Name of Agency and Current Leadership

- Office of Risk Management
- State Risk Director Melissa Harris

II. Statutory Authority for Agency

- LRS 39:1527 - 1547 establishes ORM, creates the Self-Insurance Fund, and sets forth the duties and responsibilities of its operations.

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The mission of ORM is to develop, direct, achieve and administer a cost-effective, comprehensive risk management program for all agencies, boards and commissions of the State of Louisiana and for any other entity for which the state has an equity interest, in order to preserve and protect the assets of the State of Louisiana.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- ORM Units:
 - Administrative: Executive leadership and direction; Office-wide operational support services.
 - Casualty Claims: Monitors, reviews, and approves the processing of claims through the Third Party Administrator (TPA), Sedgwick CMS. Includes Workers' Compensation, Transportation (Autos, Marine vessels, Aircraft), General Liability, Medical Malpractice, and cybersecurity.
 - Property Claims & Disaster Recovery: Monitors, reviews, and approves the processing of 1st party building and moveable property claims through the TPA. Since 2012, ORM serves as the designated sub-recipient for federal public

assistance grant programs for all state properties damaged due to Presidentially-declared disasters.

- Litigation Management: Oversight and direction of litigated claims defense provided through the Attorney General's Office or contracted private counsel for all tort claims brought against the state whether insured through ORM or not.
- Underwriting & Loss Prevention: Issues self-insurance coverage documents; prepares certificates of insurance; secures commercial insurance coverage; maintains statewide real property and moveable property data and valuations; compiles statewide risk exposure data; monitors safety investigations performed by the TPA; approves state agency annual safety program audits performed by the TPA.
- Accounting: Performs broad general accounting, budget, and funds accounting duties and also specialized accounting processes unique to an insurance environment (such as collaborating with a contracted actuary) and in ORM's disaster recovery management role.
- Medical Review Panel (MRP): Per LA R. S. 40:1299.39.1, MRP processes medical malpractice complaints against state public health care providers, refers eligible complaints to a panel for peer review of the standard of care prior to the adjudication of the complaint in state courts. MRP is identified separately from ORM, however ORM provides the resources and support for MRP's operations.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- ORM's full responsibilities normally begin after a disaster occurs, when damaged buildings need repair and loss of operational revenues occur due to state services being interrupted. ORM also serves as the designated sub-recipient for federal public assistance grant programs for all state properties damaged due to Presidentially-declared disasters.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Statewide risk management insurance and support services for executive, legislative, and judicial branches of government, including 12 lines of coverage, litigation defense management, and loss control and safety. One of the largest (in breadth, scope, and experience) public entity offices of our kind in the U.S.

- ORM philosophy: (1) development of professional and productive staff, (2) implement innovative practices to create effective statewide risk management, and (3) manage budgets and financial instruments efficiently for cost-effective programs. We apply strategic analyses and formulas across claims services to create consistency and equity throughout our insured agencies as we strive to be sensitive to their needs.
- Highly-educated and experienced staff with long-term institutional knowledge.
- Long-standing partnership with current Third Party Administrator (since being outsourced in 2010) and current insurance broker of record.
- Single sub-recipient status for federal public assistance grants (FEMA) on behalf of all state properties damaged due to Presidentially-declared disasters.
- National award-winning pre-disaster management and post-disaster recovery program.
- Responsive litigation oversight program managing 3,000 litigated claims annually.
- Authority for the receipt, management, and payment of about 8,000 claims annually.

XII. Unresolved Issues

- Continued staffing challenges - currently 10 unfilled positions (48 total positions).
- Job assessment for claims and underwriting positions through OHR/Civil Service initiated.
- Workers' Compensation: state employee injured worker leave buy-back program elimination.
- Workers' Compensation: Second Injury Board Knowledge Inquiry Form (E-2) adoption.
- Legislation Needed: Protect state employees from possible property seizure when adverse judgment is rendered that is not payable through the self-insurance fund.

XIII. Day 1 Recommended Priorities

- Commissioner's Delegation of Authority to State Risk Director (1) to adjust, negotiate, compromise and settle claims brought to the state or brought by the state's insured agencies (currently \$250,000) and (2) to execute ORM contracts (currently \$200,000).

