# **Department of Social Services**



# **Department Description**

The mission of the Department of Social Services is to effectively and efficiently guide individuals, children and families toward independence and safety through integrated quality services and partnerships in an environment of opportunity and accountability.

The goals of the Department of Social Services are:

- I. We will build a unified DSS that pools human and financial resources in order to better serve consumers.
- II. We will provide quality service to consumers.
- III. We will utilize evidence-based practices and strategic approaches to fulfill the DSS mission.
- IV. We will maximize resources by operating the department in an efficient and effective manner.

For additional information, see:

#### Department of Social Services

# **Department of Social Services Budget Summary**

|                                     | Prior Year<br>Actuals<br>Y 2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | ecommended<br>Y 2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|-------------------------------------|--------------------------------------|----|------------------------|----|-------------------------|----|---------------------------|--|
| Means of Financing:                 |                                      |    |                        |    |                         |    |                           |  |
|                                     |                                      |    |                        |    |                         |    |                           |  |
| State General Fund (Direct)         | \$<br>200,054,400                    | \$ | 209,566,486            | \$ | 211,155,741             | \$ | 183,001,646               | \$<br>(28,154,095)                       |
| State General Fund by:              |                                      |    |                        |    |                         |    |                           |  |
| Total Interagency Transfers         | 54,890,071                           |    | 60,583,938             |    | 70,038,293              |    | 73,595,696                | 3,557,403                                |
| Fees and Self-generated<br>Revenues | 13,376,830                           |    | 15,904,064             |    | 16,597,687              |    | 15,839,687                | (758,000)                                |



# **Department of Social Services Budget Summary**

|                                 |       | Prior Year<br>Actuals<br>Y 2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 | Recommended<br>FY 2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|---------------------------------|-------|--------------------------------------|----|------------------------|----|-------------------------|-----------------------------|--|
| Statutory Dedications           |       | 5,181,646                            |    | 7,501,857              |    | 7,501,857               | 7,424,234                   | (77,623)                                 |
| Interim Emergency Board         |       | 0                                    |    | 0                      |    | 0                       | 0                           | 0  |
| Federal Funds                   |       | 579,122,128                          |    | 637,004,737            |    | 694,320,266             | 750,782,251                 | 56,461,985                               |
| <b>Total Means of Financing</b> | \$    | 852,625,075                          | \$ | 930,561,082            | \$ | 999,613,844             | \$<br>1,030,643,514         | \$<br>31,029,670                         |
|                                 |       |                                      |    |                        |    |                         |                             |  |
| Expenditures & Request:         |       |                                      |    |                        |    |                         |                             |  |
|                                 |       |                                      |    |                        |    |                         |                             |  |
| DSS - Office of the Secretary   | \$    | 53,600,891                           | \$ | 61,141,518             | \$ | 65,268,503              | \$<br>59,108,615            | \$<br>(6,159,888)                        |
| Office of Family Support        |       | 499,570,922                          |    | 553,005,104            |    | 588,399,501             | 648,537,871                 | 60,138,370                               |
| Office of Community Services    |       | 239,898,273                          |    | 250,568,060            |    | 256,163,821             | 247,566,833                 | (8,596,988)                              |
| Rehabilitation Services         |       | 59,554,989                           |    | 65,846,400             |    | 89,782,019              | 75,430,195                  | (14,351,824)                             |
| Total Expenditures &<br>Request | \$    | 852,625,075                          | \$ | 930,561,082            | \$ | 999,613,844             | \$<br>1,030,643,514         | \$<br>31,029,670                         |
|                                 |       |                                      |    |                        |    |                         |                             |  |
| Authorized Full-Time Equiva     | lents | s:                                   |    |                        |    |                         |                             |  |
| Classified                      |       | 5,256                                |    | 5,256                  |    | 5,256                   | 5,108                       | (148)                                    |
| Unclassified                    |       | 13                                   |    | 13                     |    | 13                      | 13                          | 0  |
| Total FTEs                      |       | 5,269                                |    | 5,269                  |    | 5,269                   | 5,121                       | (148)                                    |



# 10-357 — DSS - Office of the Secretary

# **Agency Description**

The mission of the Office of the Secretary (OS) is to coordinate department efforts by providing leadership, information, support, and oversight to all DSS agencies. OS will promote efficient, professional and timely responses to employees, partners and consumers.

The goals of the Office of the Secretary are:

- I. We will build a unified DSS that pools human and financial resources in order to better serve consumers.
- II. We will provide quality service to consumers.
- III. We will utilize evidence-based practices and strategic approaches to fulfill the DSS mission.
- IV. We will maximize resources by operating the department in an efficient and effective manner.
- Statement of agency strategies for development and implementation of human resource policies that are helpful and beneficial to women and families:
- The Department of Social Services allows for flexible work hours, allowing employees to schedule their workday beginning earlier than 8:00 a.m. or ending later than 4:30 p.m. upon request and approval of their supervisor. The Department also has a crisis leave pool, which allow employees to donate leave time to another employee if leave has been exhausted due to a personal or family crisis.
- The Office of the Secretary specifically houses the Bureau of Licensing. This bureau licenses for Louisiana child care facilities. This service directly benefits Louisiana's children and families. This Bureau also formulates and monitors regulations relating to the licensing of adoption and foster care agencies, child residential facilities, early infant intervention services, emergency shelters and maternity homes.
- Department of Social Services human resource policies that are helpful and beneficial to women and families include:
  - Policy 2-2 Non-discrimination in services provision.
  - Policy 2-3 Equal Employment Opportunity, Nepotism, Maternity Leave, Anti-Harassment, Sexual Harassment, EEO Complaints
  - Policy 4-20 Work Hours of DSS Personnel
  - Policy 4-11 Family Medical Leave Act
  - Policy 4-21 Crisis Leave Pool



# **DSS - Office of the Secretary Budget Summary**

|                                      |        | rior Year<br>Actuals<br>2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | commended<br>2006-2007 | Total<br>commended<br>Over/Under<br>EOB |
|--------------------------------------|--------|-----------------------------------|----|------------------------|----|-------------------------|----|------------------------|---|
| Means of Financing:                  |        |                                   |    |                        |    |                         |    |                        |   |
| State General Fund (Direct)          | \$     | 6,108,140                         | \$ | 6,596,564              | \$ | 6,596,564               | \$ | 6,270,983              | \$<br>(325,581)                         |
| State General Fund by:               |        |                                   |    |                        |    |                         |    |                        |   |
| Total Interagency Transfers          |        | 46,935,994                        |    | 54,038,196             |    | 58,165,181              |    | 52,480,874             | (5,684,307)                             |
| Fees and Self-generated<br>Revenues  |        | 556,757                           |    | 506,758                |    | 506,758                 |    | 356,758                | (150,000)                               |
| Statutory Dedications                |        | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Interim Emergency Board              |        | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Federal Funds                        |        | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Total Means of Financing             | \$     | 53,600,891                        | \$ | 61,141,518             | \$ | 65,268,503              | \$ | 59,108,615             | \$<br>(6,159,888)                       |
|                                      |        |                                   |    |                        |    |                         |    |                        |   |
| Expenditures & Request:              |        |                                   |    |                        |    |                         |    |                        |   |
|                                      |        |                                   |    |                        |    |                         |    |                        |   |
| Administration and Executive Support | \$     | 53,600,891                        | \$ | 61,141,518             | \$ | 65,268,503              | \$ | 59,108,615             | \$<br>(6,159,888)                       |
| Total Expenditures & Request         | \$     | 53,600,891                        | \$ | 61,141,518             | \$ | 65,268,503              | \$ | 59,108,615             | \$<br>(6,159,888)                       |
|                                      |        |                                   |    |                        |    |                         |    |                        |   |
| Authorized Full-Time Equiva          | lents: |                                   |    |                        |    |                         |    |                        |   |
| Classified                           |        | 328                               |    | 328                    |    | 328                     |    | 330                    | 2                                       |
| Unclassified                         |        | 6                                 |    | 6                      |    | 6                       |    | 6                      | 0                                       |
| Total FTEs                           |        | 334                               |    | 334                    |    | 334                     |    | 336                    | 2                                       |



# 357\_1000 — Administration and Executive Support

Program Authorization: R.S. 36:471 (C), 36:475.1 (A) (B) (C), 36:8, 46:51

## **Program Description**

The mission of the Executive and Administrative Support Program is to coordinate department efforts by providing leadership, information, support, and oversight to all DSS agencies. The Office of the Secretary will promote efficient, professional and timely responses to employees, partners and consumers.

The goals of the Executive and Administrative Support Program are:

- I. We will build a unified DSS that pools human and financial resources in order to better serve consumers.
- II. We will provide quality service to consumers.
- III. We will utilize evidence-based practices and strategic approaches to fulfill the DSS mission.
- IV. We will maximize resources by operating the department in an efficient and effective manner.

The activities of the Office of the Secretary include: press secretary, appeals, civil rights, internal audit, general counsel, licensing, quality assurance and strategic planning, information technology services, fiscal services, planning and budget, support services, and human resources.

- The Press Secretary provides services of news releases, emails, constituent inquiries, and public relations collateral. The main consumers of the press secretary include the media, the DSS staff, and the public constituents. The primary stakeholders also include the media, the staff, legislators, and the Governor.
- The Appeals Bureau provides four services: 1) written appeal decisions to consumers, 2) directives to parish office, 3) letters to consumers regarding hearing procedures/appointments and 4) reports to the Office of the Secretary on comments from public hearings.
- The Civil Rights Division provides an array of services including civil rights investigations of complaints, reports, decisions, and statistical reports, training sessions to employees about Civil Rights, and recommendations.
- The Internal Audit Division is the main services provided by this entity are audits and final audit reports.
- The General Counsel has three main services: 1) providing legal opinions/advice, 2) writing legislative bills and amendments, and 3) providing court representation.
- The Bureau of Licensing provides licenses, training sessions on regulations, regulations for licensing, inspection reports, and investigations.
- The Bureau of Quality Assurance and Strategic Planning provides the department strategic plan, action recommendations, QA procedures and policies, as well as analysis of employee surveys.
- The Bureau of Information Technology provides network connections, software applications, and system processes/procedures.



- The Division of Fiscal Services includes payments management and fiscal management.
- The Division of Planning and Budget provides the following services: budget request, legislative tracking reports, policies, budget amendments, fiscal notes, notices of intent, emergency rules, final rules, and Intranet sites.
- The Division of Support Services provides safety policies and procedures, contracts and leases, mail operations, fleet operations, employee ODR review, purchasing, inventory reports for property, inventory and tagging verification reports.
- Human Resources administers and coordinates human resources programs throughout the Department by
  providing consultative and technical services concerning laws, policy rules and regulations. This section
  also directs and manages the human resources program for the Executive Office of the Secretary and the
  Office of Management and Finance in the areas of pay administration, classifications and evaluations,
  equal employment opportunity and affirmative action, benefits, recruitment, employee relations, and performance evaluations.

## **Administration and Executive Support Budget Summary**

|                                     | rior Year<br>Actuals<br>2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | commended<br>2006-2007 | Total<br>commended<br>Over/Under<br>EOB |
|-------------------------------------|-----------------------------------|----|------------------------|----|-------------------------|----|------------------------|---|
| Means of Financing:                 |                                   |    |                        |    |                         |    |                        |   |
| State General Fund (Direct)         | \$<br>6,108,140                   | \$ | 6,596,564              | \$ | 6,596,564               | \$ | 6,270,983              | \$<br>(325,581)                         |
| State General Fund by:              |                                   |    |                        |    |                         |    |                        | , , ,                                   |
| Total Interagency Transfers         | 46,935,994                        |    | 54,038,196             |    | 58,165,181              |    | 52,480,874             | (5,684,307)                             |
| Fees and Self-generated<br>Revenues | 556,757                           |    | 506,758                |    | 506,758                 |    | 356,758                | (150,000)                               |
| Statutory Dedications               | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Interim Emergency Board             | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Federal Funds                       | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Total Means of Financing            | \$<br>53,600,891                  | \$ | 61,141,518             | \$ | 65,268,503              | \$ | 59,108,615             | \$<br>(6,159,888)                       |
| Expenditures & Request:             |                                   |    |                        |    |                         |    |                        |   |
| Personal Services                   | \$<br>20,478,793                  | \$ | 21,396,451             | \$ | 21,957,911              | \$ | 23,539,868             | \$<br>1,581,957                         |
| Total Operating Expenses            | 16,035,000                        |    | 17,422,017             |    | 17,294,653              |    | 17,811,817             | 517,164                                 |
| Total Professional Services         | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Total Other Charges                 | 15,593,140                        |    | 22,323,050             |    | 26,015,939              |    | 17,752,930             | (8,263,009)                             |
| Total Acq&Major Repairs             | 1,493,958                         |    | 0                      |    | 0                       |    | 4,000                  | 4,000                                   |
| Total Unallotted                    | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0                                       |
| Total Expenditures & Request        | \$<br>53,600,891                  | \$ | 61,141,518             | \$ | 65,268,503              | \$ | 59,108,615             | \$<br>(6,159,888)                       |
|                                     |                                   |    |                        |    |                         |    |                        |   |



# **Administration and Executive Support Budget Summary**

|                  | A                 | or Year<br>ctuals<br>004-2005 F | Enacted<br>Y 2005-2006 | Existing<br>FY 2005-2006 | Recommended<br>FY 2006-2007 | Total<br>Recommended<br>Over/Under<br>EOB |
|------------------|-------------------|---------------------------------|------------------------|--------------------------|-----------------------------|---|
| Authorized Full- | Time Equivalents: |                                 |                        |                          |                             |   |
| Classified       |                   | 328                             | 328                    | 328                      | 330                         | 2   |
| Unclassified     |                   | 6                               | 6                      | 6                        | 6                           | 0   |
|                  | <b>Total FTEs</b> | 334                             | 334                    | 334                      | 336                         | 2   |

#### Source of Funding

This program is funded with State General Fund, Interagency Transfers and Self-Generated Funds. The Interagency Transfers are derived from DSS Offices for administration of the programs and DHH for computer services for Medicaid eligibility. (Per R. S. 39:36B.(8), see table below for a listing of expenditures out of each statutory dedicated fund.) The Self-Generated Funds are derived from Licensing fees from various facilities required to be licensed such as Child Care and other social care programs.

#### **Major Changes from Existing Operating Budget**

|    |            | _  |              |                          |  |
|----|------------|----|--------------|--------------------------|--|
| Ge | neral Fund |    | Total Amount | Table of<br>Organization | Description  |
| \$ | 0          | \$ | 4,126,985    | 0                        | Mid-Year Adjustments (BA-7s):  |
|    |            |    |              |                          |  |
| \$ | 6,596,564  | \$ | 65,268,503   | 334                      | Existing Oper Budget as of 12/01/05  |
|    |            |    |              |                          |  |
|    |            |    |              |                          | Statewide Major Financial Changes:   |
|    | 0          |    | 258,288      | 0                        | Annualize Classified State Employee Merits   |
|    | 0          |    | 262,749      | 0                        | Classified State Employees Merit Increases   |
|    | 0          |    | 256,371      | 0                        | Group Insurance for Active Employees   |
|    | 0          |    | 222,017      | 0                        | Group Insurance for Retirees   |
|    | 0          |    | 4,800        | 0                        | Salary Base Adjustment   |
|    | 0          |    | (152,593)    | 0                        | Attrition Adjustment   |
|    | 0          |    | (3,701,183)  | 0                        | Non-recurring Carryforwards  |
|    | 0          |    | 9,704        | 0                        | Risk Management  |
|    | (46,912)   |    | (46,912)     | 0                        | Legislative Auditor Fees   |
|    | 362,762    |    | 6,167,459    | 0                        | Rent in State-Owned Buildings  |
|    | 0          |    | 191,740      | 0                        | Capitol Park Security  |
|    | 0          |    | (2,904)      | 0                        | UPS Fees   |
|    | 0          |    | 4,830        | 0                        | Civil Service Fees   |
|    | 0          |    | 2,597        | 0                        | CPTP Fees  |
|    | (107,168)  |    | (718,593)    | 0                        | Executive Order No. KBB 2005-82 Expenditure Reduction  |
|    |            |    |              |                          | Non-Statewide Major Financial Changes:   |
|    | 0          |    | (150,000)    | 0                        | Funding reduced in the Licensing Bureau which monitors and license child care facilities. Services transferred to the Department of Health and Hospitals.  |
|    | (922,885)  |    | (922,885)    | 0                        | Funding for the 211 Telephone access program has been eliminated. The United Way will fund this project. The remaining decrease in funds is for administrative functions in the Office of the Secretary. |
|    |            |    |              |                          |  |



# **Major Changes from Existing Operating Budget (Continued)**

| Ge | eneral Fund | To       | otal Amount | Table of<br>Organization | Description   |
|----|-------------|----------|-------------|--------------------------|---|
|    | 0           |          | (8,233,995) | 0                        | ACESS (A Comprehensive Enterprise Social Services System) This is the department-wide data base system which supports part of the core mission of DSS in the program areas of Foster Care, Child Care, TANF-STEP and Child Protection Investigation. 50% of this project is not funded which will result in implementation of increment I. This adjustment also reduces excess budget authority in this agency. |
|    | 388,622     |          | 388,622     | 2                        | This adjustment will fund two (2) positions in the newly developed Emergency Preparedness Unit in the Office of the Secretary.  |
| \$ | 6,270,983   | <b>©</b> | 59,108,615  | 336                      | Recommended FY 2006-2007  |
| Φ  | 0,270,983   | Ф        | 39,100,013  | 330                      | Recommended F1 2000-2007  |
| \$ | 0           | \$       | 0           | 0                        | Less Governor's Supplementary Recommendations   |
|    |             |          |             |                          |   |
| \$ | 6,270,983   | \$       | 59,108,615  | 336                      | Base Executive Budget FY 2006-2007  |
|    |             |          |             |                          |   |
| \$ | 6,270,983   | \$       | 59,108,615  | 336                      | Grand Total Recommended   |
|    |             |          |             |                          |   |

# **Professional Services**

| Amount | Description   |
|--------|---|
|        | This program does not have funding for Professional Services for Fiscal Year 2006-2007. |

# **Other Charges**

|             | <u> </u>  |  |  |  |  |  |  |  |  |  |
|-------------|---|--|--|--|--|--|--|--|--|--|
| Amount      | Description   |  |  |  |  |  |  |  |  |  |
|             | Other Charges:  |  |  |  |  |  |  |  |  |  |
| \$118,800   | Training costs for continuing professional education for staff                              |  |  |  |  |  |  |  |  |  |
| \$3,628,800 | Support Enforcement Services Incentive Funding  |  |  |  |  |  |  |  |  |  |
| \$6,014,148 | ACESS System allocation of TANF and Child Welfare funds                                     |  |  |  |  |  |  |  |  |  |
| \$63,333    | AWARE (Accessible Web-based Activity and Reporting Environment)                             |  |  |  |  |  |  |  |  |  |
| \$37,500    | Emergency Preparedness Unit Contract for continuity plan                                    |  |  |  |  |  |  |  |  |  |
| \$9,862,581 | SUB-TOTAL OTHER CHARGES   |  |  |  |  |  |  |  |  |  |
|             |   |  |  |  |  |  |  |  |  |  |
|             | Interagency Transfers:  |  |  |  |  |  |  |  |  |  |
| \$251,986   | To the Department of State Police for Capitol Security                                      |  |  |  |  |  |  |  |  |  |
| \$5,925     | To the Treasury - funding for state treasury services                                       |  |  |  |  |  |  |  |  |  |
| \$2,600     | To the Office of Secretary of State for microfilm services                                  |  |  |  |  |  |  |  |  |  |
| \$604,768   | To the Legislative Auditor for auditing fee adjustment                                      |  |  |  |  |  |  |  |  |  |
| \$3,000     | To the Department of Transportation for data line circuit access                            |  |  |  |  |  |  |  |  |  |
| \$5,000     | To the Department of Natural Resources for pro rata share of LSU Washington DC office space |  |  |  |  |  |  |  |  |  |
| \$59,242    | To the Department of Civil Service for services provided to the Office of the Secretary     |  |  |  |  |  |  |  |  |  |



# **Other Charges (Continued)**

| Amount  | Description   |  |  |  |
|---|---|--|--|--|
| \$9,139   | To the Department of Civil Services for CPTP classes  |  |  |  |
| \$118,130   | To the Division of Administration/Office of Uniform Payroll   |  |  |  |
| \$12,550  | To the Division of Administration/Administrative Services (printing and office supplies)                        |  |  |  |
| \$936,025   | To the Division of Administration/Office of Information Technology - Services associated with technical support |  |  |  |
| \$61,800  | To the Division of Administration/Office of Information Technology - building rent for DSS computer mainframe   |  |  |  |
| \$285,983   | To the Division of Administration/Office of Risk Management   |  |  |  |
| \$150,000 To the Division of Administration/Office of Information Technology-services associated with Data Processing Taj |   |  |  |  |
| \$2,500   | To the Division of Administration/Administrative Support for postage  |  |  |  |
| \$2,408,830   | To the Division of Administration/Administrative Support Iberville building rent                                |  |  |  |
| \$2,972,371   | To the Division of Administration/Office of Telecommunications Management for data line circuits                |  |  |  |
| \$500   | To the Division of Administrative/LA Property Assistance Agency for office space                                |  |  |  |
| \$7,890,349   | SUB-TOTAL INTERAGENCY TRANSFERS   |  |  |  |
| \$17,752,930  | TOTAL OTHER CHARGES   |  |  |  |

### **Acquisitions and Major Repairs**

| Amount  | Description                          |
|---------|--------------------------------------|
| \$4,000 | Replacement equipment                |
| \$4,000 | TOTAL ACQUISITIONS AND MAJOR REPAIRS |

#### **Performance Information**

1. (KEY) To provide for the staffing, organization transition and succession activities required to transform the Department of Social Services' Information Services from a mainframe-legacy based environment to an enterprise focused technology service provider by implementing ACESS (A Comprehensive Enterprise for Social Services System) without interruption or deteriorization of consumer service.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Explanatory Note: This is an entity-wide objective.