XIV. Primary Internal and External Stakeholders

- ORM is a support agency for state departments, agencies, boards and commissions identified within the executive, legislative and judicial branches (excluding political subdivisions).
- Main contractors include:

- - Third Party Administrator (TPA) - Sedgwick Claims Management Services
- - Insurance Broker of Record - Arthur J. Gallagher Risk Management Services
- - Disaster Management Consultant - ICF
- - Actuary - Willis Towers Watson
- - Elevator Inspection Services - American Testing and Inspection Services (ATIS)

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Disaster reserve funding: Appropriated funds dedicated to property damage due to disasters to cash flow 1) uninsured losses eligible for FEMA recovery and 2) building resiliency projects eligible through the Federal Hazard Grant Mitigation Program
- Litigation Management: Contract attorney rates increase needed.
- DOTD road hazard liability as an uninsured line of coverage (paid through legislative appropriation): Restructure as insured coverage with ORM charging premiums to DOTD and paying the losses from the self-insurance fund.

DOA Transition Document
Office of Facility Planning and Control

I. Name of Agency and Current Leadership

- Office of Facility Planning and Control
- Director Roger Husser

II. Statutory Authority for Agency

- Capital Outlay Act (Currently Act 465), RS: 38 and many others.

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Office of Facility Planning and Control is responsible for administration of the state's capital outlay budget process, which includes preparation of a preliminary state construction plan. The document outlines state and local projects for possible funding using a mixture of state general obligation bonds, revenue bonds, state and federal cash and often fees and self-generated funds. The proposed construction budget is contained in House Bill 2 which is introduced at regular legislative sessions. The proposed construction budget is altered during the legislative sessions by lawmakers before becoming law. FPC also administers the state and non-state projects that are ultimately funded and oversees the contracts from planning through construction and project completion.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Project Management - responsible for project management
- Fiscal/Contracts - responsible for fiscal managements and contracts
- Capital Outlay - responsible for preparation of and management of the Capital Outlay development process
- Real Estate and Leasing - responsible for state agency leases

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- FP&C provides a critical emergency response function with repairs to/replacement of state facilities.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Although FP&C is a relatively small agency (62 employees and \$8.8 million operating budget), it prepares the entirety of the Capital Outlay Act (\$11.7 billion) and administers about 60% of the projects in the Capital Outlay Act (\$7.0 billion).

XII. Unresolved Issues

- FP&C is experiencing difficulty with filling positions due to salary markets for architects and engineers and awaiting resolution of this by Civil Service. Concurrently, FP&C is experiencing a tremendous increase in workload (36% increase in Capital Outlay since last year, 325% increase since five years ago with less staff). Immediate resolution is contracted staffing services. Solution is addressing position titles, descriptions and salaries through Civil Service.

XIII. Day 1 Recommended Priorities

- Preparation of next capital outlay bill (HB2) for the 2024 legislative session.

XIV. Primary Internal and External Stakeholders

- Internal stakeholders are all state agencies that FP&C supports with projects. External stakeholders are architectural/engineering design firms, contractors and non-state entities relying on state Capital Outlay funds.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Provide more resources to be more effective at fulfilling its mission as a result of a substantially increased capital outlay program.
- Improvements to capital outlay process.

DOA Transition Document
Office of State Procurement

I. Name of Agency and Current Leadership

- Office of State Procurement
- Director Tom Ketterer

II. Statutory Authority for Agency

- La. R.S. 36:4 B(1)(a) and Louisiana Procurement Code (La. R.S. 39:1551 et. seq.)

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Office of State Procurement serves as the centralized purchasing and contracting agency of the State of Louisiana, establishing competitive, cost-effective contracts for goods and services in full compliance with the law, and facilitating access to those contracts by State agencies and political subdivisions. OSP's services equip its public entity clients to effectively serve the needs of the people of Louisiana.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- OSP does not have divisions.
- OSP is responsible for maintaining standards, and for conducting the review and technical approval of professional, personal, consulting and social services contracts needed by state agencies. The office verifies that the competitive process for each contract is fair, that funding has been appropriated to pay for services, and that the proposed services are reasonable and advisable in relation to the agency's mission and the state's priorities. OSP issues and facilitates RFPs for executive branch agencies seeking consulting, social and complex services, in accordance with law.
- OSP also manages the purchasing of equipment, goods, supplies and operating services needed by state agencies. The office researches, develops and issues both statewide and agency-specific contracts and competitively bids items not covered under annual contracts. In all of its purchasing activities the office strives to reduce costs to the state by

harnessing the purchasing power of the entire state to obtain the best pricing for all agencies, large and small.

- OSP strives to ensure a fair, competitive bidding environment for all vendors, while also ensuring that vendors have performed well in their contractual duties to state agencies and the public.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- OSP provides procurement support to state agencies during disasters. OSP staff are essential personnel. OSP establishes and manages emergency contingency contracts for use by state agencies and political subdivisions.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Procurement knowledge and expertise;
- Conducting business in a fair, legal, ethical, and efficient manner;
- Consistency and efficiency due to centralization;
- Emergency response;
- Encouraging innovation in state procurement; and responsiveness to management and client needs.

XII. Unresolved Issues

- OSP is currently involved in the following pending litigation:
- Verida f/k/a Southeastrans v. State of Louisiana, Division of Administration, et al. (Appeal filed in 1st Cir. by MediTrans)
- Gainwell Technologies, Inc. v. Stephen Russo, et al. (Judicial Review pending in the 19th JDC; Suit No. C-736455)

XIII. Day 1 Recommended Priorities

- N/A

XIV. Primary Internal and External Stakeholders

- All state agencies, political subdivisions, quasi-state agencies, vendors/suppliers, citizens of Louisiana

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Update the procurement code to allow for modernization and efficiency in the procurement process.

DOA Transition Document

Office of Statewide Reporting and Accounting Policy

I. Name of Agency and Current Leadership

- Office of Statewide Reporting and Accounting Policy
- State Accounting Systems Director Brian Fleming

II. Statutory Authority for Agency

- OSRAP is not created in a statute. The Commissioner of Administration is charged with establishing a uniform system of accounting in all state agencies (LRS 39:78). He has delegated this authority to the OSRAP. There are various DOA requirements in statute that are performed by OSRAP (e.g. LRS 39:80, LRS 39:2)

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The mission of OSRAP is to provide and maintain a uniform system of accounting for all state agencies, to provide accurate and timely financial information through the Annual Comprehensive Financial Report (ACFR) to the Legislature and the residents of Louisiana, and to provide for the maximum recovery of federal funds through the Statewide Cost Allocation Plan.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- The Financial Systems section is primarily responsible for establishing and maintaining a uniform system of accounting in all state agencies along with the related accounting policies and procedures. This includes maintaining the state's accounting structure and statewide vendor file; monitoring appropriations and cash availability; approving specified agency transactions, such as journal vouchers; and oversight of the disbursement of State funds, including the check print process and EFT payment program.
- The Financial Reporting section is primarily responsible for preparation and publication of the state's financial statements (i.e., ACFR, PAFR) and other statewide reports,

including the Statewide Cost Allocation Plan which is negotiated annually with the Federal government and the Schedule of Federal Expenditures. Financial Reporting also assists in establishing and maintaining accounting policies and procedures related to financial reporting that are in compliance with GAAP and GASB pronouncements.

- Both sections assist state agencies, universities, and boards and commissions in resolving intricate and complex financial system and financial reporting issues.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- Enter accounting master data in LaGov-ECC (Functional Area).
- Approve budget documents.
- Process accounting entries to initiate and/or approve agency transfers of funds.
- Unblock vendors in LaGov-SRM.
- Verify vendor enrollment in LaGov-SUS.
- Pay vendor via LaGov check or EFT/ACH.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Experienced, well-trained, highly skilled team with a strong work ethic.
- Ability to interpret, implement, and comply with highly technical, complex accounting guidance and federal and state laws and regulations.
- Strong, extensive communication and good working relationships with all state agencies, including our fellow control agencies and DOA sections, as well as the Legislative Auditor's Office.

XII. Unresolved Issues

- N/A

XIII. Day 1 Recommended Priorities

- Prior to day one, update check signature plates for DOA imprest fund checks with Governor-elect's signature.
- Delegations - Currently, OSRAP Director is Commissioner's designee for Cash Management Review Board (meets 1-2 times per year) and Firefighters Retirement System (meets monthly) so new designee affidavits would be needed.

XIV. Primary Internal and External Stakeholders

- DOA Internal: OTS, OSUP, OSP, OPB, FPC, OFSS

- External: All state agencies; STO; LLA; the Legislature; the federal government; our state's bondholders;

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Continue assisting in our efforts to retain, recruit, and fairly compensate experienced, well-trained, highly skilled management and staff as we have several key managers and staff who are approaching retirement as well as a number of retirees working as WAEs.
- Support our goal to move to a paperless process for ACFR preparation and compilation to increase efficiency in the preparation, review, and audit of the ACFR.