#### **Performance Indicators**

|                           |  |                                    |                            | Performance Inc   | dicator Values                      |   |
|---------------------------|--|------------------------------------|----------------------------|---|-------------------------------------|---|
| L<br>e<br>v<br>e Pe       | erformance Indicator   | Yearend<br>Performance<br>Standard | Actual Yearend Performance | Performance<br>Standard as<br>Initially<br>Appropriated | Existing<br>Performance<br>Standard | Performance<br>At Executive<br>Budget Level |
| 1                         | Name   | FY 2004-2005                       | FY 2004-2005               | FY 2005-2006  | FY 2005-2006                        | FY 2006-2007                                |
| met<br>time<br>Adv<br>Doc | nual percentage of goals within expressed eline in the ACESS vance Planning nument approved by the eral partners. (LAPAS |                                    |                            |   |                                     |   |
|                           | DE - 20825)  | 75%                                | 0                          | 100%  | 100%                                | 100%  |

# 2. (SUPPORTING)To receive and process 100% of appeals designated for the Appeals Bureau

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

#### **Performance Indicators**

|                       | Performance Indicator Values                               |  |   |   |  |   |  |  |  |  |  |
|-----------------------|--|--|---|---|--|---|--|--|--|--|--|
| L<br>e<br>v<br>e<br>l | Performance Indicator<br>Name                              | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing Performance Standard FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |  |  |  |  |  |
|                       | Percentage of appeals<br>processed (LAPAS CODE<br>- 20826) | 100%   | 100%  | 100%  | 100%                                       | 100%  |  |  |  |  |  |



#### **Administration and Executive Support General Performance Information**

|  |                                      | Perfor                               | rmance Indicator V                   | alues                                |                                      |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Performance Indicator Name                               | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |
| Number of appeal requests received (LAPAS CODE - 20827)  | 5,255                                | 4,340                                | 3,897                                | 3,631                                | 3,034                                |
| Number of appeal hearings scheduled (LAPAS CODE - 20828) | 4,120                                | 3,523                                | 2,893                                | 2,255                                | 1,691                                |
| Number of appeals processed (LAPAS CODE - 20829)         | 9,375                                | 7,863                                | 6,790                                | 5,886                                | 4,725                                |

#### 3. (KEY) To complete the specified number of audits within the annual audit plan.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

#### **Performance Indicators**

|  |  |   | Performance Ind   | licator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Number of internal audits<br>performed (LAPAS CODE<br>- 3138)  | 12   | 18  | 10  | 10  | 8   |
| K Percentage of audits<br>completed annually in<br>accordance with the audit<br>plan (LAPAS CODE -<br>20830) | 100%   | Not Applicable                                | 100%  | 100%  | 100%  |
| S Number of internal audit<br>follow-ups performed<br>(LAPAS CODE - 3139)                                    | 3  | 3   | 6   | 6   | 4   |

# 4. (SUPPORTING)To provide quality and sufficient legal support to the Department of Social Services by completing 100% of litigation needs and written and verbal opinions requested.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable



Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

#### **Performance Indicators**

|   |  |   | Performance Ind   | licator Values                                      |   |
|---|--|---|---|---|---|
| L<br>e<br>v<br>e Performance Indicator<br>l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S Percentage of cases<br>litigated to completion<br>successfully (LAPAS<br>CODE - 20831)      | 100%   | 95%   | 100%  | 100%  | 100%  |
| S Percentage of written and<br>verbal opinions requests<br>completed. (LAPAS<br>CODE - 20832) | 100%   | 95%   | 100%  | 100%  | 100%  |

### **Administration and Executive Support General Performance Information**

|   |                                      | Perfo                                | mance Indicator V                    | alues                                |                                      |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Performance Indicator Name                                | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |
| Number of legal opinions requested (LAPAS CODE - 20833)   | 7,165                                | 7,578                                | 6,470                                | 5,873                                | 6,878                                |
| Number of lawsuits handled/processed (LAPAS CODE - 13453) | 940                                  | 1,132                                | 920                                  | 1,124                                | 1,199                                |
| Number of legal opinions issued (LAPAS CODE - 13454)      | 7,165                                | 7,578                                | 6,470                                | 5,873                                | 6,933                                |

# 5. (KEY) To evaluate all licensed child care and adult care facilities to determine adherence to licensing regulations.

Louisiana: Vision 2020 Link:Not Applicable

Children's Chabinett Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

This objective and related performance indicators are associated with program funding in the Base Executive Budget FY 2005-2006.



#### **Performance Indicators**

|   |  |   | Performance Inc   | licator Values                                      |   |
|---|--|---|---|---|---|
| L<br>e<br>v<br>e Performance Indicator<br>l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Current number of child<br>class "A" day care<br>programs licensed<br>(LAPAS CODE - 3155) | 1,780  | 1,627   | 1,708   | 1,708   | 1,692   |
| K Current number of child<br>class "B" day care<br>programs licensed<br>(LAPAS CODE - 3156) | 435  | 370   | 419   | 419   | 364   |
| K Current number of other<br>facilities licensed (LAPAS<br>CODE - 3157)                     | 1,639  | 1,860   | 1,639   | 308   | 197   |
| S Number of on-site visits<br>conducted (LAPAS CODE<br>- 3158)                              | 8,320  | 7,675   | 8,320   | 8,320   | 6,392   |
| S Number of follow-up visits<br>conducted (LAPAS CODE<br>- 3160)                            | 5,326  | 2,810   | 5,326   | 5,326   | 2,397   |

#### **Administration and Executive Support General Performance Information**

|  | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |  |  |  |  |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|--|--|--|
| Performance Indicator Name                                     | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |  |  |  |  |
| Number of new facilities visits conducted (LAPAS CODE - 13467) | 648                                  | 607                                  | 586                                  | 796                                  | 882                                  |  |  |  |  |  |

6. (SUPPORTING)Partner with our consumers to successfully deliver timely, high quality, and costeffective solutions through the utilization of standardized processes, procedures, and tools, defined project management and quality assurance standards, and the maximization of web supported solutions.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

This objective and related performance indicators are associated with program funding in the Base Executive Budget FY 2005-2006.



#### **Performance Indicators**

|   |  |   | Performance Inc   | Performance Indicator Values                        |   |  |  |  |  |
|---|--|---|---|---|---|--|--|--|--|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |  |  |  |  |
| S Percentage of projects<br>utilizing established project<br>Management Office (PMO)<br>processes, procedures, and<br>tools (LAPAS CODE -<br>20834) | 90%  | 91%   | 90%   | 90%   | 90%   |  |  |  |  |

# **Administration and Executive Support General Performance Information**

|   |                                      | Perfor                               | mance Indicator V                    | alues                                |                                      |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Performance Indicator Name  | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |
| Number of web transactions monthly (LAPAS CODE - 20835)               | Not Available                        | Not Available                        | Not Available                        | 1,210,115                            | 1,813,129                            |
| Number of electronic benefit transfers per month (LAPAS CODE - 13463) | 230,784                              | 249,570                              | 253,866                              | 267,911                              | 286,295                              |
| Number of calls to the user support telephone (LAPAS CODE - 13465)    | 6,280                                | 25,064                               | 25,618                               | 42,212                               | 37,668                               |



# 10-355 — Office of Family Support

# **Agency Description**

The mission of the Office of Family Support is to provide supportive services that assist residents to move toward independence and self-sufficiency by meeting basic needs through the provision of financial assistance, education and training, Food Stamps, child care, child support enforcement, and the determination of eligibility for disability benefits.

The goals of the Office of Family Support are:

- I. We will build a unified DSS that pools human and financial resources in order to better serve consumers.
- II. We will provide quality service to consumers.
- III. We will utilize evidence-based practices and strategic approaches to fulfill the DSS mission.
- IV. We will maximize resources by operating the department in an efficient and effective manner.

# Office of Family Support Budget Summary

|                                  | Prior Year<br>Actuals<br>FY 2004-2005 |             | Enacted<br>FY 2005-2006 |             | Existing<br>FY 2005-2006 |             |    | ecommended<br>Y 2006-2007 | Total<br>Recommended<br>Over/Under<br>EOB |             |
|----------------------------------|---------------------------------------|-------------|-------------------------|-------------|--------------------------|-------------|----|---------------------------|---|-------------|
| Means of Financing:              |                                       |             |                         |             |                          |             |    |                           |   |             |
|                                  |                                       |             |                         |             |                          |             |    |                           |   |             |
| State General Fund (Direct)      | \$                                    | 96,638,155  | \$                      | 98,366,415  | \$                       | 98,366,415  | \$ | 103,193,759               | \$  | 4,827,344   |
| State General Fund by:           |                                       |             |                         |             |                          |             |    |                           |   |             |
| Total Interagency Transfers      |                                       | 1,574,516   |                         | 2,229,550   |                          | 4,829,550   |    | 1,639,822                 |   | (3,189,728) |
| Fees and Self-generated Revenues |                                       | 12,095,073  |                         | 14,664,306  |                          | 14,664,306  |    | 14,664,306                |   | 0           |
| Statutory Dedications            |                                       | 833,592     |                         | 593,310     |                          | 593,310     |    | 563,644                   |   | (29,666)    |
| Interim Emergency Board          |                                       | 0           |                         | 0           |                          | 0           |    | 0                         |   | 0           |
| Federal Funds                    |                                       | 388,429,586 |                         | 437,151,523 |                          | 469,945,920 |    | 528,476,340               |   | 58,530,420  |
| Total Means of Financing         | \$                                    | 499,570,922 | \$                      | 553,005,104 | \$                       | 588,399,501 | \$ | 648,537,871               | \$  | 60,138,370  |
| Expenditures & Request:          |                                       |             |                         |             |                          |             |    |                           |   |             |
|                                  |                                       |             |                         |             |                          |             |    |                           |   |             |
| Administration and Support       | \$                                    | 46,034,533  | \$                      | 57,602,527  | \$                       | 57,602,527  | \$ | 58,373,354                | \$  | 770,827     |
| Client Services                  |                                       | 193,395,117 |                         | 222,063,422 |                          | 224,663,422 |    | 221,336,239               |   | (3,327,183) |
| Client Payments                  |                                       | 260,141,272 |                         | 273,339,155 |                          | 306,133,552 |    | 368,828,278               |   | 62,694,726  |
| Total Expenditures & Request     | \$                                    | 499,570,922 | \$                      | 553,005,104 | \$                       | 588,399,501 | \$ | 648,537,871               | \$  | 60,138,370  |



# Office of Family Support Budget Summary

|                            | Prior Year<br>Actuals<br>FY 2004-2005 | Enacted<br>FY 2005-2006 | Existing<br>FY 2005-2006 | Recommended<br>FY 2006-2007 | Total<br>Recommended<br>Over/Under<br>EOB |
|----------------------------|---------------------------------------|-------------------------|--------------------------|-----------------------------|---|
| <b>Authorized Full-Tim</b> | ne Equivalents:                       |                         |                          |                             |   |
| Classified                 | 2,671                                 | 2,671                   | 2,671                    | 2,564                       | (107)                                     |
| Unclassified               | 4                                     | 4                       | 4                        | 4                           | 0   |
| То                         | tal FTEs 2,675                        | 2,675                   | 2,675                    | 2,568                       | (107)                                     |



# 355\_1000 — Administration and Support

Program Authorization: LSA R.S. 46:231; R.S. 471-478

## **Program Description**

The mission of the Executive Administration and General Support Program is to provide direction, coordination, and monitoring of all agency programs and to provide a variety of managerial and specialized support services to the agency as a whole, which are needed to carry out the mission of the Office of Family Support (OFS).

The goal(s) of the Executive Administration and General Support Program are:

1. We will maximize resources by operating the department in an efficient and effective manner.

The Executive Administration and General Support Program provides direction of the Office of Family Support and monitoring of programs. Services are provided by the following sections: budget, business services, human resources, fraud and recovery, planning and inquiry.

- Budget Improves the capability of OFS to plan and budget for it's numerous programs and service delivery sites.
- Business Services Provides coordination of the daily operations necessary to maintain offices including state vehicles coordination, obtaining necessary telephone systems, and coordination of risk management coverage, and property control.
- Human Resources manages the personnel of the office in accordance with the state and Departmental rules and regulations.
- Fraud and Recovery To prevent, detect, and investigate suspected fraud by recipients, employees or providers of services and recover fraudulently obtained benefits.
- Planning To provide a system of policy development, approval, and issuance which assures that O.F.S. programs are operated in compliance with mandated Federal and State guidelines and to monitor legislation and coordinate the preparation of required analyses of pending legislation.
- Inquiry Provides a system for responding on behalf of the Assistant Secretary to visitors, telephone calls, and correspondence by providing information ranging from general program requirements to specific indepth case reports.

## **Administration and Support Budget Summary**

|                             | Act  | r Year<br>tuals<br>04-2005 | Enacted<br>2005-2006 | Existing<br>2005-2006 |    | ommended<br>2006-2007 | Total<br>ommended<br>er/Under<br>EOB |
|-----------------------------|------|----------------------------|----------------------|-----------------------|----|-----------------------|--------------------------------------|
| Means of Financing:         |      |                            |                      |                       |    |                       |                                      |
|                             |      |                            |                      |                       |    |                       |                                      |
| State General Fund (Direct) | \$ 9 | 9,593,167                  | \$<br>11,592,497     | \$<br>11,592,497      | \$ | 12,333,367            | \$<br>740,870                        |



# **Administration and Support Budget Summary**

|                                  |        | rior Year<br>Actuals<br>2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | commended<br>2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|----------------------------------|--------|-----------------------------------|----|------------------------|----|-------------------------|----|------------------------|--|
| State General Fund by:           |        |                                   |    |                        |    |                         |    |                        |  |
| Total Interagency Transfers      |        | 768,882                           |    | 1,107,371              |    | 1,107,371               |    | 517,643                | (589,728)                                |
| Fees and Self-generated Revenues |        | 330,581                           |    | 615,465                |    | 615,465                 |    | 615,465                | 0  |
| Statutory Dedications            |        | 833,592                           |    | 593,310                |    | 593,310                 |    | 563,644                | (29,666)                                 |
| Interim Emergency Board          |        | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0  |
| Federal Funds                    |        | 34,508,311                        |    | 43,693,884             |    | 43,693,884              |    | 44,343,235             | 649,351                                  |
| <b>Total Means of Financing</b>  | \$     | 46,034,533                        | \$ | 57,602,527             | \$ | 57,602,527              | \$ | 58,373,354             | \$<br>770,827                            |
|                                  |        |                                   |    |                        |    |                         |    |                        |  |
| Expenditures & Request:          |        |                                   |    |                        |    |                         |    |                        |  |
|                                  |        |                                   |    |                        |    |                         |    |                        |  |
| Personal Services                | \$     | 10,947,677                        | \$ | 13,803,048             | \$ | 13,652,194              | \$ | 15,140,030             | \$<br>1,487,836                          |
| Total Operating Expenses         |        | 602,796                           |    | 859,797                |    | 871,797                 |    | 842,041                | (29,756)                                 |
| Total Professional Services      |        | 800                               |    | 63,301                 |    | 63,301                  |    | 63,301                 | 0  |
| Total Other Charges              |        | 34,480,833                        |    | 42,840,379             |    | 42,979,233              |    | 42,291,980             | (687,253)                                |
| Total Acq & Major Repairs        |        | 2,427                             |    | 36,002                 |    | 36,002                  |    | 36,002                 | 0  |
| Total Unallotted                 |        | 0                                 |    | 0                      |    | 0                       |    | 0                      | 0  |
| Total Expenditures &<br>Request  | \$     | 46,034,533                        | \$ | 57,602,527             | \$ | 57,602,527              | \$ | 58,373,354             | \$<br>770,827                            |
| Authorized Full-Time Equiva      | lonte  |                                   |    |                        |    |                         |    |                        |  |
| Classified                       | ients: | 84                                |    | 84                     |    | 84                      |    | 84                     | 0  |
| Unclassified                     |        | 4                                 |    | 4                      |    | 4                       |    | 4                      | 0  |
| Total FTEs                       |        | 88                                |    | 88                     |    | 88                      |    | 88                     | 0  |

# Source of Funding

This program is funded with State General Fund, Interagency Transfers, Fees and Self-generated Revenue, Statutory Dedications, and Federal Funds. Interagency Transfers are obtained from: the Office of Community Services, and the DSS, Office of the Secretary for joint and shared space costs, and the DHH, Medical Vendor Administration program for joint and shared costs for eligibility determinations services. Self-generated Revenues are obtained from Title IV-D Child Support Enforcement collections, and miscellaneous collections including the State share of recoveries, recoupments, refunds and fees. The Statutory dedication is the Fraud Recovery Fund (R.S. 46:114.4). (Per R. S. 39:36B.(8), see table below for a listing of expenditures out of each statutory dedicated fund). Federal include the following: Social Security Act, Title IV-D, for support enforcement administrative costs; Food Stamp Act of 1977 (P.L. 95-113) for Food Stamp administrative costs; Temporary Assistance for Needy Families (TANF) grant for monthly Family Independence Temporary Assistance (FITAP) Payments and administrative costs; Child Care Block Grant for administration of child care assistance payments; Refugee Resettlement Act of 1980 (P.L. 212) for Needy Families (P.L. 86-571, and Section 1113 of the Social Security Act) for administration of payments to impoverished U.S. citizens returned to this country.



# **Administration and Support Statutory Dedications**

|                      |    |           |    |           |    |             |     |           |    | Total     |
|----------------------|----|-----------|----|-----------|----|-------------|-----|-----------|----|-----------|
|                      | Pi | rior Year |    |           |    |             |     |           | Re | commended |
|                      |    | Actuals   |    | Enacted   |    | Existing    | Rec | commended | O  | ver/Under |
| Fund                 | FY | 2004-2005 | FY | 2005-2006 | F  | Y 2005-2006 | FY  | 2006-2007 |    | EOB       |
| Fraud Detection Fund | \$ | 833,592   | \$ | 593,310   | \$ | 593,310     | \$  | 563,644   | \$ | (29,666)  |

# **Major Changes from Existing Operating Budget**

| Ge | neral Fund | Т  | otal Amount | Table of<br>Organization | Description  |
|----|------------|----|-------------|--------------------------|--|
| \$ | 0          | \$ | 0           | 0                        | Mid-Year Adjustments (BA-7s):  |
|    |            |    |             |                          |  |
| \$ | 11,592,497 | \$ | 57,602,527  | 88                       | Existing Oper Budget as of 12/01/05  |
|    |            |    |             |                          |  |
|    |            |    |             |                          | Statewide Major Financial Changes:   |
|    | 40,465     |    | 80,930      | 0                        | Annualize Classified State Employee Merits   |
|    | 38,142     |    | 76,284      | 0                        | Classified State Employees Merit Increases   |
|    | 16,784     |    | 33,569      | 0                        | Salary Base Adjustment   |
|    | (14,114)   |    | (28,229)    | 0                        | Attrition Adjustment   |
|    | 0          |    | 18,000      | 0                        | Acquisitions & Major Repairs   |
|    | (18,000)   |    | (36,000)    | 0                        | Non-Recurring Acquisitions & Major Repairs   |
|    | 129,699    |    | 259,399     | 0                        | Risk Management  |
|    | 211,620    |    | 313,719     | 0                        | Rent in State-Owned Buildings  |
|    | 188,040    |    | 376,080     | 0                        | Maintenance in State-Owned Buildings   |
|    | (13,537)   |    | (27,074)    | 0                        | UPS Fees   |
|    | 14,114     |    | 28,229      | 0                        | Civil Service Fees   |
|    | 833        |    | 1,666       | 0                        | Administrative Law Judges  |
|    | (90,489)   |    | (210,644)   | 0                        | Executive Order No. KBB 2005-82 Expenditure Reduction  |
|    | (5,000)    |    | (10,000)    | 0                        | Act 67 (Supplemental Bill) of the 2005 1st Extraordinary Legislative Session   |
|    |            |    |             |                          | Non-Statewide Major Financial Changes:   |
|    | 0          |    | (589,728)   | 0                        | The IAT is a reduction of funding to the Office of the Secretary for administrative cost.  |
|    | 242,313    |    | 484,626     | 0                        | This adjustment is for the department's move to the Iberville building to fund administrative and information technology cost associated with data dial tone at Iberville and consolidated data centers. |
|    |            |    |             |                          |  |
| \$ | 12,333,367 | \$ | 58,373,354  | 88                       | Recommended FY 2006-2007   |
|    |            |    |             |                          |  |
| \$ | 0          | \$ | 0           | 0                        | Less Governor's Supplementary Recommendations  |
|    |            |    |             |                          |  |
| \$ | 12,333,367 | \$ | 58,373,354  | 88                       | Base Executive Budget FY 2006-2007   |
|    |            |    |             |                          |  |
|    |            |    |             |                          |  |
| \$ | 12,333,367 | \$ | 58,373,354  | 88                       | Grand Total Recommended  |
|    |            |    |             |                          |  |



# **Professional Services**

| Amount   | Description   |
|----------|---|
|          |   |
| \$57,801 | Covington and Burling to provide legal representation for the agency at the federal level |
| \$5,500  | Robert G. Foley for professional handwriting analysis                                     |
| \$63,301 | TOTAL PROFESSIONAL SERVICES   |

# **Other Charges**

| Amount       | Description  |
|--------------|--|
|              |  |
|              | Other Charges:   |
| \$127,476    | Food stamp fraud prosecution   |
| \$22,655     | Payments to the Internal Revenue Service for the costs of intercepting and returning to Louisiana federal tax refunds to liquidate delinquent food stamp and Family Independence Temporary Assistance Program debts to the agency. |
| \$2,450      | Fraud investigation expenses   |
| \$722,328    | Fraud Enhancements   |
| \$93,188     | Investigative expenses and copies of legal documents   |
| \$1,914,838  | TANF Administrative Funds  |
| \$182,348    | Tanf Penalty   |
| \$3,065,283  | SUB-TOTAL OTHER CHARGES  |
|              | Interagency Transfers:   |
| \$39,118     | To the Division of Administration for printing   |
| \$90,000     | To the Division of Administration for rent and maintenance of state owned buildings  |
| \$10,770     | To the Division of Administration for building security of the DSS headquarters at 755 Third Street, Baton Rouge   |
| \$1,434,781  | To the Division of Administration for risk management premium adjustment   |
| \$21,472     | To the Division of Administration, Division of Administrative Law  |
| \$81,921     | To the Division of Administration , Office of Telecommuncations for Telephone Services   |
| \$36,781,967 | To the DSS/Office of the Secretary for allocated indirect costs  |
| \$42,128     | To the Division of Administration, Civil Service for CPTP services   |
| \$343,035    | To the Division of Administration, Civil Service for personnel services  |
| \$140,041    | To the Division of Administration, Uniform Payroll System for payroll processing services  |
| \$241,464    | To the Division of Administration, Treasury Office for services  |
| \$39,226,697 | SUB-TOTAL INTERAGENCY TRANSFERS  |
| \$42,291,980 | TOTAL OTHER CHARGES  |

# **Acquisitions and Major Repairs**

| Amount   | Description                          |
|----------|--------------------------------------|
|          |                                      |
| \$36,002 | To replace office equipment          |
| \$36,002 | TOTAL ACQUISITIONS AND MAJOR REPAIRS |



#### **Performance Information**

# 1. (SUPPORTING)Increase the percentage of customers expressing satisfaction with services by 8% over baseline by June 30, 2007.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|  |            |   | Performance Inc   | dicator Values                                      |   |
|--|------------|---|---|---|---|
| L<br>e<br>v<br>e Performance I<br>I Name                         |            | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S Percentage of agreeceiving custom<br>training (LAPAS<br>20836) | er service | Not Applicable                                | 95.0%   | 95.0%   | 95.0%   |
| S Number of custo<br>groups held (LA<br>CODE - 20837)            |            | 0   | 8   | 8   | 8   |

# 2. (KEY) Actively participate in efforts to reduce the percentage of Louisiana residents living in poverty by June 30, 2007.

Louisiana: Vision 2020 Link: To provide opportunities to overcome Louisiana's poverty crisis.

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable



#### **Performance Indicators**

|  |  |   | Performance Ind   | licator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Increase in total Earned<br>Income Tax Credit (EITC)<br>received (LAPAS CODE -<br>20838) | 5.0%   | Not Applicable                                | 5.0%  | 5.0%  | 5.0%  |
| K Percent change of residents<br>living in poverty (LAPAS<br>CODE - 20839)                 | -0.4%  | Not Applicable                                | -0.4%   | -0.4%   | -0.4%   |

# 3. (KEY) Direct, coordinate, monitor and control the diverse operations of agency programs through June 30, 2007.

Louisiana: Vision 2020 Link: Not Applicable

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Children: Flex time for employees.

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|  |  |   | Performance In  | dicator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name                                       | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Number of cases referred<br>for prosecution (LAPAS<br>CODE - 3041)       | 60   | 93  | 60  | 60  | 75  |
| K Number of cases referred<br>for recovery action<br>(LAPAS CODE - 3046)   | 4,000  | 2,938   | 4,000   | 4,000   | 3,000   |
| K Collections made by fraud<br>and recovery section<br>(LAPAS CODE - 3047) | \$ 3,000,000                                       | \$ 3,422,565                                  | \$ 3,000,000  | \$ 3,000,000  | \$ 2,000,000  |
| S Number of cases received<br>for investigation (LAPAS<br>CODE - 3043)     | 500  | 845   | 500   | 500   | 600   |



# **Performance Indicators (Continued)**

|   |  |   | Performance In  | dicator Values                                      |   |
|---|--|---|---|---|---|
| L<br>e<br>v<br>e Performance Indicator<br>l Name                                      | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S Number of investigations<br>completed (LAPAS CODE<br>- 3045)                        | 400  | 697   | 400   | 400   | 500   |
| S Number of prosecutions<br>completed (LAPAS CODE<br>- 3044)                          | 50   | 93  | 50  | 50  | 50  |
| S Number of program<br>recipients disqualified due<br>to fraud (LAPAS CODE -<br>3042) | 1,000  | 746   | 1,000   | 1,000   | 1,000   |
| S Losses established<br>(LAPAS CODE - 3048)   | \$ 2,750,000                                       | \$ 2,008,719                                  | \$ 2,750,000  | \$ 2,750,000  | \$ 2,000,000  |

# **Administration and Support General Performance Information**

|   | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |  |  |  |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|--|--|
| Performance Indicator Name  | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |  |  |  |
| Responses to written inquiries (LAPAS CODE - 13436)   | 6,072                                | 4,886                                | 3,280                                | 3,495                                | 3,570                                |  |  |  |  |
| Inquiry telephone calls (LAPAS CODE - 13437)  | 8,252                                | 9,277                                | 10,076                               | 9,630                                | 9,877                                |  |  |  |  |
| New employees receiving central orientation (LAPAS CODE - 13438)  | 216                                  | 1,953                                | 304                                  | 302                                  | 280                                  |  |  |  |  |
| Number of in-service training (LAPAS CODE - 13439)  | 803                                  | 471                                  | 462                                  | 1,046                                | 887                                  |  |  |  |  |
| Legislation tracked (LAPAS CODE - 13440)  | 30                                   | 9                                    | 58                                   | 45                                   | 10                                   |  |  |  |  |
| Published notices of intent (LAPAS CODE - 13441)  | 15                                   | 21                                   | 16                                   | 6                                    | 10                                   |  |  |  |  |
| Published rules (LAPAS CODE - 13442)  | 13                                   | 21                                   | 47                                   | 26                                   | 23                                   |  |  |  |  |
| Executive bulletins & administrative (LAPAS CODE - 13443)   | 75                                   | 86                                   | 70                                   | 44                                   | 30                                   |  |  |  |  |
| Number of Federal required reviews completed within federal timeframe - Food Stamp Program (100% within 95 days) (LAPAS CODE - 13444) | 1,065                                | 1,091                                | 756                                  | 2,211                                | 1,211                                |  |  |  |  |
| Number of Federal required reviews completed within federal timeframe - Child Support Enforcement (LAPAS CODE - 13445)                | 2,500                                | 2,500                                | 2,592                                | 2,592                                | 2,597                                |  |  |  |  |



# 355 2000 — Client Services

Program Authorization: R.S. 46:231; R. S. 46:236.1-236.3; R. S. 46:151 of 1938.

## **Program Description**

The mission of the Client Services Program is to provide services to individuals and families in need. The program determines eligibility for TANF, Food Stamps, Child Care, and Social Security disability benefits. Case management services are provided to assist families to become self-sufficient. Support Enforcement Services establishes paternity, locates absent parents, and collects and distributes payments made by absent parents.

The goal(s) of the Client Services Program are:

I. We will provide quality service to customers.

Major activities of this program include:

- The Family Assistance Division administer programs which recognize each individual's need for an income that will provide him with the basic necessities of life consistent with a standard of decency, and in recognition of the fact that some individuals have physical, mental, or societal handicaps which effectively deny them the opportunity of achieving a goal of self-support. Programs include Family Independence Temporary Assistance (FITAP), Disaster Relief, and Transitional Services to former FITAP recipients, Strategies to Empower People (STEP), Food Stamps and Child Care Services.
- The Food Stamp Program provides monthly benefits that help low-income households purchase food they require for good health. this program's goal is to promote the general welfare and safeguard the health and well being of the population through the issuance of benefits to all eligible households.
- Strategies to Empower People Program (STEP) assures that needy families with children obtain the education, training, and employment required to assist them in avoiding long-term dependency on welfare assistance.
- The Disability Determinations Services Program makes qualified decisions on initial applications for disability benefits. This program provides assistance in developing evidence for the federal Office of Hearing and Appeals on those claims that continue into the upper levels of the Social Security Administration appeals process. Continuing reviews of all persons who are determined to be disabled, and receive benefits, are conducted to assure their continuing eligibility.
- The Child Support Enforcement Program required by federal law for all states this program administered by state employees whose official title is Support Enforcement Specialist. The District Attorneys offices in the state are contracted to assist this division in some scope of the various duties of child support appointed to this division. Three categories are assigned to child support cases: intake cases, collection cases, and parent locate services. Orders of support have not been established in the intake cases. Many intake cases require the establishment of paternity. In the collection cases an enforceable order for child support exists. Parent locate services locates an absent known parent.



• The Child Care Assistance Program – this subsidy program assist parents in payments for the child care required for them to work, attend school, or receive training. Monthly payments are issued according to the number of hours the parents work or attend school and training and the fee amount of the provider. Program selection under the Child Care Program include child attendance to any Class A child care center of the parents' choice, school-based before and after school care, registered family child day care home centers, or in-home provider.

# **Client Services Budget Summary**

|                                     |       | Prior Year<br>Actuals<br>Y 2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 | Recommended<br>FY 2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|-------------------------------------|-------|--------------------------------------|----|------------------------|----|-------------------------|-----------------------------|--|
| Means of Financing:                 |       |                                      |    |                        |    |                         |                             |  |
| State General Fund (Direct)         | \$    | 57,399,757                           | \$ | 62,183,411             | \$ | 62,183,411              | \$<br>58,869,885            | \$<br>(3,313,526)                        |
| State General Fund by:              |       |                                      |    |                        |    |                         |                             |  |
| Total Interagency Transfers         |       | 805,634                              |    | 1,122,179              |    | 3,722,179               | 1,122,179                   | (2,600,000)                              |
| Fees and Self-generated<br>Revenues |       | 11,764,492                           |    | 14,048,841             |    | 14,048,841              | 14,048,841                  | 0  |
| Statutory Dedications               |       | 0                                    |    | 0                      |    | 0                       | 0                           | 0  |
| Interim Emergency Board             |       | 0                                    |    | 0                      |    | 0                       | 0                           | 0  |
| Federal Funds                       |       | 123,425,234                          |    | 144,708,991            |    | 144,708,991             | 147,295,334                 | 2,586,343                                |
| Total Means of Financing            | \$    | 193,395,117                          | \$ | 222,063,422            | \$ | 224,663,422             | \$<br>221,336,239           | \$<br>(3,327,183)                        |
|                                     |       |                                      |    |                        |    |                         |                             |  |
| Expenditures & Request:             |       |                                      |    |                        |    |                         |                             |  |
|                                     |       |                                      |    |                        |    |                         |                             |  |
| Personal Services                   | \$    | 113,014,104                          | \$ | 122,215,481            | \$ | 124,755,481             | \$<br>123,402,754           | \$<br>(1,352,727)                        |
| Total Operating Expenses            |       | 20,962,154                           |    | 23,363,733             |    | 23,388,733              | 21,215,366                  | (2,173,367)                              |
| Total Professional Services         |       | 15,106,799                           |    | 17,449,506             |    | 16,988,216              | 17,967,900                  | 979,684                                  |
| Total Other Charges                 |       | 43,681,561                           |    | 58,124,790             |    | 58,657,080              | 58,356,365                  | (300,715)                                |
| Total Acq & Major Repairs           |       | 630,499                              |    | 909,912                |    | 873,912                 | 393,854                     | (480,058)                                |
| Total Unallotted                    |       | 0                                    |    | 0                      |    | 0                       | 0                           | 0  |
| Total Expenditures & Request        | \$    | 193,395,117                          | \$ | 222,063,422            | \$ | 224,663,422             | \$<br>221,336,239           | \$<br>(3,327,183)                        |
| _                                   |       |                                      |    |                        |    |                         |                             |  |
| Authorized Full-Time Equiva         | lents | :                                    |    |                        |    |                         |                             |  |
| Classified                          |       | 2,587                                |    | 2,587                  |    | 2,587                   | 2,480                       | (107)                                    |
| Unclassified                        |       | 0                                    |    | 0                      |    | 0                       | 0                           | 0  |
| Total FTEs                          |       | 2,587                                |    | 2,587                  |    | 2,587                   | 2,480                       | (107)                                    |



#### **Source of Funding**

This program is funded with State General Fund, Interagency Transfers, Fees and Self-generated Revenue and Federal Funds. Interagency Transfers are from the Office of Community Services and the DSS, Office of the Secretary for joint and shared space costs, and from the DHH, Medical Vendor Administration program for shared space costs. Self-generated Revenue includes Title IV-D Child Support Enforcement collections; other miscellaneous collections including the state share of recoveries, recoupments, and refunds, and Family Independence Temporary Assistance Program (FITAP) child support collections and fees. Federal Funds are obtained from: the Social Security Act, Title IV-D, for support enforcement services; the Refugee Resettlement Act of 1980 (P.L. 212) for payments to needy refugees; the Temporary Assistance for Needy Families (TANF) block grant for temporary monthly cash payments; the Child Care Block Grant for child care assistance payments; the Social Security Act for disability determinations services; U.S. Citizens Repatriated (P.L. 86-571 and Section 1113 of the Social Security Act) for payments to impoverished U.S. citizens returned to this country, and the U.S. Department of Agriculture, Food and Consumer Service for Food Stamp eligibility determinations services.