DOA Transition Document

Office of Aircraft Services

I. Name of Agency and Current Leadership

- Office of Aircraft Services
- Director James W. Jefferson Jr.

II. Statutory Authority for Agency

- N/A

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

VI. Core Functions and Programs

- Directs, plans, schedules and coordinates all activities and functions of the aviation maintenance program to minimize delays and increase safety, productivity and efficiency of maintenance personnel.
- Develops and recommends work standards, methods and implements policy and procedural changes to permit full utilization of personnel and equipment.
- Designs and implements inspection standards, methods and procedures to comply with all applicable FAA regulations, manufacturers' recommendations, and State of Louisiana laws, rules and regulations.
- Maintains all forms and records in compliance with acceptable maintenance and inspection procedures, FAA regulations and department policies.
- Ensures all maintenance work is completed in compliance with all applicable FAA regulations and manufacturers' recommendations.
- Maintains complete parts coordination and inventory control for the fixed wing and the rotary wing maintenance sections.
- Provides administrative personnel with frequent maintenance management information and reports such as maintenance management information and reports such as maintenance costs, production reports, parts data, etc., to ensure maintenance management accountability.
- Determines policies and priorities for the office and assigns staff to work operations.

- Researches and evaluates current practices and procedures to determine need for revisions.
- Periodically reports on achievements and current status objectives.
- Coordinates program efforts with other agencies and advises higher-level officials on problems involving relationship of work units to other programs and their impact on such programs.
- Coordinates buying and selling of new or used aircraft including appraisal and specification development for trade-in or disposal of machines.
- Performs other duties and functions as may be required to ensure the safe and efficient use of all maintenance assets.
- Directs the management of budget, accounting, maintenance and property control services for the State Office of Aircraft Services.
- Determines financial and staff resource needs, allocates resources and accounts for their effective use.
- Schedules training courses, as needed, for all aviation maintenance personnel to develop and retain a competent maintenance staff.
- Conducts on the job training as needed.
- Determines needs and develops plans for organizational changes impacting the agency.
- Delegates authority to subordinates and holds them accountable for the accomplishment of organizational goals. Resolves problems presented by subordinates.
- Evaluates performance of subordinate staff.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- The Office of Aircraft Services. To provide maintenance, repairs, servicing and tracking of major and minor maintenance as required by the FAA and the aircraft manufactures to all state-owned fixed wing and rotary wing aircrafts.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- To provide continued support to all state owned aircraft onsite or to a relocation facility in all types of emergency situations with minimal interruptions to include relocation of personnel and support equipment needed to service and maintain all aircraft to FAA and the manufactures specifications.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- OAS ensures the best quality of maintenance that is required by the FAA to maintain aircraft safety and compliance for continued operation to support all State agencies. Also, provides research, tracking and monitoring of aircraft parts, supplies, fuel cost and consumable items, quote request that are needed to provide cost-efficient maintenance needed for major inspections.

XII. Unresolved Issues

- Facility clean up. Continued surplus of unused, outdated parts and supplies and unserviceable aircraft equipment. Continued repair/maintenance on hangers to meet industry standards.

XIII. Day 1 Recommended Priorities

- Continue to maintain repair and service aircraft as mandated by the FAA and support of State agencies. This would be delegated by the Commissioner and Director of OAS.

XIV. Primary Internal and External Stakeholders

- Internal stakeholders - DPS, DOTD, and WL&F: External stakeholders - East Baton Rouge Sheriff's Office and City of Baton Rouge Police Department.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- To increase staffing and maintenance training to cut cost of major maintenance by lessening the use of outside vendors for repairs/inspections; to improve facility maintenance and repair by using additional inmate labor.