## **Major Changes from Existing Operating Budget**

|    | •           |    |             | •                        |   |
|----|-------------|----|-------------|--------------------------|---|
| Ge | eneral Fund | Т  | otal Amount | Table of<br>Organization | Description   |
| \$ | 0           | \$ | 2,600,000   | 0                        | Mid-Year Adjustments (BA-7s):   |
|    |             |    |             |                          |   |
| \$ | 62,183,411  | \$ | 224,663,422 | 2,587                    | Existing Oper Budget as of 12/01/05   |
|    |             |    |             |                          |   |
|    |             |    |             |                          | Statewide Major Financial Changes:  |
|    | 861,195     |    | 1,722,391   | 0                        | Annualize Classified State Employee Merits  |
|    | 891,490     |    | 1,782,980   | 0                        | Classified State Employees Merit Increases  |
|    | (801,643)   |    | (1,603,287) | 0                        | Attrition Adjustment  |
|    | 0           |    | 0           | (74)                     | Personnel Reductions  |
|    | 173,185     |    | 356,128     | 0                        | Acquisitions & Major Repairs  |
|    | (12,015)    |    | (481,835)   | 0                        | Non-Recurring Acquisitions & Major Repairs  |
|    | (82,942)    |    | (3,447,606) | 0                        | Non-recurring Carryforwards   |
|    | (4,873,523) |    | (6,914,880) | (33)                     | Executive Order No. KBB 2005-82 Expenditure Reduction   |
|    | (877,102)   |    | (1,754,204) | 0                        | Act 67 (Supplemental Bill) of the 2005 1st Extraordinary Legislative Session  |
|    |             |    |             |                          | Non-Statewide Major Financial Changes:  |
|    | 1,407,829   |    | 3,548,355   | 0                        | This adjustment funds operating cost for fourteen parish offices in the Food Stamp program.   |
|    | 0           |    | 2,864,775   | 0                        | An increase in federal funds for Fiscal Year 2004 Food Stamp High Performance Bonus. The Food Stamps High Performance Bonus funds are allocated according to outstanding performance by a state. These funds are not tied to the Food Stamp program; the funds can be used throughout the agency. |
|    |             |    |             |                          |   |



# **Major Changes from Existing Operating Budget (Continued)**

| G  | eneral Fund | Т  | otal Amount | Table of<br>Organization | Description  |
|----|-------------|----|-------------|--------------------------|--|
|    |             |    |             |                          | Transfer 600,000 from Client Payments to Client Services. The means of financing is federal funds for increasing Disability Determinations Services contracts to incorporate medical regulations. This modification is required by the Social Security Administration. |
|    | 0           |    | 600,000     | 0                        |  |
|    |             |    |             |                          |  |
| \$ | 58,869,885  | \$ | 221,336,239 | 2,480                    | Recommended FY 2006-2007   |
|    |             |    |             |                          |  |
| \$ | 0           | \$ | 0           | 0                        | Less Governor's Supplementary Recommendations  |
|    |             |    |             |                          |  |
| \$ | 58,869,885  | \$ | 221,336,239 | 2,480                    | Base Executive Budget FY 2006-2007   |
|    |             |    |             |                          |  |
|    |             |    |             |                          |  |
| \$ | 58,869,885  | \$ | 221,336,239 | 2,480                    | Grand Total Recommended  |
|    |             |    |             |                          |  |

# **Professional Services**

| Amount       | Description   |
|--------------|---|
|              |   |
| \$6,101,036  | Various medical consultants for disability determinations   |
| \$200,000    | Levy and Associates for computer programming  |
| \$8,873,251  | J. P. Morgan for the Electronics Benefits Transfer program for food stamp and Family Independence Temporary Assistance Program recipients |
| \$2,240,000  | Central collections contract for support enforcement program pursuant to federal regulations  |
| \$243,693    | Contingent collections contract for the support enforcement program   |
| \$50,820     | Covington and Burlington to proivde legal representation at federal level   |
| \$259,100    | Travel allowance for medical consultants contracts  |
|              |   |
| \$17,967,900 | TOTAL PROFESSIONAL SERVICES   |

# **Other Charges**

| Amount    |   | Description |
|-----------|---|-------------|
|           | Other Charges:  |             |
| \$200,000 | Head Start program collaboration contract   |             |
| \$228,736 | Comprehensive Work Experience Program workmen's compensation insurance payments for Family Independence Temporary Assistance Program recipients who are place in work experience assignments.           |             |
| \$1,850   | Maintenance for state owned buildings not maintained by Buildings & Grounds   |             |
| \$30,519  | Casual labor for grounds maintenance of various field offices that have no staff available to perform this function   |             |
| \$20,000  | State Income Eligibility Verification System to match public assistance recipient files against those of the Internal Revenue Service for income verification purposes pursuant to federal requirements |             |



# **Other Charges (Continued)**

| Amount       |  | Description |
|--------------|--|-------------|
| \$102,000    | The Work Number provided by TALX Corp. to provide up to date, accurate wage verification on program recipients   |             |
| \$1,497,964  | Louisiana Job Employment Program (LAJET)   |             |
| \$121,915    | Registration fees for training section for reimbursement of tuition and registration fees for work related courses   |             |
| \$15,640,710 | Support enforcement contracts with District Attorneys, and the Louisiana District Attorney Association   |             |
| \$166,000    | Payments to the federal Office of Child Support Enforcement for access to the Federal Parent Locate Services and other electronic parent locate networks         |             |
| \$14,910,137 | Medical exams for the disability determinations service  |             |
| \$660,000    | Contract with Westaff to provide additional assistance in processing claims mandated federally.  |             |
| \$7,357      | Contracts for deaf interpreters for the eligibility determinations process   |             |
| \$5,439,833  | Payment to clerks of court the federal share of the cost for support enforcement filing fees; the clerks of court provide the 33% state match for these payments |             |
| \$1,763,461  | Payments for paternity testing for child support enforcement purposes  |             |
| \$250,000    | Semi-annual reporting for Food Stamp Program   |             |
| \$9,930,000  | Support Enforcement Incentive Funds  |             |
| \$175,000    | To cover fees for agreements with financial institutions in the state to match data on absent parents  |             |
| \$192,580    | Access and Visitation  |             |
| \$170,000    | DSS Training   |             |
| \$57,608     | Food Enhanced Fund   |             |
| \$51,565,670 | SUB-TOTAL OTHER CHARGES  |             |
|              |  |             |
|              | Interagency Transfers:   |             |
| \$1,914,342  | Payments to the Division of Administration for rent and maintenance of State owned buildings   |             |
| \$1,342,948  | Payments to the Division of Administration for telephone services  |             |
| \$901,571    | Payments to the Dept. of Labor for food stamp employment and training expenses   |             |
| \$2,204,977  | Payments to Louisiana State University and Southern University, Cooperative Extension Service for nutrition education contract                                   |             |
| \$231,600    | Fraud investigations for disability determinations   |             |
| \$195,257    | To the Division of Administration for printing   |             |
| \$6,790,695  | SUB-TOTAL INTERAGENCY TRANSFERS  |             |
| \$58,356,365 | TOTAL OTHER CHARGES  |             |
|              |  |             |

# **Acquisitions and Major Repairs**

| Amount    | Description                          |
|-----------|--------------------------------------|
|           |                                      |
| \$358,854 | Replacement equipment                |
| \$35,000  | Major Reparis                        |
| \$393,854 | TOTAL ACQUISITIONS AND MAJOR REPAIRS |



#### **Performance Information**

# 1. (KEY) Process cash assistance applications in an accurate and timely manner and refer eligible families to appropriate services.

Louisiana: Vision 2020 Link: Goal One: The Learning Enterprise - This goal portrays our objective in the vision of giving clients an opportunity for continued learning to create better employment opportunities or enrich their quality of life.

Children's Budget Link: Funding for services for families that include minor children

Human Resource Policies Beneficial to Women and Families Link: Services primarily directed to families headed by women.

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|   |  |   | Performance Ind   | licator Values                                      |   |
|---|--|---|---|---|---|
| L<br>e<br>v<br>e Performance Indicator<br>l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of<br>redeterminations within<br>timeframes (LAPAS<br>CODE - 13799)  | 100.0%   | 99.9%   | 100.0%  | 100.0%  | 100.0%  |
| K Percentage of applications<br>processed within<br>timeframes (LAPAS<br>CODE - 13800)  | 100.0%   | 98.9%   | 100.0%  | 100.0%  | 100.0%  |
| K Average number of<br>monthly cases in Family<br>Independence Temporary<br>Assistance Program<br>(FITAP) (LAPAS CODE -<br>8233)  | 18,500   | 17,092  | 18,500  | 18,500  | 14,000  |
| K Number of Reconsiderations for Family Independence Temporary Assistance Program (FITAP) (LAPAS CODE - 3062)                     | 15,000   | 13,617  | 15,000  | 15,000  | 15,000  |
| K Percentage of Strategies To<br>Empower People (STEP)<br>assessments occuring<br>within 60-day timeframe<br>(LAPAS CODE - 13794) | 90.0%  | 69.5%   | 90.0%   | 90.0%   | 90.0%   |
| K Number of assessments and<br>referrals for other agency<br>services (LAPAS CODE -<br>13801)                                     | 60,000   | 50,915  | 60,000  | 60,000  | 60,000  |



#### **Performance Indicators (Continued)**

|   |  |   | Performance Ind   | licator Values                                      |   |
|---|--|---|---|---|---|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of cash<br>assistance case-closures<br>who receive a transition<br>assessment. (LAPAS<br>CODE - 13797)       | 75.0%  | 13.0%   | 75.0%   | 75.0%   | 75.0%   |
| K Percentage of STEP<br>caseload who are employed<br>and gain unsubsidized<br>employment (LAPAS<br>CODE - 13795)          | 10.0%  | 12.0%   | 10.0%   | 10.0%   | 10.0%   |
| S Number of FITAP<br>applications (LAPAS<br>CODE - 12875)   | 60,000   | 50,915  | 60,000  | 60,000  | 60,000  |
| S Percentage of STEP caseload with identified barriers to employment who receive supportive services (LAPAS CODE - 13795) | 90.0%  | 76.0%   | 90.0%   | 90.0%   | 90.0%   |
| S Number of cash assistance<br>cases closed yearly with<br>employment (LAPAS<br>CODE - 13802)                             | 5,000  | 4,381   | 5,000   | 5,000   | 5,000   |

# 2. (KEY) Process redeterminations and applications within required timeframes and maintain or improve the payment accuracy and recipiency rates in the Food Stamp Program through June 30, 2007.

Louisiana: Vision 2020 Link: To increase personal income and assets of all citizens

Children's Budget Link: Many beneficiaries of program are children

Human Resource Policies Beneficial to Women and Families Link: Most beneficiaries are women and children

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Training program for adult recipients



#### **Performance Indicators**

|   |  |   | Performance In  | dicator Values                                      |   |
|---|--|---|---|---|---|
| L<br>e<br>v<br>e Performance Indicator<br>l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Food stamp accuracy rate<br>(LAPAS CODE - 3069)   | 94.1%  | 94.4%   | 94.1%   | 94.1%   | 94.1%   |
| K Percentage of<br>redeterminations within<br>timeframes (LAPAS<br>CODE - 3067)               | 100.0%   | 99.9%   | 100.0%  | 100.0%  | 100.0%  |
| K Percentage of applications<br>processed within<br>timeframes (LAPAS<br>CODE - 3068)         | 100.0%   | 99.2%   | 100.0%  | 100.0%  | 100.0%  |
| S Number of Food Stamps<br>applications processed<br>(LAPAS CODE - 3070)                      | 290,000  | 291,949                                       | 290,000   | 290,000   | 290,000   |
| S Number of<br>redeterminations for Food<br>Stamps processed (LAPAS<br>CODE - 3071)           | 160,000  | 231,679                                       | 160,000   | 160,000   | 160,000   |
| S Total value of Food Stamps<br>(yearly in millions)<br>(LAPAS CODE - 3072)                   | \$ 840   | \$ 828  | \$ 840  | \$ 840  | \$ 840  |
| S Average number of<br>households certified<br>monthly for Food Stamps<br>(LAPAS CODE - 3073) | 245,000  | 273,726                                       | 245,000   | 245,000   | 245,000   |
| K Food Stamp Recipiency<br>Rate (LAPAS CODE -<br>20939)                                       | 70%  | Not Applicable                                | 70%   | 70%   | 70%   |
|   |  |   |   |   |   |

# 3. (KEY) Ensure that Strategies To Empower the People (STEP) Program customers are engaged in appropriate educational and work placement activities leading to self-sufficiency as measured by an employment retention rate of 50%.

Louisiana: Vision 2020 Link: To increase workforce participation rates among traditionally underutilized sources of workers. To provide opportunities and support to overcome Louisiana's poverty.

Children's Budget Link: Program directed at serving families with minor children.

Human Resource Policies Beneficial to Women and Families Link: Program directed primarily at families headed by women.



Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): TANF, Workforce Commission

#### **Performance Indicators**

|  |  |   | Performance In  | dicator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K STEP overall participation<br>rate (LAPAS CODE -<br>3074)  | 50.0%  | 46.7%   | 50.0%   | 50.0%   | 50.0%   |
| K STEP cases closed with<br>employment (LAPAS<br>CODE - 3076)  | 5,000  | 4,381   | 5,000   | 5,000   | 5,000   |
| K Average number of STEP participants (monthly) (LAPAS CODE - 3077)  | 4,350  | 4,158   | 4,350   | 4,350   | 3,700   |
| K Monthly administrative<br>cost per each participant<br>(LAPAS CODE - 3078)   | \$ 250   | \$ 264  | \$ 250  | \$ 250  | \$ 250  |
| K Percentage of non-<br>sanctioned STEP families<br>engaged in work activities<br>(LAPAS CODE - 13803)   | 70.0%  | 75.1%   | 70.0%   | 70.0%   | 70.0%   |
| K Employment retention rate<br>(STEP participants)<br>(LAPAS CODE - 13805)   | 50.0%  | 45.0%   | 50.0%   | 50.0%   | 50.0%   |
| K Percentage of non-<br>sanctioned STEP families<br>with employment (LAPAS<br>CODE - 13807)  | 45.0%  | 30.2%   | 45.0%   | 45.0%   | 45.0%   |
| K Percentage of individuals<br>leaving cash assistance that<br>returned to the program<br>within 12 months (LAPAS<br>CODE - 13808)                                 | 28.0%  | 18.0%   | 28.0%   | 28.0%   | 28.0%   |
| K Percentage of adult STEP clients lacking high school diploma/GED who are engaged in work activities leading to completion of diploma or GED (LAPAS CODE - 13809) | 25.0%  | 23.6%   | 25.0%   | 25.0%   | 25.0%   |
| CODE - 13009)  | 23.070   | 23.070  | 23.070  | 23.070  | 23.0%   |



#### **Performance Indicators (Continued)**

|  |  |   | Performance Ind   | licator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance Standard as Initially Appropriated FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of minor-aged,<br>FITAP parents lacking high<br>school diploma/GED who<br>are engaged in work<br>activities leading to<br>completion of diploma or<br>GED (LAPAS CODE -<br>13810) | 75.0%  | 52.0%   | 75.0%   | 75.0%   | 75.0%   |
| K Percentage of STEP cases<br>closed with employment<br>(LAPAS CODE - 17043)   | 40.0%  | 36.0%   | 40.0%   | 40.0%   | 40.0%   |
| K Percentage of cash<br>assistance families that<br>received transportation<br>services (LAPAS CODE -<br>13828)  | 70%  | 52%   | 70%   | 70%   | 70%   |
| S Number of cash assistance<br>families that received<br>transportation services<br>(LAPAS CODE - 13831)   | 3,500  | 3,056   | 3,500   | 3,500   | 3,500   |

4. (KEY) Provide high-quality, citizen-centered service by balancing productivity, cost, timeliness, service satisfaction, and achieving an accuracy rate of 95.5% in making determinations for disability benefits through June 30, 2007.

Louisiana: Vision 2020 Link: To increase personal income and assets of all citizens.

Children's Budget Link: Disability benefits are available for children as well as adults.

Human Resource Policies Beneficial to Women and Families Link: Disability benefits assist women and children.

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable



#### **Performance Indicators**

|  |  |   | Performance In  | dicator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name                                     | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Mean processing time for<br>Title II (in days) (LAPAS<br>CODE - 3099)  | 95.0   | 70.7  | 95.0  | 95.0  | 95.0  |
| K Mean processing time for<br>Title XVI (in days)<br>(LAPAS CODE - 3100) | 95.0   | 75.5  | 95.0  | 95.0  | 95.5  |
| K Accuracy rating (LAPAS CODE - 3101)                                    | 95.5%  | 93.7%   | 95.5%   | 95.5%   | 95.5%   |
| K Number of clients served<br>(LAPAS CODE - 3102)                        | 85,000   | 88,305  | 85,000  | 85,000  | 83,000  |
| K Cost per case (direct)<br>(LAPAS CODE - 3104)                          | \$ 220.0   | \$ 364.0                                      | \$ 385.0  | \$ 385.0  | \$ 370.0  |
| S Production per work year<br>(LAPAS CODE - 13813)                       | 385  | 247   | 220   | 220   | 220   |
| Production per work year - returned to the Social Secur                  |  | •   | •   | •   | The number of cases completed and                           |

#### 5. (KEY) Provide child support enforcement services on an ongoing basis and increase paternity and obligation establishments and increase collections by 8.0% over the prior year through June 30, 2007.

Louisiana: Vision 2020 Link: To provide opportunities and support to overcome Louisiana' poverty crisis. To improve the quality of life of Louisiana's children.

Children's Budget Link: Provides financial and health insurance benefits for children.

Human Resource Policies Beneficial to Women and Families Link: Primary program beneficiaries are children in female-headed households.

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Program provides benefits to current and former TANF recipients.



#### **Performance Indicators**

|   | Performance Indicator Values                       |   |   |   |   |  |  |  |
|---|--|---|---|---|---|--|--|--|
| L<br>e<br>v<br>e Performance Indicator<br>l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |  |  |  |
| K Percent increase in<br>collections and<br>distributions over prior<br>year collections (LAPAS<br>CODE - 3083) | 8.0%   | 4.2%  | 8.0%  | 8.0%  | 2.0%  |  |  |  |
| K Total number of paternities<br>established (LAPAS<br>CODE - 3085)   | 11,000   | 7,360   | 11,000  | 11,000  | 17,500  |  |  |  |
| K Percentage of current<br>support collected (LAPAS<br>CODE - 20954)  | 58%  | 58%   | 58%   | 58%   | 50%   |  |  |  |
| K Percentage of cases with<br>past due support collected<br>(LAPAS CODE - 20955)                                | 60%  | 60%   | 60%   | 60%   | 40%   |  |  |  |
| S Cost effectiveness<br>(LAPAS CODE - 20956)  | 5  | 5   | 5   | 5   | 5   |  |  |  |
| Data had been collected for f<br>Cost effectiveness is ratio of   | 1 01 1   |   |   |   |   |  |  |  |
| K Total number of in-hospital<br>acknowledgements<br>(LAPAS CODE - 15727)                                       | 20,076   | 16,184  | 20,076  | 20,076  | 15,000  |  |  |  |
| K Total support enforcement<br>collections (in millions)<br>(LAPAS CODE - 20957)                                | \$ 300   | \$ 300  | \$ 300  | \$ 300  | \$ 300  |  |  |  |
| K Percent of cases with<br>orders established (LAPAS<br>CODE - 13822)   | 70.0%  | 71.6%   | 70.0%   | 70.0%   | 70.0%   |  |  |  |

#### **Client Services General Performance Information**

|   | Performance Indicator Values         |             |                                      |             |                                      |             |                                      |             |                                      |             |
|---|--------------------------------------|-------------|--------------------------------------|-------------|--------------------------------------|-------------|--------------------------------------|-------------|--------------------------------------|-------------|
| Performance Indicator Name                            | Prior Year<br>Actual<br>FY 2000-2001 |             | Prior Year<br>Actual<br>FY 2001-2002 |             | Prior Year<br>Actual<br>FY 2002-2003 |             | Prior Year<br>Actual<br>FY 2003-2004 |             | Prior Year<br>Actual<br>FY 2004-2005 |             |
| Total FITAP collections (LAPAS CODE - 12875)          | \$                                   | 17,628,790  | \$                                   | 15,976,255  | \$                                   | 10,873,445  | \$                                   | 9,772,639   | \$                                   | 8,672,413   |
| In-State (LAPAS CODE - 12876)                         | \$                                   | 15,678,680  | \$                                   | 14,378,429  | \$                                   | 9,786,101   | \$                                   | 8,795,375   | \$                                   | 7,805,172   |
| Out-State (LAPAS CODE - 12892)                        | \$                                   | 1,950,110   | \$                                   | 1,597,626   | \$                                   | 1,087,345   | \$                                   | 977,264     | \$                                   | 867,241     |
| Total Non-FITAP collections (LAPAS CODE - 13447)      | \$                                   | 228,854,272 | \$                                   | 253,204,589 | \$                                   | 280,761,793 | \$                                   | 287,754,312 | \$                                   | 301,347,330 |
| Total number of collection cases (LAPAS CODE - 13448) |                                      | 170,760     |                                      | 178,443     |                                      | 185,129     |                                      | 193,431     |                                      | 201,461     |
| Total number of intake cases (LAPAS CODE - 13931)     |                                      | 122,310     |                                      | 85,155      |                                      | 85,422      |                                      | 79,907      |                                      | 80,122      |



#### **Client Services General Performance Information (Continued)**

|   | Performance Indicator Values |                                      |    |                                      |    |                                      |    |                                      |    |                                      |  |
|---|------------------------------|--------------------------------------|----|--------------------------------------|----|--------------------------------------|----|--------------------------------------|----|--------------------------------------|--|
| Performance Indicator Name  |                              | Prior Year<br>Actual<br>FY 2000-2001 |    | Prior Year<br>Actual<br>FY 2001-2002 |    | Prior Year<br>Actual<br>FY 2002-2003 |    | Prior Year<br>Actual<br>FY 2003-2004 |    | Prior Year<br>Actual<br>FY 2004-2005 |  |
| Staff FTEs (full-time equivalents) allocated (LAPAS CODE - 13449) |                              | 476                                  |    | 464                                  |    | 469                                  |    | 460                                  |    | 437                                  |  |
| Collections per staff member (LAPAS CODE - 13933)                 | \$                           | 517,822                              | \$ | 580,131                              | \$ | 621,824                              | \$ | 625,553                              | \$ | 709,427                              |  |
| Total Non-IVD (Child Support) Collections (LAPAS CODE - 13934)    | \$                           | 2,817,467                            | \$ | 2,542,318                            | \$ | 2,232,581                            | \$ | 2,032,923                            | \$ | 1,870,294                            |  |
| Total Number of Non-IVD collection cases (LAPAS CODE - 13935)     |                              | 887                                  |    | 845                                  |    | 676                                  |    | 652                                  |    | 519                                  |  |

# 6. (KEY) Provide child care assistance to 45% of families on cash assistance to encourage their self-sufficiency and provide child care assistance to other low income families through June 30, 2007.