DOA Transition Document
Office of Planning and Budget

I. Name of Agency and Current Leadership

- Office of Planning and Budget
- State Budget Director Ternisa Hutchinson

II. Statutory Authority for Agency

- Title 39 of the Louisiana Revised Statutes provides for the duties and functions related to budget and planning functions required by the Division of Administration which is fulfilled by the Office of Planning and Budget.
- R.S. 39:1 and 39:3 Creation
- R.S. 39:6 Budgetary Assistance to the Governor and Legislature
- R.S. 39:21 Operating Budget Development
- R.S. 39:28; 39:32; 39:32.1; 39:33 Budget Request Guidelines and Contents
- R.S. 39:29 Standstill Budget and Continuation Budget
- R.S. 39:30 Budget Development R.S. 39:31 Strategic Planning
- R.S. 39:87.1-4 Performance-Based Budget Practices
- R.S. 39:16.12 and 39:87.1 Performance and Performance Database
- R.S. 39:23; 39:24; 39:54 REC and Official Forecast
- R.S. 39:33.1; 39:52.1 Expenditure Limit
- R.S. 39:38 Additional Proposals to Revenue Estimating Conference and Expenditure Limit
- R.S. 39:34-37 Executive Budget and Supporting Document
- R.S. 46:2604 Children's Budget and Early Childhood System Integration Budget
- R.S. 39:51 et. seq.; 39:54 Appropriation Bills
- R.S. 39:56; 39:57 et. seq. Appropriations
- R.S. 39:84 et. seq.; 39:85 Budget Controls and Reports on Personnel
- R.S. 39:71; 39:73 BA-7 and Seed Requests
- R.S. 39:74-76 Cash Flow Deficits
- R.S. 39:82 Cash Balances and Carryforwards
- R.S. 39:84.1 Agency position attrition analysis process
- R.S. 39:84 Budget Controls on Personnel

- R.S. 39:171 Five Year Baseline Budget Projections

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The Office of Planning and Budget (OPB) provides budget-related services such as long- and short-term financial analysis and executive operating budget development, monitoring and control. OPB supports and assists the governor and commissioner of administration in the development and presentation of the governor's executive budget documents and works with the Legislature, commissioner, and governor to produce the final appropriated budget. OPB also monitors the state's existing operating budget to promote efficiency, effectiveness, and compliance with executive and legislative intent.
- In addition to the budget section functions, the planning section supports efficient cross-agency planning, with the goal of amplifying the impact of federal and state investments, and identifying opportunities for collaborative progress. It aims to maximize the impact of investments by identifying opportunities to align the state budget with the long-range planning goals and leverage funds to provide the greatest benefit possible; to be a resource for timely, accurate, and well-managed data which informs the state's planning initiatives and guides investments. The goal is to build a framework of data with the purpose of anticipating future needs by providing insights into trends and projected conditions around Louisiana to allow state government to plan for the future.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Office is divided into six budget groups responsible for separate functional areas
 - General Government – primarily includes the Executive Department agencies, Civil Service agencies and Auxiliary agencies.
 - Environment and Natural Resource Group – includes DNR, LDR, DEQ, Elected Officials, and CRT
 - Public Safety – includes Corrections Services, Public Safety Services including State Police, OJJ and Wildlife and Fisheries

- Health – Louisiana Department of Health and associated agencies and Veterans Affairs
 - Children and Families – includes Department of Children and Family Services, Education – K-12, and special schools
 - Higher Education – Higher Education, Economic Development, and Workforce Commission
 - Special Projects Team – Statewide and officewide Projects; serves as liaisons to the LaGOV Enterprise Resource Planning application team
 - State Planning Office - OPB serves as the centralized planning program for state government, coordinating state and local efforts in identifying and developing strategic and effective planning and risk mitigation approaches.
- IX. Emergency Support Functions and Emergency Responsibilities (if any)
- OPB works with agencies during emergencies to evaluate funding needs and find the best mechanism to ensure funding is available and appropriated for agencies providing ESF functions. This sometimes involves assisting with seed requests, BA-7s or making adjustments to the existing operating budget.
- X. Significant Legislation/Acts since 2016
- XI. Strengths of Agency
- OPB understands the strategic revenue and expenditure environment of the State while also knowing specific needs and functions of each agency and program. The office combines the “big picture” knowledge of the state’s revenue resources with acute knowledge of each agency’s needs and activities to ensure adequate funding is appropriated for each agency.
 - OPB “protects” the state’s monetary resources by ensuring funding is available to agencies when needed while ensuring funds are being expended appropriately.
 - OPB maintains active professional relationships with agencies to ensure open lines of communication between agency personnel and OPB staff so that OPB is aware of any changes, challenges, needs, or issues. OPB also ensures initiatives and directives from the Governor and Commissioner of Administration, as it relates to budget matters, are relayed and acted upon by state agencies.

- OPB has a principal knowledge of the legal picture surrounding the revenue and expenditures of the state: (Knowing where funding is coming from and what laws (federal, state, etc.)) surround the collection and expenditure of these funds in order to ensure funding is appropriated correctly.
- OPB monitors legislation to ensure there is an understanding of how legislation may impact revenue or expenditures of an agency, activities of an agency, and reporting requirements of agencies and OPB.
- OPB creates a variety of products, most notably the Governor's Executive Budget and supporting documents, but also including the Continuation Budget, Five Year projection, Children's Budget etc.