Louisiana: Vision 2020 Link: To improve the quality of life of Louisiana's children.

Children's Budget Link: Program directly benefits children.

Human Resource Policies Beneficial to Women and Families Link: Child care program provides care for children.

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Child Care Development Fund

#### **Performance Indicators**

|   | Performance Indicator Values                       |   |   |   |   |  |  |  |  |
|---|--|---|---|---|---|--|--|--|--|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |  |  |  |  |
| K Number of children<br>receiving Child Care<br>assistance monthly<br>(LAPAS CODE - 3127)         | 47,000   | 46,680  | 47,000  | 47,000  | 42,000  |  |  |  |  |
| K Number of Child Care Assistance Program (CCAP) child care providers monthly (LAPAS CODE - 3126) | 6,000  | 6,282   | 6,000   | 6,000   | 5,000   |  |  |  |  |
| K Number of family day care<br>homes registered (LAPAS<br>CODE - 3162)                            | 1,750  | 1,656   | 1,750   | 1,750   | 1,400   |  |  |  |  |



# **Performance Indicators (Continued)**

|  |  |   | Performance In  | dicator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of STEP<br>eligible families that<br>received child care<br>assistance (LAPAS CODE<br>- 13827)                                      | 45.0%  | 49.7%   | 45.0%   | 45.0%   | 45.0%   |
| K Percentage of cash<br>assistance families that<br>received transitional<br>assistance (Medicaid, Food<br>Stamps, etc.) (LAPAS<br>CODE - 13829) | 100.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| S Average monthly cost per<br>child (LAPAS CODE -<br>3128)   | \$ 197   | \$ 198  | \$ 197  | \$ 197  | \$ 197  |
| S Number of Cash assistance<br>families eligible for child<br>care assistance (LAPAS<br>CODE - 13830)  | 2,500  | 2,487   | 2,500   | 2,500   | 2,500   |



## 355\_3000 — Client Payments

Program Authorization: FINANCIAL ASSISTANCE - R.S. 46:231 of 1950; R.S. 36:471-478 of 1988; STRATEGIES TO EMPOWER PEOPLE PROGRAM (S.T.E.P) - R. S. 36:478 (C) (5) of 1989; R. S. 36:451-459 of 1989: FOOD STAMPS - R. S. 46 of 1936; R. S. 36:471-478 of 1988: CHILD SUPPORT ENFORCE-MENT - R. S. 36:471-478 of 1988: R. S. 46:236.1-236.3: CHILD CARE ASSISTANCE - Title 67-45 (C) FR; R.S. 36:477 (C).

### **Program Description**

The mission of the Client Payments Program is to pay financial benefits directly to, or on behalf of, those individuals and families who submit application and are found eligible according to the requirements of the program to which application was made.

The goal(s) of the Client Payments Program are:

I. We will provide quality service to customers.

Major activities of this program include:

- The Financial Assistance Payments makes payments directly to, or on behalf of, eligible recipients for Family Independence Assistance Temporary Assistance Program (FITAP) and Kinship Care Subsidy Program (KCSP) recipients.
- Strategies to Empower People Program (STEP) makes payments to, or on behalf of, eligible recipients for Family Independence Assistance Temporary Assistance Program (FITAP) assistance for education, training, employment search and transportation providers cost for FITAP recipients.
- The Child Support Enforcement Program makes payments directly to, or on behalf of, eligible recipients for Family Independence Assistance Temporary Assistance Program (FITAP) recipients and other eligible recipients for child support.
- The Child Care Assistance makes payments directly to, or on behalf of, eligible recipients for Family Independence Assistance Temporary Assistance Program (FITAP) assistance and other eligible recipients for quality child care services who are working or attending school.

#### **Client Payments Budget Summary**

|                                  | Prior Year<br>Actuals<br>Y 2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | ommended<br>2006-2007 | Total<br>commended<br>over/Under<br>EOB |
|----------------------------------|--------------------------------------|----|------------------------|----|-------------------------|----|-----------------------|---|
| Means of Financing:              |                                      |    |                        |    |                         |    |                       |   |
|                                  |                                      |    |                        |    |                         |    |                       |   |
| State General Fund (Direct)      | \$<br>29,645,231                     | \$ | 24,590,507             | \$ | 24,590,507              | \$ | 31,990,507            | \$<br>7,400,000                         |
| State General Fund by:           |                                      |    |                        |    |                         |    |                       |   |
| Total Interagency Transfers      | 0                                    |    | 0                      |    | 0                       |    | 0                     | 0                                       |
| Fees and Self-generated Revenues | 0                                    |    | 0                      |    | 0                       |    | 0                     | 0                                       |



### **Client Payments Budget Summary**

|                              |       | Prior Year<br>Actuals<br>Y 2004-2005 | F  | Enacted<br>FY 2005-2006 | F  | Existing<br>Y 2005-2006 |    | ecommended<br>Y 2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|------------------------------|-------|--------------------------------------|----|-------------------------|----|-------------------------|----|---------------------------|--|
| Statutory Dedications        |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |
| Interim Emergency Board      |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |
| Federal Funds                |       | 230,496,041                          |    | 248,748,648             |    | 281,543,045             |    | 336,837,771               | 55,294,726                               |
| Total Means of Financing     | \$    | 260,141,272                          | \$ | 273,339,155             | \$ | 306,133,552             | \$ | 368,828,278               | \$<br>62,694,726                         |
| Expenditures & Request:      |       |                                      |    |                         |    |                         |    |                           |  |
| Personal Services            | \$    | 0                                    | \$ | 0                       | \$ | 0                       | \$ | 0                         | \$<br>0                                  |
| Total Operating Expenses     |       | 60                                   |    | 0                       |    | 0                       |    | 0                         | 0  |
| Total Professional Services  |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |
| Total Other Charges          |       | 260,141,212                          |    | 273,339,155             |    | 306,133,552             |    | 368,828,278               | 62,694,726                               |
| Total Acq & Major Repairs    |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |
| Total Unallotted             |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |
| Total Expenditures & Request | \$    | 260,141,272                          | \$ | 273,339,155             | \$ | 306,133,552             | \$ | 368,828,278               | \$<br>62,694,726                         |
| Authorized Full-Time Equiva  | lents | :                                    |    |                         |    |                         |    |                           |  |
| Classified                   |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |
| Unclassified                 |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |
| Total FTEs                   |       | 0                                    |    | 0                       |    | 0                       |    | 0                         | 0  |

### Source of Funding

This program is funded with State General Fund, Statutory Dedication and Federal Funds. The Statutory Dedication is the Louisiana Fund (R.S. 39:98(4)-Tobacco Settlement) to transfer to the Department of Education for the Starting Point Program. Federal Funds are obtained from: The Temporary Assistance for Needy Families (TANF) block grant for temporary monthly cash payments; the Social Security Act, Section 1113 and P.L. 86-571 for payments to U.S. citizens returning from a foreign country due to mental illness or destitution; Refugee Resettlement Act of 1980 (P.L. 212) for payments to needy refugees, and the Child Care and Development Block Grant, for child care assistance payments. (Per R.S. 39:36B.(8), see table below for a listing of expenditures out of each statutory dedicated fund.)

### **Major Changes from Existing Operating Budget**

| Ge | eneral Fund | 1  | Total Amount | Table of<br>Organization | Description                         |
|----|-------------|----|--------------|--------------------------|-------------------------------------|
| \$ | 0           | \$ | 32,794,397   | 0                        | Mid-Year Adjustments (BA-7s):       |
|    |             |    |              |                          |                                     |
| \$ | 24,590,507  | \$ | 306,133,552  | 0                        | Existing Oper Budget as of 12/01/05 |
|    |             |    |              |                          |                                     |
|    |             |    |              |                          | Statewide Major Financial Changes:  |



# **Major Changes from Existing Operating Budget (Continued)**

| G  | eneral Fund | Т  | otal Amount | Table of<br>Organization | Description   |
|----|-------------|----|-------------|--------------------------|---|
|    | (2,800,000) |    | (9,668,508) | 0                        | Executive Order No. KBB 2005-82 Expenditure Reduction   |
|    |             |    |             |                          | Non-Statewide Major Financial Changes:  |
|    | 0           |    | 39,199,869  | 0                        | This is an increase in the TANF budget due to the increase in surplus carryforward funds.   |
|    |             |    |             |                          | Transfer 600,000 from Client Payments to Client Services. The means of financing is federal funds for increasing Disability Determinations Services contracts to incorporate medical regulations. This modification is required by the Social Security Administration.                          |
|    | 0           |    | (600,000)   | 0                        |   |
|    | 10,200,000  |    | 33,763,365  | 0                        | This adjustment adds \$10.2 million dollars to the Child Care Development Fund in the Office of Family Support. The funding will be used to draw down approximately \$23.6 million dollars in federal funds for the child care activity. The department will implement a Quality Rating System. |
|    |             |    |             |                          |   |
| \$ | 31,990,507  | \$ | 368,828,278 | 0                        | Recommended FY 2006-2007  |
|    |             |    |             |                          |   |
| \$ | 0           | \$ | 0           | 0                        | Less Governor's Supplementary Recommendations   |
|    |             |    |             |                          |   |
| \$ | 31,990,507  | \$ | 368,828,278 | 0                        | Base Executive Budget FY 2006-2007  |
|    |             |    |             |                          |   |
|    |             |    |             |                          |   |
| \$ | 31,990,507  | \$ | 368,828,278 | 0                        | Grand Total Recommended   |
|    |             |    |             |                          |   |

## **Professional Services**

| Amount | Description   |
|--------|---|
|        | This program does not have funding for Professional Services for Fiscal Year 2006-2007. |

# **Other Charges**

| Amount        | Description  |
|---------------|--|
|               | Other Charges:   |
| \$163,887,706 | Subsidized child day care payments for Strategies to Empower the People (STEP) recipients, and for other low income parents. |
| \$53,928,914  | Monthly case assistance payments for eligible FITAP recipients   |
| \$9,503,729   | Payments for job training, transportation and other welfare to work supportive services to STEP recipients                   |
| \$100,000     | Provision to reimburse custodial parents for child support payments for lost checks, until the check is located, or reissued |
| \$10,000      | Payments to indigent U.S. citizens repatriated from foreign countries due to poverty or other circumstances                  |
| \$417,396     | Healthy Marriages  |
| \$3,200,000   | Quality Child Care   |
| \$1,000,000   | Individual Development Accounts  |
| \$400,000     | EITC - Earned Income Tax Credit  |
| \$1,000,000   | Abortion Alternative Services  |



### **Other Charges (Continued)**

| Amount        | Description  |
|---------------|--|
| \$5,500,000   | Teen Pregnancy   |
| \$32,794,397  | Emergency Response   |
| \$3,000,000   | Community Response Initiatives   |
| \$375,000     | Fatherhood Initiatives   |
| \$275,117,142 | SUB-TOTAL OTHER CHARGES  |
|               |  |
|               | Interagency Transfers:   |
| \$17,000,000  | Payments to the Dept. of Education for Pre-K services  |
| \$8,500,000   | Payments to the Office of Community Programs for Private Pre-K   |
| \$12,500,000  | Payments to the Dept. of Education for After School Tutorial   |
| \$3,670,000   | Payments to the Office of Community Services for CASA  |
| \$5,000,000   | Payments to the Supreme Court for Drug Court   |
| \$1,500,000   | Payments to the Office of Women's Services for domestic violence                                       |
| \$4,166,666   | Payments to the Office of Addictive Disorders for Drug Treatment                                       |
| \$4,550,000   | Payments to the Office of Mental Health for At-Risk Children   |
| \$400,000     | Payments to the Department of Health and Hospitals, Office of Citizens with Developmental Disabilities |
| \$230,000     | Payments to the Dept. of Health and Hospitals for medical services for refugees                        |
| \$750,000     | Payments to the Office of LA Economic Development for Microenterprise Development                      |
| \$3,800,000   | Payments to the Office of Community Services for Child Care for Foster Children                        |
| \$1,644,470   | Payments to Louisiana State University for Truancy   |
| \$16,000,000  | Payments to the Office of Community Services for Child Protection Investment                           |
| \$14,000,000  | Payments to various agencies for STEP  |
| 93,711,136    | SUB-TOTAL INTERAGENCY TRANSFERS  |
| \$368,828,278 | TOTAL OTHER CHARGES  |

### **Acquisitions and Major Repairs**

| Amount | Description  |
|--------|--|
|        | This program does not have funding for Acquisitions and Major Repairs for Fiscal Year 2006-2007. |

#### **Performance Information**

1. (KEY) Provide cash assistance to eligible families, provide STEP program assistance and supportive service payments, and provide child care payments through June 30, 2007.

Louisiana: Vision 2020 Link: To increase personal income and assets of all citizens.

Children's Budget Link: Provides financial benefits and child care to children.

Human Resource Policies Beneficial to Women and Families Link: Child care program enables women to work or attend school. Other programs provide financial assistance.



Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): TANF and Child Care Development Fund.

#### **Performance Indicators**

|   |  |   | Performance In  | nance Indicator Values                              |   |  |  |  |
|---|--|---|---|---|---|--|--|--|
| L<br>e<br>v<br>e Performance Indicator<br>l Name                            | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |  |  |  |
| K Average number of<br>monthly cases in FITAP<br>(LAPAS CODE - 3105)        | 18,500   | 17,092  | 18,500  | 18,500  | 14,000  |  |  |  |
| K Total annual FITAP<br>payments (in millions)<br>(LAPAS CODE - 8235)       | \$ 61.5  | \$ 52.4                                       | \$ 61.5   | \$ 61.5   | \$ 61.5   |  |  |  |
| K Average FITAP monthly<br>payment (LAPAS CODE -<br>3110)                   | \$ 265.00  | \$ 255.50                                     | \$ 265.00   | \$ 265.00   | \$ 265.00   |  |  |  |
| K Average number of STEP<br>participants (monthly)<br>(LAPAS CODE - 3112)   | 4,350  | 4,158   | 4,350   | 4,350   | 3,700   |  |  |  |
| K Total annual STEP<br>payments (in millions)<br>(LAPAS CODE - 8236)        | \$ 20.50   | \$ 17.20                                      | \$ 20.50  | \$ 20.50  | \$ 20.50  |  |  |  |
| K Average number of Support<br>Enforcement cases<br>(LAPAS CODE - 3118)     | 198,000  | 201,461                                       | 198,000   | 198,000   | 198,000   |  |  |  |
| K Total annual Child Care<br>payments (in millions)<br>(LAPAS CODE - 10434) | \$ 110.00  | \$ 111.00                                     | \$ 110.00   | \$ 110.00   | \$ 110.00   |  |  |  |
| S STEP payments for<br>education & training<br>(LAPAS CODE - 8237)          | \$ 10.00   | \$ 7.60                                       | \$ 10.00  | \$ 10.00  | \$ 10.00  |  |  |  |
| S STEP payments for<br>transportation (LAPAS<br>CODE - 8238)                | \$ 10.50   | \$ 9.60                                       | \$ 10.50  | \$ 10.50  | \$ 10.50  |  |  |  |



# 10-370 — Office of Community Services

### **Agency Description**

The Office of Community Services will strengthen the safety, permanency and well being of our state's children and families by providing child abuse prevention services, child welfare services, community based services and administrative and executive support.

The goals of the Office of the Community Services are:

- I. We will provide quality service to consumers
- II. We will utilize evidence-based practices and strategic approaches to fulfill the DSS Mission.
- III. We will maximize resources by operating the department in an efficient and effective manner.

### **Office of Community Services Budget Summary**

|                                    | Prior Year<br>Actuals<br>FY 2004-2005 |             | Enacted Existing<br>FY 2005-2006 FY 2005-2006 |             |    | Recommended<br>FY 2006-2007 |  | Total<br>Recommended<br>Over/Under<br>EOB |             |    |              |
|------------------------------------|---------------------------------------|-------------|---|-------------|----|-----------------------------|--|---|-------------|----|--------------|
| Means of Financing:                |                                       |             |   |             |    |                             |  |   |             |    |              |
| State General Fund (Direct)        | \$                                    | 85,009,835  | \$  | 92,353,309  | \$ | 92,677,735                  |  | \$  | 71,132,014  | \$ | (21,545,721) |
| State General Fund by:             | Ψ                                     | 03,007,033  | Ψ   | 72,333,307  | Ψ  | 72,011,133                  |  | Ψ   | 71,132,014  | Ψ  | (21,343,721) |
| Total Interagency Transfers        |                                       | 6,379,561   |   | 4,316,192   |    | 6,743,562                   |  |   | 19,475,000  |    | 12,731,438   |
| Fees and Self-generated            |                                       | , ,         |   | , ,         |    | , ,                         |  |   | , ,         |    | , ,          |
| Revenues                           |                                       | 725,000     |   | 725,000     |    | 1,325,000                   |  |   | 725,000     |    | (600,000)    |
| Statutory Dedications              |                                       | 842,197     |   | 959,136     |    | 959,136                     |  |   | 911,179     |    | (47,957)     |
| Interim Emergency Board            |                                       | 0           |   | 0           |    | 0                           |  |   | 0           |    | 0            |
| Federal Funds                      |                                       | 146,941,680 |   | 152,214,423 |    | 154,458,388                 |  |   | 155,323,640 |    | 865,252      |
| <b>Total Means of Financing</b>    | \$                                    | 239,898,273 | \$  | 250,568,060 | \$ | 256,163,821                 |  | \$  | 247,566,833 | \$ | (8,596,988)  |
|                                    |                                       |             |   |             |    |                             |  |   |             |    |              |
| <b>Expenditures &amp; Request:</b> |                                       |             |   |             |    |                             |  |   |             |    |              |
|                                    |                                       |             |   |             |    |                             |  |   |             |    |              |
| Administration and Support         | \$                                    | 17,310,796  | \$  | 19,988,930  | \$ | 21,363,393                  |  | \$  | 19,738,830  | \$ | (1,624,563)  |
| Child Welfare Services             |                                       | 219,939,384 |   | 230,579,130 |    | 234,800,428                 |  |   | 227,828,003 |    | (6,972,425)  |
| Community Based Services           |                                       | 2,648,093   |   | 0           |    | 0                           |  |   | 0           |    | 0            |
| Total Expenditures &               |                                       |             |   |             |    |                             |  |   |             |    |              |
| Request                            | \$                                    | 239,898,273 | \$  | 250,568,060 | \$ | 256,163,821                 |  | \$  | 247,566,833 | \$ | (8,596,988)  |
|                                    |                                       |             |   |             |    |                             |  |   |             |    |              |
| <b>Authorized Full-Time Equiva</b> | lents                                 |             |   |             |    |                             |  |   |             |    |              |
| Classified                         |                                       | 1,865       |   | 1,865       |    | 1,865                       |  |   | 1,822       |    | (43)         |
| Unclassified                       |                                       | 3           |   | 3           |    | 3                           |  |   | 3           |    | 0            |
| Total FTEs                         |                                       | 1,868       |   | 1,868       |    | 1,868                       |  |   | 1,825       |    | (43)         |



# 370\_1000 — Administration and Support

Program Authorization: R.S. 36:477 (C).(1); R. S. 36:478 F

### **Program Description**

The Office of Community Services will strengthen the safety, permanency and well being of our state's children and families by providing child abuse prevention services, child welfare services, community based services and administrative and executive supports.