XII. Unresolved Issues

- Developing the Governor's FY24-25 Executive Budget. Identifying expenditures requiring additional appropriations in the Supplemental Bill

XIII. Day 1 Recommended Priorities

- Developing the Governor's FY24-25 Executive Budget submission to the Legislature by Feb. 9, 2024

XIV. Primary Internal and External Stakeholders

- State decision makers – Governor and Commissioner of Administration,
- Legislature
- State agencies and program managers

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- Consistently meet the statutory requirements

DOA Transition Document

Office of General Counsel

I. Name of Agency and Current Leadership

- Office of General Counsel
- General Counsel Bridget B. Denicola

II. Statutory Authority for Agency

- La. R.S. 39:3

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The mission of the Office of General Counsel is to provide timely, thorough, professional, and competent legal advice, counsel, defense, and representation of the various offices within the Division of Administration, as well as to provide guidance and assistance to legal representatives of other agencies, particularly in service areas provided by and through the DOA.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- As a smaller office within the DOA, the Office of General Counsel is not subdivided into operational divisions.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- In the event of a disaster, the OGC will continue to provide legal advice, both orally and in writing, draft legal documents, and prosecute or defend lawsuits. In the event the disaster occurs during the legislative session, the OGC will continue to analyze bills, drafting memoranda with regard to the legal impact of proposed legislation and tracking the bills throughout the legislative process.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- OGC's strength rests in its cost-efficient legal representation of 23 offices within the Division of Administration. OGC has 11 attorneys who on average have 19 years of legal

experience, with an average of eight years supporting the Division of Administration's legal work. Attorneys are assigned to serve as "managing partners" of each DOA office, supporting that office's legal needs as defined in OGC's mission statement. This allows OGC's attorneys to become experts in the respective areas of law which govern each DOA office. OGC currently has four attorneys who hold the Attorney 4 designation, specialists in the most complex areas of the law. These attorneys support our larger DOA offices, including the Office of Group Benefits, Facility Planning & Control and the Office of Technology Services. The remainder of our attorney team provides legal support to the smaller DOA offices, which builds their own knowledge with regard to each office's mission as well as enhances the attorneys' legal expertise. OGC is managed by its General Counsel and two Deputy General Counsel who average 27 years of legal experience, with an average of 17 years representing the DOA. OGC is supported by four paralegals and one administrative assistant who support the attorneys in their legal representation of the various DOA offices.

XII. Unresolved Issues

- OGC currently has no identified unresolved issues; however, OGC anticipates that many of the unresolved issues reported by OGC's clients in their respective responses to this transition exercise will be presented to OGC for legal input.

XIII. Day 1 Recommended Priorities

- OGC recommends that the administration include as a Day One priority revising Delegations of Authority in order to capture the next administration's appointments.

XIV. Primary Internal and External Stakeholders

- For OGC, internal stakeholders include each of the DOA offices. External stakeholders are the legal representatives of other agencies, particularly in service areas provided by and through the DOA, as well as the public at large who submit public records requests to the DOA.

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- OGC plans to continue to broaden the expertise of attorneys who serve as managing partners to each DOA office to enhance their legal knowledge with regard to issues that

arise as each office carries out their respective missions. Further, OGC plans to continue to transfer this knowledge throughout all OGC legal staff—attorneys and paralegals alike.

DOA Transition Document
Office of Group Benefits

I. Name of Agency and Current Leadership

- Office of Group Benefits
- Col. David W. Couvillon USMCR (Ret.), Chief Executive Officer
- Melissa Mayers, Chief Operating Officer

II. Statutory Authority for Agency

- La R.S. 42:801, et seq.

III. Number of appointees within the department

IV. Budget for FY 2023/2024 to include T.O.'s (classified and unclassified)

V. Mission Statement

- The mission of the Office of Group Benefits is to successfully manage an employer-based benefits program for current and former employees of the State of Louisiana and other participating groups.

VI. Core Functions and Programs

- See V. and VIII.

VII. Organizational Chart

VIII. Divisions and mission (if applicable)

- Executive: includes OGB's executive management (CEO and COO) and associated support staff.
- Invoicing: Consists of employees who perform premium and contribution invoicing and reconciliation activities for OGB's health, life, and flexible benefits programs.
- Administration: Includes employees who perform communications, budget and finance, audit coordination, legislative analysis, and human resource liaison activities.
- Agency Services: Includes employees who perform OGB-agency enrollment and eligibility support, data error correction, member collections, and member appeals support activities.
- Customer Service: Includes employees who provide live OGB member support activities, by phone and in-person (walk-ins).
- Contracts Management: Includes employees who perform OGB vendor procurement, contracting, and contract management activities.