The goal of the Administration and Executive Support Program is to maximize resources by operating the department in an effective and efficient manner to achieve quality services.

### **Administration and Support Budget Summary**

|  | Prior Year<br>Actuals<br>FY 2004-2005 |            | F  | Enacted<br>FY 2005-2006 |    | Existing<br>Y 2005-2006 | Recommended<br>FY 2006-2007 |            | Total<br>commended<br>Over/Under<br>EOB |
|--|---------------------------------------|------------|----|-------------------------|----|-------------------------|-----------------------------|------------|---|
| Means of Financing:  |                                       |            |    |                         |    |                         |                             |            |   |
| State General Fund (Direct)  | \$                                    | 9,109,681  | \$ | 10,328,127              | \$ | 10,617,972              | \$                          | 9,472,969  | \$<br>(1,145,003)                       |
| State General Fund by:   |                                       |            |    |                         |    |                         |                             |            |   |
| Total Interagency Transfers  |                                       | 0          |    | 0                       |    | 483,249                 |                             | 483,249    | 0                                       |
| Fees and Self-generated<br>Revenues  |                                       | 0          |    | 0                       |    | 0                       |                             | 0          | 0                                       |
| Statutory Dedications  |                                       | 0          |    | 0                       |    | 0                       |                             | 0          | 0                                       |
| Interim Emergency Board  |                                       | 0          |    | 0                       |    | 0                       |                             | 0          | 0                                       |
| Federal Funds  |                                       | 8,201,115  |    | 9,660,803               |    | 10,262,172              |                             | 9,782,612  | (479,560)                               |
| <b>Total Means of Financing</b>  | \$                                    | 17,310,796 | \$ | 19,988,930              | \$ | 21,363,393              | \$                          | 19,738,830 | \$<br>(1,624,563)                       |
| Expenditures & Request:  |                                       |            |    |                         |    |                         |                             |            |   |
| Personal Services  | \$                                    | 2,426,108  | \$ | 1,991,238               | \$ | 2,132,117               | \$                          | 2,352,238  | \$<br>220,121                           |
| Total Operating Expenses   |                                       | 193,845    |    | 298,113                 |    | 313,113                 |                             | 920,548    | 607,435                                 |
| Total Professional Services  |                                       | 0          |    | 0                       |    | 0                       |                             | 0          | 0                                       |
| Total Other Charges  |                                       | 14,690,507 |    | 17,699,579              |    | 18,026,949              |                             | 16,466,044 | (1,560,905)                             |
| Total Acq & Major Repairs  |                                       | 336        |    | 0                       |    | 891,214                 |                             | 0          | (891,214)                               |
| Total Unallotted   |                                       | 0          |    | 0                       |    | 0                       |                             | 0          | 0                                       |
| Total Expenditures &<br>Request  | \$                                    | 17,310,796 | \$ | 19,988,930              | \$ | 21,363,393              | \$                          | 19,738,830 | \$<br>(1,624,563)                       |
| A de la Direction de la constantia del c |                                       |            |    |                         |    |                         |                             |            |   |
| Authorized Full-Time Equival   | ients:                                | 2.4        |    | 24                      |    | 24                      |                             | 22         | (2)                                     |
| Classified   |                                       | 24         |    | 24                      |    | 24                      |                             | 22         | (2)                                     |
| Unclassified Total FTEs  |                                       | 25         |    | 25                      |    | 25                      |                             | 23         | (2)                                     |



## **Source of Funding**

This program is funded with State General Fund, and Federal Funds. The Federal Funds are obtained from Social Security Act, Title XX, Social Services Block Grant (SSBG); Social Security Act, Title IV-B-Part 1; Social Security Act, Title IV-B-Part 2 and Social Security Act, Title IV-E.

### **Major Changes from Existing Operating Budget**

|    |             |    |             | <u> </u>                 |   |
|----|-------------|----|-------------|--------------------------|---|
| Ge | neral Fund  | Т  | otal Amount | Table of<br>Organization | Description   |
| \$ | 292,478     | \$ | 1,374,463   | 0                        | Mid-Year Adjustments (BA-7s):   |
|    |             |    |             |                          |   |
| \$ | 10,617,972  | \$ | 21,363,393  | 25                       | Existing Oper Budget as of 12/01/05   |
|    |             |    |             |                          |   |
|    |             |    |             |                          | Statewide Major Financial Changes:  |
|    | 11,603      |    | 16,576      | 0                        | Annualize Classified State Employee Merits  |
|    | 14,226      |    | 20,322      | 0                        | Classified State Employees Merit Increases  |
|    | 2,796       |    | 3,994       | 0                        | Salary Base Adjustment  |
|    | 0           |    | 0           | (2)                      | Personnel Reductions  |
|    | (292,478)   |    | (891,214)   | 0                        | Non-recurring Carryforwards   |
|    | 160,649     |    | 229,499     | 0                        | Risk Management   |
|    | (118,633)   |    | 21,588      | 0                        | Rent in State-Owned Buildings   |
|    | 98,720      |    | 141,029     | 0                        | Maintenance in State-Owned Buildings  |
|    | 19,890      |    | 28,415      | 0                        | Civil Service Fees  |
|    | 9,142       |    | 13,060      | 0                        | CPTP Fees   |
|    | (174,972)   |    | (510,666)   | 0                        | Executive Order No. KBB 2005-82 Expenditure Reduction   |
|    |             |    |             |                          | Non-Statewide Major Financial Changes:  |
|    | 609,028     |    | 870,040     | 0                        | Funding associated with operating services and information technology cost at the Iberville building.   |
|    | (1,484,974) |    | (1,567,206) | 0                        | The agency is reducing the ACCESS (A Comprehensive Enterprise Social Services System) Project. ACCESS is the department-wide data base system which supports part of the core mission of DSS in the program areas of Foster Care, Child Care, TANF-STEP and Child Protection Investigation. |
|    |             |    |             |                          |   |
| \$ | 9,472,969   | \$ | 19,738,830  | 23                       | Recommended FY 2006-2007  |
|    |             |    |             |                          |   |
| \$ | 0           | \$ | 0           | 0                        | Less Governor's Supplementary Recommendations   |
|    |             |    |             |                          |   |
| \$ | 9,472,969   | \$ | 19,738,830  | 23                       | Base Executive Budget FY 2006-2007  |
|    |             |    |             |                          |   |
|    |             |    |             |                          |   |
| \$ | 9,472,969   | \$ | 19,738,830  | 23                       | Grand Total Recommended   |
|    |             |    |             |                          |   |

### **Professional Services**

| Amount | Description   |
|--------|---|
|        | This program does not have funding for Professional Services for Fiscal Year 2006-2007. |



### **Other Charges**

| Amount       | Description   |
|--------------|---|
|              | Other Charges:  |
|              | This program does not have funding for Other Charges or Interagency Transfer for Fiscal Year 2006-2007. |
| \$0          | SUB-TOTAL OTHER CHARGES   |
|              | Interagency Transfers:  |
| \$12,134,324 | To the DSS/Office of the Secretary for allocated share of indirect cost                                 |
| \$256,307    | To the Dept. of Civil Service for personnel services  |
| \$30,272     | To the Division of Administration for the Comprehensive Public Training Program                         |
| \$31,995     | To the Secretary of State for Archiving   |
| \$13,884     | To the Office of the Treasury for fees  |
| \$2,971,197  | To the Division of Administration for Office of Risk Management adjustment                              |
| \$12,000     | To the Office of Telecommunications Management  |
| \$1,016,065  | To the Division of Administration for rent in the Iberville Bldg.                                       |
| \$16,466,044 | SUB-TOTAL INTERAGENCY TRANSFERS   |
| \$16,466,044 | TOTAL OTHER CHARGES   |

## **Acquisitions and Major Repairs**

| Amount | Description  |
|--------|--|
|        | This program does not have funding for Acquisitions & Major Repairs for Fiscal Year 2006-2007. |

#### **Performance Information**

1. (KEY) To retain at least 85% of staff on an annual basis who meet the performance requirements for their job (i.e. receive a Personnel Performance Review evaluation of 3 or higher) through June 30, 2010.

Louisiana: Vision 2020 Link: Not Applicable

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable



|   |  |   | Performance In  | dicator Values                                      |   |
|---|--|---|---|---|---|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S Baseline resource<br>allocation (budget & staff)<br>(LAPAS CODE - 20962)                                      | Not Applicable                                     | Not Applicable                                | \$ 1,827  | \$ 1,825  | \$ 1,825  |
| K Staff turnover rate<br>(LAPAS CODE - 20963)   | Not Applicable                                     | Not Applicable                                | 15%   | 15%   | 15%   |
| S Percentage of OCS<br>employees receiving work<br>review of overall three or<br>higher (LAPAS CODE -<br>20964) | Not Applicable                                     | Not Applicable                                | 95%   | 95%   | 95%   |

# 2. (KEY) To provide for succession planning for retirees or employees who otherwise terminate employment to achieve 100% replacement of employees in a timely manner through June 30, 2010.

Louisiana: Vision 2020 Link: Not Applicable

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|   |  |   | Performance Ind   | licator Values                                      |   |
|---|--|---|---|---|---|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S Number of OCS employees<br>receiving work review<br>(LAPAS CODE - 8248)     | 1,800  | 1,714   | 1,800   | 1,800   | 1,800   |
| K Percentage in compliance<br>with Civil Service rules<br>(LAPAS CODE - 3172) | 94.0%  | 97.3%   | 94.0%   | 94.0%   | 94.0%   |

# 3. (KEY) To develop a system that will improve management and administration of resources and provide adequate human resources to support management staff by 2008 and evaluated by 2010.

Louisiana: Vision 2020 Link: Not Applicable



Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance Inc<br>Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing Performance Standard FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
|--|--|---|--|--|---|
| K Percentage of cost reports<br>processed within 3-5 days<br>of receipt (LAPAS CODE<br>- 3165) | 99.0%  | 99.0%   | 99.0%  | 99.0%                                      | 99.0%   |
| S Number of contract cost<br>reports processed (LAPAS<br>CODE - 3163)                          | 7,000  | 7,356   | 7,000  | 7,000                                      | 7,000   |



# 370\_2000 — Child Welfare Services

Program Authorization: R.S. 36:477 (C); R.S. 36:477 (C) (1); R.S. 36:478 F

# **Program Description**

The Office of Community Services will strengthen the safety, permanency and well being of our state's children and families by providing child abuse prevention services, child welfare services, community based services and administrative and executive supports.

The goals of the Child Welfare Service program are:

- I. We will utilize innovative evidence-based strategic approaches to fulfill the Department of Social Services mission.
- II. We will provide quality service to customers.

### **Child Welfare Services Budget Summary**

|                                     | Prior Year<br>Actuals<br>Y 2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | commended<br>Y 2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|-------------------------------------|--------------------------------------|----|------------------------|----|-------------------------|----|--------------------------|--|
| Means of Financing:                 |                                      |    |                        |    |                         |    |                          |  |
| State General Fund (Direct)         | \$<br>74,993,560                     | \$ | 82,025,182             | \$ | 82,059,763              | \$ | 61,659,045               | \$<br>(20,400,718)                       |
| State General Fund by:              |                                      |    |                        |    |                         |    |                          |  |
| Total Interagency Transfers         | 6,260,980                            |    | 4,316,192              |    | 6,260,313               |    | 18,991,751               | 12,731,438                               |
| Fees and Self-generated<br>Revenues | 725,000                              |    | 725,000                |    | 1,325,000               |    | 725,000                  | (600,000)                                |
| Statutory Dedications               | 842,197                              |    | 959,136                |    | 959,136                 |    | 911,179                  | (47,957)                                 |
| Interim Emergency Board             | 0                                    |    | 0                      |    | 0                       |    | 0                        | 0  |
| Federal Funds                       | 137,117,647                          |    | 142,553,620            |    | 144,196,216             |    | 145,541,028              | 1,344,812                                |
| <b>Total Means of Financing</b>     | \$<br>219,939,384                    | \$ | 230,579,130            | \$ | 234,800,428             | \$ | 227,828,003              | \$<br>(6,972,425)                        |
|                                     |                                      |    |                        |    |                         |    |                          |  |
| Expenditures & Request:             |                                      |    |                        |    |                         |    |                          |  |
|                                     |                                      |    |                        |    |                         |    |                          |  |
| Personal Services                   | \$<br>85,842,337                     | \$ | 93,645,079             | \$ | 95,535,200              | \$ | 94,567,330               | \$<br>(967,870)                          |
| Total Operating Expenses            | 10,778,592                           |    | 9,733,190              |    | 10,458,854              |    | 9,536,149                | (922,705)                                |
| Total Professional Services         | 0                                    |    | 0                      |    | 0                       |    | 0                        | 0  |
| Total Other Charges                 | 122,988,403                          |    | 127,158,004            |    | 128,715,397             |    | 123,638,810              | (5,076,587)                              |
| Total Acq & Major Repairs           | 330,052                              |    | 42,857                 |    | 90,977                  |    | 85,714                   | (5,263)                                  |
| Total Unallotted                    | 0                                    |    | 0                      |    | 0                       |    | 0                        | 0  |
| Total Expenditures &<br>Request     | \$<br>219,939,384                    | \$ | 230,579,130            | \$ | 234,800,428             | \$ | 227,828,003              | \$<br>(6,972,425)                        |



#### **Child Welfare Services Budget Summary**

|                   | Prior Year<br>Actuals<br>FY 2004-2005 | Enacted<br>FY 2005-2006 | Existing<br>FY 2005-2006 | Recommended<br>FY 2006-2007 | Total<br>Recommended<br>Over/Under<br>EOB |
|-------------------|---------------------------------------|-------------------------|--------------------------|-----------------------------|---|
| Authorized Full-T | Time Equivalents:                     |                         |                          |                             |   |
| Classified        | 1,841                                 | 1,841                   | 1,841                    | 1,800                       | (41)                                      |
| Unclassified      | 2                                     | 2                       | 2                        | 2                           | 0   |
|                   | Total FTEs 1,843                      | 1,843                   | 1,843                    | 1,802                       | (41)                                      |

#### Source of Funding

This program is funded with State General Fund, Interagency Transfers, Fees and Self-generated Revenue, Statutory Dedications and Federal Funds. Interagency transfer means of financing is from the Office of Family Support for child day care services. Self-generated revenue is derived from parental contributions for foster children costs and LIHEAP funds from the Louisiana Financing and Housing Agency. The Statutory Dedication is the Children's Trust Fund (R.S. 46:2403) used for child abuse and neglect prevention services. (Per R.S. 39:36B. (8), see table below for a listing of expenditures out of each statutory dedicated fund.) Federal funds include: Title IV-E for foster children room and board costs; Title IV-E for Independent Living services; Title IV-B-Part 1; Title IV-B-Part 2; Child Abuse and Neglect Grant; Children's Justice Act Grant; Social Security Income (SSI); Social Security Disability Income (SSDI); Title XX Social Services Block Grant (SSBG); Adoption Incentive Payments, Community Based Family Resource Grant, and from the Department of Housing and Urban Development for the Emergency Shelter grant.

### **Child Welfare Services Statutory Dedications**

| Fund                              | rior Year<br>Actuals<br>2004-2005 | Enacted<br>FY 2005-2006 |         | FY | Existing<br>Y 2005-2006 |         | ommended<br>2006-2007 | Total<br>ommended<br>er/Under<br>EOB |
|-----------------------------------|-----------------------------------|-------------------------|---------|----|-------------------------|---------|-----------------------|--------------------------------------|
| Children's Trust Fund Comm<br>Ser | \$<br>842,197                     | \$                      | 959,136 | \$ | 959,136                 | \$<br>S | 911,179               | \$<br>(47,957)                       |

#### **Major Changes from Existing Operating Budget**

| G  | eneral Fund | To | otal Amount | Table of<br>Organization | Description                                |
|----|-------------|----|-------------|--------------------------|--|
| \$ | 31,948      | \$ | 4,221,298   | 0                        | Mid-Year Adjustments (BA-7s):              |
|    |             |    |             |                          |  |
| \$ | 82,059,763  | \$ | 234,800,428 | 1,843                    | Existing Oper Budget as of 12/01/05        |
|    |             |    |             |                          |  |
|    |             |    |             |                          | Statewide Major Financial Changes:         |
|    | 823,944     |    | 1,177,063   | 0                        | Annualize Classified State Employee Merits |
|    | 970,271     |    | 1,386,101   | 0                        | Classified State Employees Merit Increases |
|    | 119,632     |    | 170,903     | 0                        | Salary Base Adjustment                     |
|    | (2,875,161) |    | (4,579,198) | 0                        | Attrition Adjustment                       |



# **Major Changes from Existing Operating Budget (Continued)**

|    |              |    |             | Table of     |   |
|----|--------------|----|-------------|--------------|---|
| G  | eneral Fund  | Т  | otal Amount | Organization | Description   |
|    | 30,000       |    | 42,857      | 0            | Acquisitions & Major Repairs  |
|    | (30,000)     |    | (42,857)    | 0            | Non-Recurring Acquisitions & Major Repairs  |
|    | (18,784)     |    | (5,267,560) | 0            | Non-recurring Carryforwards   |
|    | (11,263)     |    | (16,091)    | 0            | UPS Fees  |
|    | (4,633,887)  |    | (5,664,636) | (41)         | Executive Order No. KBB 2005-82 Expenditure Reduction   |
|    | (369,709)    |    | (438,716)   | 0            | Act 67 (Supplemental Bill) of the 2005 1st Extraordinary Legislative Session  |
|    |              |    |             |              | Non-Statewide Major Financial Changes:  |
|    | (15,562,392) |    | 0           | 0            | This is a means of financing swap. The decrease of state general funds will be replaced with TANF funds to be used in the Child Protection Investigation and Family Services activity of the Child Welfare Program.   |
|    | (2,342,550)  |    | 0           | 0            | This is a means of financing swap. The funding will provide for treatment services which includes medical appointments, evaluations and consultantions as well as transitional medical services to foster children who are leaving state custody.   |
|    | 3,275,000    |    | 5,590,016   | 0            | This funding is an increase in residental care for foster children.   |
|    | 224,181      |    | 669,693     | 0            | This funding will provide educational services, medical exams, and needed clothing. It will also restore the Adoption Petition Program that provides for staff to conduct non-OCS adoptions within the State. The funding will also provide for legal representation for the children and families in child in "need of care" court proceedings. This adjustment restores funding for staffing levels to provide frontline services to children and families. |
|    |              |    |             |              |   |
| \$ | 61,659,045   | \$ | 227,828,003 | 1,802        | Recommended FY 2006-2007  |
|    |              |    |             |              |   |
| \$ | 0            | \$ | 0           | 0            | Less Governor's Supplementary Recommendations   |
|    |              |    |             |              |   |
| \$ | 61,659,045   | \$ | 227,828,003 | 1,802        | Base Executive Budget FY 2006-2007  |
|    |              |    |             |              |   |
|    |              |    |             |              |   |
| \$ | 61,659,045   | \$ | 227,828,003 | 1,802        | Grand Total Recommended   |
|    |              |    |             |              |   |