- Medical and Pharmacy Benefits Administration: includes employees who perform oversight and invoice reconciliation activities associated with OGB's contracted health, life, and flexible benefits program vendors.

IX. Emergency Support Functions and Emergency Responsibilities (if any)

- The Office of Group Benefits does not serve a direct emergency support function in the state's all hazards response activities.
- OGB's executive management team continuously monitors for any applicable state and federal laws, enacted in response to regional and national disasters, with which it must comply.

X. Significant Legislation/Acts since 2016

XI. Strengths of Agency

- Membership size :
- 219,168 primary subscribers and qualified covered dependents enrolled in OGB-sponsored self-funded and fully insured health insurance plans.
- 92,225 primary subscribers and qualified covered dependents enrolled in OGB-sponsored fully insured group basic and supplemental life insurance plans.

XII. Unresolved Issues

- Implementation of a new Flexible Spending Arrangement ("FSA") and COBRA contractor is still underway; and may not be completed by the start of the contract's term (12/31/2023).
- OGB's IMPACT billing and eligibility system needs to be replaced.
- MedImpact disputes:
 - 340B claims – OGB and MedImpact disagree on the inclusion of 340B claims in the minimum rebate guarantee calculation for the 2018 rebate audit. Pursuant to La. R.S. 39:1672.3, OGB submitted the dispute to the Commissioner of Administration for a decision. The Commissioner found in favor of OGB. As permitted by law, MedImpact filed a Petition for Judicial Review of the Commissioner's decision at the 19th Judicial District Court ("JDC"). The case is still pending.
 - Specialty drugs – OGB and MedImpact disagree on the meaning of contractual language defining "specialty drug" for the purposes of calculating the minimum

rebate guarantee for contract years 2019 and 2020. The dispute is still in the discussion/negotiation phase.

- Inflation Reduction Act's impact on OGB's plan designs in 2025. OGB will need to change certain aspects of its plan designs beginning 1/1/2025. Doing so will require contract modification and rulemaking. Both processes should begin early 2024.
- Litigation
 - PBM Contract:
 - Kim Wixson, et al. v. the State of Louisiana through the Office of the Governor, Division of Administration, Office of Group Benefits (Docket No. C-726,389, Sec. 30, 19th Judicial District Court: Some independent pharmacists challenged OGB's pharmacy benefit manager ("PBM") contract, alleging OGB did not obtain approval from the Joint Legislative Committee on the Budget ("JLCB") prior to entering into the contract. The 19th JDC sustained OGB's Exception of No Cause of Action and the Plaintiffs appeals. The First Circuit Court of Appeal recently upheld the 19th JDC's ruling, dismissing the Plaintiffs' suit for failure to state a cause of action. The First Circuit held that La. R.S. 42:802(D)(1) did not require OGB to obtain JLCB approval for OGB's PBM contract which is a consulting services contract.
 - Debbie Cade Vienne, et al. v. the State of Louisiana through the Office of the Governor, Division of Administration, Office of Group Benefits (Docket No. C-726,989, Sec. 23, 19th Judicial District Court): Additional independent pharmacists challenged OGB's PBM contract, alleging OGB did not obtain approval from the JLCB prior to entering into the contract. The 19th JDC sustained OGB's Exception of No Cause of Action and Plaintiffs amended their lawsuit asserting OGB did not obtain the proper legislative approval under another area of the law. After a preliminary injunction hearing, the Court found in favor of OGB. Plaintiffs appealed to the First Circuit. That appeal is pending.
 - OGB has various other lawsuits in which it is involved, including subrogation and plan member lawsuits.