# **Professional Services**

| Amount | Description   |
|--------|---|
|        | This program does not have funding for Professional Services for Fiscal Year 2006-2007. |

# **Other Charges**

| Amount       | <b>Description</b>   |
|--------------|--|
|              | Other Charges:   |
| \$6,126,353  | Payment for treatment services which includes medical appointments, evaluations and consultations  |
| \$11,896,120 | Payment of basic foster family board for the care of children in foster care   |
| \$3,255,005  | Special board rate are paid to foster parents to compensate for the care of children who, because of their special needs, require more supervision of special skills on the part of the foster parents than the average child for whom they normally provide care. |



# **Other Charges (Continued)**

| Amount        | Description   |
|---------------|---|
| \$35,744,572  | Payment to residential facility providers for board costs for foster children requiring intensive treatment, or psychiatric hospitalization   |
| \$306,289     | Retainer payments to part time foster parents who care for foster children sporadically, such as weekends   |
| \$572,209     | Payments to foster families caring for foster children requiring specialized foster parent skills or aptitudes  |
| \$1,061,636   | Payments to Alternate Family Care to meet needs of severely handicapped children  |
| \$216,500     | Payments to foster families for the cost of diagnostic assessment studies of foster children  |
| \$3,321,832   | Payments for Therapeutic Family care for specialized foster care services   |
| \$3,007,177   | Payments for medical care to children in custody who are not eligible for Title XIX   |
| \$1,165,639   | Payments for clothing for foster children   |
| \$5,470,105   | Payments for incidental expenditures for foster children, such as transportation, educational supplies, legal fees and etc.   |
| \$58,015      | Payments for foster care reunification assistance with natural families   |
| \$9,839       | Payments for physical examinations for foster parents   |
| \$1,757,204   | Independent living skills to foster and OYD children 16-21 to assist them during transition to independence. Services include home management, job search and interviewing skills   |
| \$1,627,626   | Transitional Living Services for young adult foster children 18 to 21 years of age who are in educational programs, or are seeking employment, or waiting to establish eligibility for Mentally Retarded/Developmentally Disabled Waiver services         |
| \$202,539     | Respite care services for the foster parents to obtain periodic relief from the strains of managing special needs foster children   |
| \$270,352     | Services to Parents program to provide rehabilitative services to parents to remedy problems which resulted in loss of custody of their children  |
| \$10,000      | Foster care client related travel   |
| \$27,015      | Transitional medical services to foster children who are leaving state custody  |
| \$35,440      | Payment to State Foster and Adoption Association to further organizational capacity of state and local foster parent associations   |
| \$18,862,059  | Subsidized adoption payments including maintenance payments at 80% of the basic foster care rate, special services subsidies for the treatment of pre-existing medical conditions, and non-recurring adoption expenses such as legal fees and court costs |
| \$174,297     | Coordinated statewide Home Development recruitment plan to find foster and adoptive homes   |
| \$3,724,129   | Payments for Vendor Day Care for at risk infants, preschool and school age children   |
| \$584,215     | Payments for training for foster parents, adoptive parents and staff development  |
| \$1,386,271   | Training contracts with the Louisiana State University, Southern University, Southern University at New Orleans, Northwestern State University, and Southeastern Louisiana University school of social work for services                                  |
| \$5,242,885   | Family Preservation/Family Support, Title IV-B funds for specialized infant mental health assessment, foster and adoptive family resource centers, child welfare family residential centers and evaluation of outcome of services                         |
| \$8,750       | International Social Services contract for intercountry casework consulting services  |
| \$373,107     | Child Abuse/Neglect funds to purchase training for staff to address prevention and treatment of child abuse and neglect   |
| \$232,765     | Children's Justice Act federal grant to assist children who are the victims of abuse and neglect with their involvement in the legal system   |
| \$69,647      | Adoption Incentives   |
| \$1,174,461   | Children's Trust Fund contracts for the prevention of child abuse and neglect   |
| \$1,469,604   | Emergency Shelter Grant program that provides funds to local government entities who, in turn contract with local non-profit organizations for the operation of emergency shelters for the homeless.  |
| \$109,443,657 | SUB-TOTAL OTHER CHARGES   |
|               | Interagency Transfers:  |
| \$30,000      | To the Dept. of Health and Hospitals-Office of Public Health for copies of birth certificates   |
| \$104,086     | To the Secretary of State for microfilming of archived records  |
| \$500,000     | To Greenwell Springs Hospital for residential services provided to foster children.   |
| \$118,187     | To the Dept. of Public Safety for criminal records checks of all persons coming into contact with children  |
| \$24,000      | To Louisiana State University Medical Center for medical exams of non Medicaid eligible children suspected of being abused or neglected   |



# **Other Charges (Continued)**

| Amount        | Description   |
|---------------|---|
| \$27,427      | To the Mental Health Advocacy Servces for legal services  |
| \$34,302      | To the Division of Administration for printing services   |
| \$911,364     | To the Division of Administration for the maintenance of State owned buildings  |
| \$510,035     | To the Dept. of Health and Hospitals for medical services for non-Medicaid eligible foster children   |
| \$500,000     | To the Office of Family Support for shared space costs  |
| \$899,752     | To the Division of Administration/Office of Telecommunications Management for telephone services  |
| \$10,510,000  | To the Dept. of Corrections, Office of Youth Development for room and board costs for foster children in the custody of the Office of Youth Development |
| \$25,000      | To the Division of Administration for allocated cost of the Children's Cabinet  |
| \$1,000       | To the Office of Secretary of State for advertising in the Louisiana Register   |
| \$14,195,153  | SUB-TOTAL INTERAGENCY TRANSFERS   |
| \$123,638,810 | TOTAL OTHER CHARGES   |

#### **Acquisitions and Major Repairs**

| Amount   | Description  |
|----------|--|
| \$85,714 | Second year of the LEAF purchase of state vehicles |
| \$85,714 | TOTAL ACQUISITIONS AND MAJOR REPAIRS               |

#### **Performance Information**

1. (KEY) To increase by 25% the number of placement resources that meet the needs of foster children to improve permanency and placement stability by June 30, 2010.

Louisiana: Vision 2020 Link: Not Applicable

Children's Budget Link: A seamless system of services should be provided that offers a continuum of care. All future programs and services for children should be based on scientifically evaluated models. Annual recommended priority for state funding include increase in board rates for foster homes and residential facilities.

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

Explanatory Note: Implementation strategy includes development of needs profile and reports to target services to demographic and geographic areas identifying trends and target population. Strategy includes increase in board rates and funding of psychiatric hospital services for subsidized adoptions as means to increase placement resources.



|  |  |   | Performance Inc   | licator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of children in<br>care less than 12 months<br>with no more than 2<br>placements (LAPAS<br>CODE - 13322)   | 78.00%   | 78.67%  | 86.70%  | 86.70%  | 86.70%  |
| K Percentage of the foster care population on June 30 who had 1 original placement (LAPAS CODE - 3194)                 | 15.00%   | 15.56%  | 15.00%  | 15.00%  | 15.00%  |
| K Percentage of the foster<br>care population on June 30<br>who had 2-3 original<br>placements (LAPAS<br>CODE - 13323) | 36.00%   | 40.87%  | 36.00%  | 36.00%  | 36.00%  |
| K Percentage of the foster<br>care population on June 30<br>who had 4 or more<br>placements (LAPAS<br>CODE - 13324)    | 49.00%   | 43.57%  | 49.00%  | 49.00%  | 49.00%  |

#### **Child Welfare Services General Performance Information**

|   |                                  | Perfo                               | rma | ance Indicator V                     | /alu | es                                  |    |                                      |
|---|----------------------------------|-------------------------------------|-----|--------------------------------------|------|-------------------------------------|----|--------------------------------------|
| Performance Indicator Name  | rior Year<br>Actual<br>2000-2001 | Prior Year<br>Actual<br>Y 2001-2002 | F   | Prior Year<br>Actual<br>FY 2002-2003 |      | Prior Year<br>Actual<br>Y 2003-2004 | ]  | Prior Year<br>Actual<br>FY 2004-2005 |
| Average daily payment of 24 hour foster care board payments (LAPAS CODE - 3187)   | \$<br>12.29                      | \$<br>12.29                         | \$  | 12.29                                | \$   | 12.29                               | \$ | 12.29                                |
| Number of children receiving foster care services per year (cumulative) (LAPAS CODE - 3186)                                       | 7,532                            | 7,016                               |     | 6,959                                |      | 6,993                               |    | 7,145                                |
| Percentage of USDA average cost for Urban<br>South which is paid as family foster care board<br>in Louisiana (LAPAS CODE - 13468) | 79.00%                           | 77.49%                              |     | 76.93%                               |      | 75.40%                              |    | 73.49%                               |
| Average cost of foster care per child (LAPAS CODE - 13496)  | \$<br>9,210                      | \$<br>9,775                         | \$  | 9,962                                | \$   | 9,942                               | \$ | 9,855                                |
| Number of adoptive placements at June 30 (LAPAS CODE - 13332)   | 569                              | 534                                 |     | 477                                  |      | 456                                 |    | 523                                  |

2. (KEY) To increase the number, type, and geographical distribution of services that meet the permanency and well being needs of children who are served by the agency by 10% by Fiscal Year 2010.

Louisiana: Vision 2020 Link: Not Applicable



Children's Budget Link: Annual recommended priorities for state funding included increasing adoption subsidy.

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

Explanatory Note: Implementation strategy is to increase adoption subsidy rate to 100% of foster care board rate.

#### **Performance Indicators**

|  |  |   | Performance Inc   | licator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance Standard as Initially Appropriated FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Median length of stay in<br>care for children entering<br>care for the first time (in<br>months) (LAPAS CODE -<br>13321) | 16.00  | 11.78   | 16.00   | 16.00   | 16.00   |
| S Percentage of children<br>reunified in less than 12<br>months from latest removal<br>(LAPAS CODE - 13326)                | 60.00%   | 68.43%  | 76.20%  | 76.20%  | 60.00%  |
| K Percentage of children<br>adopted in less than 24<br>months from latest removal<br>(LAPAS CODE - 13327)                  | 19.00%   | 21.44%  | 32.00%  | 32.00%  | 32.00%  |
| S Percentage of foster care<br>board rate available for<br>adoption subsidy (LAPAS<br>CODE - 13328)                        | 80.00%   | 80.00%  | 80.00%  | 80.00%  | 80.00%  |
| K Number of children<br>available for adoption at<br>June 30 (LAPAS CODE -<br>13329)                                       | 550  | 499   | 550   | 550   | 550   |
| S Number of children exiting<br>during the fiscal year<br>(LAPAS CODE - 13333)   | 2,000  | 2,712   | 2,000   | 2,000   | 2,000   |



#### **Child Welfare Services General Performance Information**

|  | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |  |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|
| Performance Indicator Name   | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |  |
| Percentage of valid findings referred to family services (LAPAS CODE - 13295)                      | 25.67%                               | 27.51%                               | 25.67%                               | 28.96%                               | 30.95%                               |  |  |
| Total number of children served in protective day care per month (cumulative) (LAPAS CODE - 13296) | 1,878                                | 2,131                                | 2,570                                | 2,690                                | 3,206                                |  |  |

3. (KEY) To improve the outcomes of safety permanency and well being in each major program area of Child Protection Investigations, Family Services, Foster Care, and Adoption by the end of Fiscal Year 2010.

Louisiana: Vision 2020 Link: To achieve a standard of living among the top ten states in America. To provide opportunities and support to overcome Louisiana's poverty crisis. If we are to make substantial progress as a state, we must be proactive about helping those living in the poorest of conditions to receive training, jobs with a future, quality healthcare, and safe homes and communities in which to live.

Children's Budget Link: Barriers to coordination and collaboration must be identified and torn down by the Cabinet. Benchmark data for measuring success includes child abuse rate and Annual Priority for State funding includes Safe Haven for abandoned babies.

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

Explanatory Note: Strategies for achieving the objective include timely investigations of child abuse allegations and an intake program that supports the No Wrong Door philosophy of services delivery.



|  |  |   | Performance Ind   | licator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of all children who were victims of substantiated or indicated child abuse and/or neglect during the period under review, who had another substantiated or indicated report within a 6 month period. (LAPAS CODE - 13288) | 10.00%   | 10.00%  | 6.10%   | 6.10%   | 6.10%   |
| K Average number of new<br>cases per Child Protection<br>Investigation (CPI) worker<br>per month (LAPAS CODE<br>- 3173)  | 11.50  | 11.50   | 10.00   | 10.00   | 10.00   |
| K Percentage of interventions<br>completed within 60 days<br>(LAPAS CODE - 3175)   | 45.70%   | 49.94%  | 45.70%  | 45.70%  | 45.70%  |
| K Percentage of alleged<br>victims seen in child<br>protection investigations<br>(LAPAS CODE - 15769)  | 90.00%   | 98.40%  | 90.00%  | 90.00%  | 90.00%  |
| K Percentage of alleged<br>victims seen within the<br>assigned response priority<br>in child protection<br>investigations (LAPAS<br>CODE - 15770)  | 70.00%   | 71.70%  | 85.00%  | 85.00%  | 85.00%  |
| S Percentage of children who re-entered foster care within 12 months of a prior foster care episode (LAPAS CODE - 13325)   | 12.00%   | 5.30%   | 12.00%  | 12.00%  | 6.70%   |
| K Percentage of foster<br>children who were victims<br>of validated child abuse/<br>neglect while in foster care<br>(LAPAS CODE - 13792)   | 1.50%  | 1.16%   | 0.57%   | 0.57%   | 0.57%   |



| Ciliu Wellare Services General Performance illiornali | <b>Child Welfare</b> | Services ( | General Performance I | nformation |
|---|----------------------|------------|-----------------------|------------|
|---|----------------------|------------|-----------------------|------------|

|   | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |  |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|
| Performance Indicator Name  | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |  |
| Average number of new child protection investigation cases per month (LAPAS CODE - 13297) | 2,091                                | 2,133                                | 2,187                                | 2,225                                | 2,267                                |  |  |
| Average number of validated cases annually (LAPAS CODE - 13298)                           | 7,746                                | 7,645                                | 8,400                                | 7,998                                | 8,577                                |  |  |

4. (SUPPORTING)To continue to provide services to children, parents and families through local public, non-public, and "grassroots" efforts in child abuse and neglect prevention throughout the state.

Louisiana: Vision 2020 Link: To achieve a standard of living among the top ten states in America. To improve the quality of life of Louisiana's children. The way children live, think, behave, and grow impacts the cycle of poverty in which Louisiana is now entrenched.

Children's Budget Link: The state of Louisiana must aggressively fund primary prevention programs.

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

| L<br>e<br>v<br>e<br>l | Performance Indicator<br>Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance In<br>Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing Performance Standard FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
|-----------------------|---|--|---|---|--|---|
| S                     | Number of grants awarded (LAPAS CODE - 3239)  | 125  | 155   | 125   | 125  | 125   |
| S                     | Amount allocated to grants (LAPAS CODE - 13339)   | \$ 1,000,000                                       | \$ 1,112,256                                  | \$ 1,000,000  | \$ 1,000,000                               | \$ 1,000,000  |
| S                     | Total number of<br>educational or support<br>services provided in child<br>abuse and neglect<br>prevention (LAPAS CODE<br>- 3245) | 90,000   | 91,000  | 90,000  | 90,000                                     | 90,000  |

5. (KEY) To provide funding and support to 82 programs addressing the needs of our homeless for the purpose of increasing the availability of shelters, services for the homeless, and services for preventing homelessness by June 30, 2010.

Louisiana: Vision 2020 Link: To achieve a standard of living among the top ten states of America. To provide opportunities and support to overcome Louisiana's poverty crisis.



Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|                       |  |  |   | Performance In  | dicator Values                                      |   |
|-----------------------|--|--|---|---|---|---|
| L<br>e<br>v<br>e<br>l | Performance Indicator<br>Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
|                       | Number of shelters<br>provided funds (LAPAS<br>CODE - 3221)            | 82   | 83  | 82  | 82  | 82  |
|                       | Total amount allocated to<br>homeless programs.<br>(LAPAS CODE - 8262) | \$ 1,502,410                                       | \$ 1,480,263                                  | \$ 1,502,410  | \$ 1,502,410  | \$ 1,502,410  |



# 370\_3000 — Community Based Services

# **Program Description**

The Community Based Services program, including funding and performance information, has been consolidated with the Child Welfare Program within the Office of Community Services.

# **Community Based Services Budget Summary**

|        | Actuals   |  |   |   |  |  |  | Recomi<br>Over/   | Under              |
|--------|-----------|--|---|---|--|--|--|---|--------------------|
|        |           |  |   |   |  |  |  |   |                    |
| \$     | 906,594   | \$   | 0   | \$  | 0  | \$   | 0  | \$  | C                  |
|        |           |  |   |   |  |  |  |   |                    |
|        | 118,581   |  | 0   |   | 0  |  | 0  |   | 0                  |
|        | 0         |  | 0   |   | 0  |  | 0  |   | C                  |
|        | 0         |  | 0   |   | 0  |  | 0  |   | C                  |
|        | 0         |  | 0   |   | 0  |  | 0  |   | C                  |
|        | 1,622,918 |  | 0   |   | 0  |  | 0  |   | C                  |
| \$     | 2,648,093 | \$   | 0   | \$  | 0  | \$   | 0  | \$  | C                  |
|        |           |  |   |   |  |  |  |   |                    |
| \$     | 306,443   | \$   | 0   | \$  | 0  | \$   | 0  | \$  | C                  |
|        | 33,009    |  | 0   |   | 0  |  | 0  |   | (                  |
|        | 0         |  | 0   |   | 0  |  | 0  |   | (                  |
|        | 2,308,641 |  | 0   |   | 0  |  | 0  |   | C                  |
|        | 0         |  | 0   |   | 0  |  | 0  |   | C                  |
|        | 0         |  | 0   |   | 0  |  | 0  |   | C                  |
| \$     | 2,648,093 | \$   | 0   | \$  | 0  | \$   | 0  | \$  | C                  |
| lonts: |           |  |   |   |  |  |  |   |                    |
| ients. | .0        |  | 0   |   | 0  |  | Ω  |   | C                  |
|        |           |  |   |   |  |  |  |   | 0                  |
|        |           |  |   |   |  |  |  |   | C                  |
|        | \$<br>\$  | \$ 306,443<br>33,009<br>0<br>2,308,641<br>0<br>0<br>\$ 2,648,093 | ** 906,594 **  118,581  0 0 0 1,622,918 \$ 2,648,093 **  ** 333,009 0 2,308,641 0 0 \$ 2,648,093 **  ** 100 | Actuals FY 2004-2005       Enacted FY 2005-2006         \$ 906,594       \$ 0         118,581       0         0       0         0       0         0       0         1,622,918       0         \$ 2,648,093       \$ 0         \$ 3306,443       \$ 0         2,308,641       0         0       0         2,308,641       0         0       0         \$ 2,648,093       \$ 0         lents:       0         0       0         0       0         0       0         0       0 | Actuals FY 2004-2005       Enacted FY 2005-2006       Ex 2005-200 | Actuals<br>FY 2004-2005         Enacted<br>FY 2005-2006         Existing<br>FY 2005-2006           \$ 906,594         \$ 0         \$ 0           118,581         0         0           0         0         0           0         0         0           0         0         0           1,622,918         0         0           \$ 2,648,093         \$ 0         \$ 0           \$ 33,009         0         0           0         0         0           2,308,641         0         0           0         0         0           \$ 2,648,093         \$ 0         \$ 0           lents:         0         0         0 | Actuals   Fix 2004-2005   Fix 2005-2006   Fi | Naturals   Finacted   Fix 2005-2006   Fix 2005-2006   Fix 2005-2006   Fix 2006-2007 | Prior Year Actuals |



# **Major Changes from Existing Operating Budget**

| _     |         |    |              | •                        |   |
|-------|---------|----|--------------|--------------------------|---|
| Gener | al Fund | 1  | Total Amount | Table of<br>Organization | Description                                   |
| \$    | 0       | \$ | 0            | 0                        | Mid-Year Adjustments (BA-7s):                 |
|       |         |    |              |                          |   |
| \$    | 0       | \$ | 0            | 0                        | Existing Oper Budget as of 12/01/05           |
|       |         |    |              |                          |   |
|       |         |    |              |                          | Statewide Major Financial Changes:            |
|       |         |    |              |                          | Non-Statewide Major Financial Changes:        |
|       |         |    |              |                          |   |
| \$    | 0       | \$ | 0            | 0                        | Recommended FY 2006-2007                      |
|       |         |    |              |                          |   |
| \$    | 0       | \$ | 0            | 0                        | Less Governor's Supplementary Recommendations |
|       |         |    |              |                          |   |
| \$    | 0       | \$ | 0            | 0                        | Base Executive Budget FY 2006-2007            |
|       |         |    |              |                          |   |
|       |         |    |              |                          |   |
| \$    | 0       | \$ | 0            | 0                        | Grand Total Recommended                       |
|       |         |    |              |                          |   |



### 10-374 — Rehabilitation Services

### **Agency Description**

The mission of the Office of Rehabilitation Services is to assist persons with disabilities in their desire to obtain or maintain employment and/or to achieve independence in their communities by providing rehabilitation services and working cooperatively with business and other community resources.