XIII. Day 1 Recommended Priorities

- Appoint principals to the Group Benefits Estimating Conference [La R.S. 39:21.3(G)(2)]:
 - Governor to appoint a member of the professional staff of the Office of the Governor
- Commissioner of Administration to appoint:
 - A member of the professional staff of the Division of Administration
 - A member of the professional staff of the Office of Group Benefits who shall have fiscal experience
- Update Centers for Medicare and Medicaid Services (“CMS”) Section 111 reporting file programming
- Exercise year five of the current Blue Cross and Blue Shield of La (“BCBSLA”) Administrative Services Only (“ASO”) contract – or – issue an request for proposal (“RFP”) for ASO services
- Change plan design for Major Medical – reduce self-funded health plan offerings down to three plans by elimination of the Magnolia Local and Pelican HRA1000 plans. These actions can be achieved either through a contract amendment or via a new RFP.
- Pharmacy benefit Maximum Out-Of-Pocket (“MOOP”) member limit plan accumulator must be split from the medical benefit’s MOOP. New individual MOOPs must meet new Inflation Reduction Act of 2022 (“IRA”) regulations (No family MOOPs allowed under Medicare – OGB will match requirements for the Commercial products).

XIV. Primary Internal and External Stakeholders

- Primary Internal Stakeholders:
 - OGB executive management team
 - OGB employees
 - Group Benefits Policy and Planning Board members
 - Group Benefits Estimating Conference members
 - Commissioner of the Division of Administration
- Primary External Stakeholders:
 - Participants of OGB-offered health insurance, basic and supplemental life insurance, and flexible benefits plans
 - Active employees
 - Retired employees

- Qualified covered dependents
- Individuals who qualify for COBRA and disability COBRA benefits
- Employers of active and retired employees participating in OGB-offered health insurance, basic and supplemental life insurance, and flexible benefits plans
- Louisiana executive, legislative, and judicial branch agencies
- Louisiana parish school boards and charter schools
- Eligible non-appropriated entities (soil and water conservation districts, levee districts, port authorities, etc.)
- OGB-contracted vendors
- ASO Third-party Administrator (“TPA”)
- PBM services provider
- Fully-insured health insurance plan vendors
- Fully insured basic and supplemental group life insurance plan vendor
- FSA and COBRA TPA
- Capitated primary and preventative care network provider

XV. Active Litigation (include summary, status and next steps)

XVI. Opportunities for Next Administration

- OGB Fund Balance should have separate investment opportunities to maximize interest return in order to counter medical/pharmacy inflation trends. Such action would require legislation.
- Evaluate health plans for opportunities to modify benefits/offerings in order to maintain low cost/benefit ratio while meeting the health and wellness needs of members.
- Monitor and evaluate emerging drug and technological advances for health and wellness opportunities of members.
- Review the Disease Management program associated with OGB’s self-funded health plans for possible benefit and/or vendor changes.
- Increase OGB’s authorized T.O. FTE count by one (1) to allow for the hiring of a dedicated compliance officer/coordinator. OGB must ensure it complies with all applicable federal and state regulations and avoids lapses in compliance which may result in substantial financial penalties, legal ramifications and damage to the agency's and the state's reputation.

- New federal reporting requirements include the annual submission of a Gag Clause Prohibition Compliance attestation and Mental Health Parity and Addiction Equity Act (“MHPAEA”) Comparative Analysis, etc.
- Explore incorporating the capitated primary care benefit into the Administrative Services Request for proposal.
- Seek legislative approval to remove the provisions contained within La R.S. 42:802.1 that require OGB to issue an RFP or other means of solicitation to determine if a Louisiana – based HMO exists, and the requirement that OGB offer at least three such plans, if there are multiple qualifying entities. La 42:802 already provides OGB with the authority to procure and negotiate contracts for the provision of health benefit programs. Eliminating this requirement will lessen the administrative burden on OGB.
- Remove Part III and V from Title 32 of the La Administrative Code. Parts III and V contain information on the structure of OGB’s five (5) self-funded health plans, such as deductibles, out-of-pocket maximums, medical schedule of benefits, and prescription drug benefits. All of this information is already contained in the plan documents OGB is required by state and federal laws to provide to its members on an annual basis.
- The inclusion of this information in OGB’s administrative rules is a hold-over from the time when OGB administered and operated its own plan (OGB PPO plan), which was discontinued effective 12/31/2012. OGB now contracts with a third-party administrator to provide the administrative services for all of its self-funded health plans. Eliminating Parts III and V from LAC Title 32 will lessen the administrative burden on OGB, as well as protect it from potential legal liability in situations in which the Title 32 does not agree with OGB’s published plan documents.
- The benefits and plan structure of OGB’s self-funded health plans are constantly impacted by federal and state healthcare mandates and their implementation timelines, which make it burdensome for OGB to have to update this information in LAC Title 32. Additionally, due to the recent changes made to the statutes governing the rule-making process, OGB has lost its ability to utilize the emergency rule making process to update Parts III and V of LAC Title 32.