The goals of the Office of Rehabilitation Services are

- I. We will build a unified DSS that pools human and financial resources in order to better serve consumers.
- II. We will provide quality service to consumers
- III. We will utilize evidence-based practices and strategic approaches to fulfill the DSS Mission.
- IV. We will maximize resources by operating the department in an efficient and effective manner.

Department of Social Services human resource policies that are helpful and beneficial to women and families include:

- Policy 2-2 Non-discrimination in service provision
- Policy 2-3 Equal Employment Opportunity, Nepotism, Maternity Leave, Anti-Harassment, EEO Complaints
- Policy 4-20 Work Hours of DSS Personnel
- Policy 4-11 Family Medical Leave Act
- Policy 4-21 Crisis Leave Pool

Louisiana Rehabilitation Services provides services to individuals with disabilities, which includes women, in order to help them achieve employment and/or independent living.



# **Rehabilitation Services Budget Summary**

|  |       | Prior Year<br>Actuals<br>Y 2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>FY 2005-2006 |    | ommended<br>2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|--|-------|--------------------------------------|----|------------------------|----|--------------------------|----|-----------------------|--|
| Means of Financing:                    |       |                                      |    |                        |    |                          |    |                       |  |
| State General Fund (Direct)            | \$    | 12,298,270                           | \$ | 12,250,198             | \$ | 13,515,027               | \$ | 2,404,890             | \$<br>(11,110,137)                       |
| State General Fund by:                 |       |                                      |    |                        |    |                          |    |                       |  |
| Total Interagency Transfers            |       | 0                                    |    | 0                      |    | 300,000                  |    | 0                     | (300,000)                                |
| Fees and Self-generated<br>Revenues    |       | 0                                    |    | 8,000                  |    | 101,623                  |    | 93,623                | (8,000)                                  |
| Statutory Dedications                  |       | 3,505,857                            |    | 5,949,411              |    | 5,949,411                |    | 5,949,411             | 0  |
| Interim Emergency Board                |       | 0                                    |    | 0                      |    | 0                        |    | 0                     | 0  |
| Federal Funds                          |       | 43,750,862                           |    | 47,638,791             |    | 69,915,958               |    | 66,982,271            | (2,933,687)                              |
| Total Means of Financing               | \$    | 59,554,989                           | \$ | 65,846,400             | \$ | 89,782,019               | \$ | 75,430,195            | \$<br>(14,351,824)                       |
| Expenditures & Request:                |       |                                      |    |                        |    |                          |    |                       |  |
| Administration and Support             | \$    | 6,493,704                            | \$ | 6,201,583              | \$ | 6,225,583                | \$ | 7,003,132             | \$<br>777,549                            |
| Vocational Rehabilitation<br>Services  |       | 47,966,447                           |    | 52,415,716             |    | 75,597,177               |    | 61,954,395            | (13,642,782)                             |
| Specialized Rehabilitation<br>Services |       | 5,094,838                            |    | 7,229,101              |    | 7,959,259                |    | 6,472,668             | (1,486,591)                              |
| Total Expenditures &<br>Request        | \$    | 59,554,989                           | \$ | 65,846,400             | \$ | 89,782,019               | \$ | 75,430,195            | \$<br>(14,351,824)                       |
| Authorized Full-Time Equiva            | lents |                                      |    |                        |    |                          |    |                       |  |
| Classified                             |       | 392                                  |    | 392                    |    | 392                      |    | 392                   | 0  |
| Unclassified                           |       | 0                                    |    | 0                      |    | 0                        |    | 0                     | 0  |
| Total FTEs                             |       | 392                                  |    | 392                    |    | 392                      |    | 392                   | 0  |



# 374\_1000 — Administration and Support

Program Authorization: The Federal Rehabilitation Act of 1973 (Public 93-112) as amended in 1998 as part of the Workforce Investment Act (WIA) of 1998; The Louisiana Revised Statute - R. S. 36:477 (B)

#### **Program Description**

The mission of the Executive and Administrative Support Program is to provide program planning, leadership, efficient and economical deployment of resources, and the monitoring and enhancement of service delivery within Louisiana Rehabilitation Services (LRS).

The goal of the Executive and Administrative Support Program is to provide program planning, technical assistance, and quality to assure one of the best service delivery systems for rehabilitation services in the nation. Rehabilitation Services is accountable to the federal Rehabilitation Services Administration and to the State of Louisiana for rehabilitation service delivery to eligible individuals with disabilities in the State of Louisiana. The Executive and Administrative Support Program tracks, compiles, and analyzes data relative to both fiscal and program accountability; makes changes as required; and insures ongoing quality service delivery.

- Program (Client) Services The purpose of Program Services is to provide guidance, problem solving
  assistance, technical assistance, process/program development, and monitoring statewide in the areas of
  employment/employer initiatives, transition, appeals, assistive technology, services to the deaf and hard of
  hearing, and staff responsibility and performance in the provision of services to agency consumers.
- Community Rehabilitation Program Services/Quality Control The purpose of this program is to provide
  technical assistance to Community Rehabilitation Programs (CRP's), both LRS and privately operated, in
  their delivery of employment assessment, job readiness, and job placement services for persons with disabilities; to standardize cost-based rates of fees charged by private CRP's; to ensure CRP standards of performance and licensure; to monitor LRS Contracts/Cooperative Agreements and provide quality control
  services; and to provide technical assistance to Independent Living Centers providing independent living
  services throughout the state.
- Blind Services To promote and provide comprehensive program development and planning for services to individuals who are blind, severely visually impaired, or deaf-blind; technical assistance and training to LRS staff and community rehabilitation programs serving the blind, visually impaired, and deaf-blind; supervision of the Randolph-Sheppard vending program; and development and monitoring of special grants and contracts which will serve individuals who are blind, visually impaired or deaf-blind.
- Bureau of Program Planning/Resource Development The purpose of LRS' planning, resource development, and information systems activities is to provide program planning and/or coordination for the rehabilitation programs through policy and procedure research, development, and implementation; through strategic planning, through the provision of opportunities for professional educational development of staff statewide; and through other special projects and program initiatives that meet the identified needs of LRS's statewide staff



# **Administration and Support Budget Summary**

|                                     |        | rior Year<br>Actuals<br>2004-2005 | F  | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | ommended<br>2006-2007 | Total<br>commended<br>Over/Under<br>EOB |
|-------------------------------------|--------|-----------------------------------|----|------------------------|----|-------------------------|----|-----------------------|---|
| Means of Financing:                 |        |                                   |    |                        |    |                         |    |                       |   |
| State General Fund (Direct)         | \$     | 1,158,904                         | \$ | 1,354,239              | \$ | 1,354,239               | \$ | 238,310               | \$<br>(1,115,929)                       |
| State General Fund by:              |        |                                   |    |                        |    |                         |    |                       |   |
| Total Interagency Transfers         |        | 0                                 |    | 0                      |    | 24,000                  |    | 0                     | (24,000)                                |
| Fees and Self-generated<br>Revenues |        | 0                                 |    | 0                      |    | 0                       |    | 0                     | 0                                       |
| Statutory Dedications               |        | 0                                 |    | 0                      |    | 0                       |    | 297,471               | 297,471                                 |
| Interim Emergency Board             |        | 0                                 |    | 0                      |    | 0                       |    | 0                     | 0                                       |
| Federal Funds                       |        | 5,334,800                         |    | 4,847,344              |    | 4,847,344               |    | 6,467,351             | 1,620,007                               |
| Total Means of Financing            | \$     | 6,493,704                         | \$ | 6,201,583              | \$ | 6,225,583               | \$ | 7,003,132             | \$<br>777,549                           |
| Expenditures & Request:             |        |                                   |    |                        |    |                         |    |                       |   |
| Personal Services                   | \$     | 1,962,875                         | \$ | 2,174,740              | \$ | 2,198,698               | \$ | 2,798,432             | \$<br>599,734                           |
| Total Operating Expenses            |        | 350,905                           |    | 315,628                |    | 315,670                 |    | 500,510               | 184,840                                 |
| Total Professional Services         |        | 0                                 |    | 0                      |    | 0                       |    | 0                     | 0                                       |
| Total Other Charges                 |        | 4,173,858                         |    | 3,703,962              |    | 3,703,962               |    | 3,704,190             | 228                                     |
| Total Acq & Major Repairs           |        | 6,066                             |    | 7,253                  |    | 7,253                   |    | 0                     | (7,253)                                 |
| Total Unallotted                    |        | 0                                 |    | 0                      |    | 0                       |    | 0                     | 0                                       |
| Total Expenditures & Request        | \$     | 6,493,704                         | \$ | 6,201,583              | \$ | 6,225,583               | \$ | 7,003,132             | \$<br>777,549                           |
| Authorized Full-Time Equiva         | lents: |                                   |    |                        |    |                         |    |                       |   |
| Classified                          |        | 35                                |    | 35                     |    | 35                      |    | 35                    | 0                                       |
| Unclassified                        |        | 0                                 |    | 0                      |    | 0                       |    | 0                     | 0                                       |
| Total FTEs                          |        | 35                                |    | 35                     |    | 35                      |    | 35                    | 0                                       |

## **Source of Funding**

This program is funded with State General Fund and Federal Funds. Federal funds are obtained from Title I of the Rehabilitation Act of 1973, Section 110, and an In-service Training Grant from the Rehabilitation Act of 1973, Section 203.



# **Administration and Support Statutory Dedications**

| Fund                            | Prior Y<br>Actus<br>FY 2004 | als | Enac<br>FY 200: |   | Existing<br>2005-2006 | Recommended<br>FY 2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|---------------------------------|-----------------------------|-----|-----------------|---|-----------------------|-----------------------------|--|
| Blind & Rehab Tele Deaf<br>Fund | \$                          | 0   | \$              | 0 | \$<br>0               | \$<br>297,471               | \$<br>297,471                            |

# **Major Changes from Existing Operating Budget**

| Ge | eneral Fund | Т  | otal Amount | Table of<br>Organization | Description   |
|----|-------------|----|-------------|--------------------------|---|
| \$ | 0           | \$ | 24,000      | 0                        | Mid-Year Adjustments (BA-7s):   |
|    |             |    |             |                          |   |
| \$ | 1,354,239   | \$ | 6,225,583   | 35                       | Existing Oper Budget as of 12/01/05   |
|    |             |    |             |                          |   |
|    |             |    |             |                          | Statewide Major Financial Changes:  |
|    | 6,554       |    | 30,769      | 0                        | Annualize Classified State Employee Merits  |
|    | 9,317       |    | 43,744      | 0                        | Classified State Employees Merit Increases  |
|    | 60,415      |    | 549,916     | 0                        | Salary Base Adjustment  |
|    | (1,545)     |    | (7,253)     | 0                        | Non-Recurring Acquisitions & Major Repairs  |
|    | 0           |    | (24,000)    | 0                        | Non-recurring Carryforwards   |
|    | (2,079)     |    | (9,761)     | 0                        | Risk Management   |
|    | 19,740      |    | 15,753      | 0                        | Rent in State-Owned Buildings   |
|    | (655)       |    | (3,075)     | 0                        | UPS Fees  |
|    | 773         |    | 3,628       | 0                        | Civil Service Fees  |
|    | 495         |    | 2,323       | 0                        | CPTP Fees   |
|    | (38,627)    |    | (46,007)    | 0                        | Executive Order No. KBB 2005-82 Expenditure Reduction   |
|    |             |    |             |                          | Non-Statewide Major Financial Changes:  |
|    | (1,281,073) |    | 0           | 0                        | Louisiana Rehabilitation Services will be receiving federal funds that will not require a state match. This request is to remove the state general fund from LRS and place it in the Office of Community Services for the Foster Care Program and in the Office of the Secretary for the Emergency Perparedness Unit. |
|    | 110,756     |    | 221,512     | 0                        | Funding associated with operating services and the information technology cost for Data Dial Tone at the Iberville building.  |
|    |             |    |             |                          |   |
| \$ | 238,310     | \$ | 7,003,132   | 35                       | Recommended FY 2006-2007  |
|    |             |    |             |                          |   |
| \$ | 0           | \$ | 0           | 0                        | Less Governor's Supplementary Recommendations   |
|    |             |    |             |                          |   |
| \$ | 238,310     | \$ | 7,003,132   | 35                       | Base Executive Budget FY 2006-2007  |
|    |             |    |             |                          |   |
|    |             |    |             |                          |   |
| \$ | 238,310     | \$ | 7,003,132   | 35                       | Grand Total Recommended   |
|    |             |    |             |                          |   |



#### **Professional Services**

| Amount | Description   |
|--------|---|
|        | This program does not have funding for Professional Services for Fiscal Year 2006-2007. |

### **Other Charges**

| Amount      | Description   |
|-------------|---|
|             | Other Charges:  |
|             | This program does not have funding for Other Charges for Fiscal Year 2006-2007. |
| \$0         | SUB-TOTAL OTHER CHARGES   |
|             | Interagency Transfers:  |
| \$52,088    | To the Dept. of Civil Service for personnel processing services                 |
| \$6,152     | To the Division of Administration for the Comprehensive Public Training Program |
| \$300       | To the Division of Administration for printing                                  |
| \$203,120   | To the Division of Administration for the Risk Management                       |
| \$3,045,544 | To the DSS/Office of the Secretary for allocated share of indirect cost         |
| \$3,783     | To the Dept. of the Treasury for bank service charges                           |
| \$14,161    | To the Division of Administration for Uniform Payroll                           |
| \$361,904   | To the Division of Administration - Iberville Bldg Rent                         |
| \$17,138    | To the Office of Telecommunications   |
| \$3,704,190 | SUB-TOTAL INTERAGENCY TRANSFERS   |
| \$3,704,190 | TOTAL OTHER CHARGES   |

### **Acquisitions and Major Repairs**

| Amount | Description  |
|--------|--|
|        | This program does not have funding for Acquisitions and Major Repairs for Fiscal Year 2006-2007. |

#### **Performance Information**

1. (SUPPORTING)To develop a comprehensive succession plan to identify and prepare staff to meet the agency's management position needs through FY 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.10: To build a workforce with the education and skills necessary to meet the needs of business in a knowledge-based economy through flexible systems and responsive programs.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable



| L<br>e<br>v   |                  | rend  | Performance<br>Standard as | Existing                                |   |
|---|------------------|---|----------------------------|---|---|
| e Performance                                       | e Indicator Star | rmance Actual Year<br>ndard Performan<br>04-2005 FY 2004-20 | ce Appropriated            | Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S Number of per<br>training plans of<br>(LAPAS COD) | developed        | applicable Not Applic                                       | cable 5                    | 5                                       | 10  |

This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY 2004-2005. This succession plan and personal training plans will be developed in FY 2006, therefore, information for FY 2004-2005 is not available.

S Percentage of the succession plan developed (LAPAS CODE - 21079) Not Applicable Not Applicable 100% 100% 100%

This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY 2004-2005. This succession plan and personal training plans will be developed in FY 2006, therefore, information for FY 2004-2005 is not available.

2. (SUPPORTING)To develop and implement a marketing plan geared towards increasing public awareness of LRS services to individuals with disabilities, businesses, the community,

legislators, other agencies and the school systems through Fiscal Year 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.11: To increase participation rates among traditionally underutilized sources of workers (women, minorities, disabled, ex-offenders, immigrants, elderly, etc).

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Workforce Development Commission Link: LRS contributes to Goals I: Provide businesses, citizens, educators, and policy makers relevant occupational information to enable effective career planning for the citizens and program planning for Louisiana's education and training programs.



|   | Performance Indicator Values                       |   |   |   |   |  |  |  |  |  |
|---|--|---|---|---|---|--|--|--|--|--|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |  |  |  |  |  |
| S Percentage of the<br>marketing plan activities<br>implemented (LAPAS<br>CODE - 21081)   | Not Applicable                                     | Not Applicable                                | 0   | 0   | 25%   |  |  |  |  |  |
| This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY 2004-2005. The marketing plan will be developed in FY 2005-2006, therefore information for 2004-2005 is not available. |  |   |   |   |   |  |  |  |  |  |
| S Percentage of marketing<br>plan developed (LAPAS<br>CODE - 21082)   | Not Applicable                                     | Not Applicable                                | 100%  | 100%  | 100%  |  |  |  |  |  |

This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY 2004-2005. The marketing plan will be developed in FY 2005-2006, therefore, information for FY 2004-2005 is not available.

3. (KEY) To monitor and evaluate 100% of the Community Rehabilitation Programs (CRPs) annually for quality and cost effectiveness of service provision in order to assure compliance with agency standards through Fiscal Year 2010.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Workforce Development Commission Link: LRS contributes to Goal II: Streamline and improve workforce development services through coordinated planning across all agencies, incorporating goals, objectives and performance standards approved by the Commission.



|   |  |   | Performance Ind   | licator Values                                      |   |
|---|--|---|---|---|---|
| L<br>e<br>v<br>e Performance Indicator<br>l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of Community<br>Rehabilitation Programs<br>(CRP) employment<br>contracts effectively<br>meeting contract objectives<br>(LAPAS CODE - 10483)                  | 95.0%  | 100.0%  | 95.0%   | 95.0%   | 95.0%   |
| K Percentage of all contracts<br>meeting contract objectives<br>(LAPAS CODE - 15792)  | 95.0%  | 100.0%  | 95.0%   | 95.0%   | 95.0%   |
| S Percentage of contracts<br>monitored through site<br>visits, quarterly reports<br>and/or annual reports.<br>(LAPAS CODE - 13317)  | 98.0%  | 100.0%  | 98.0%   | 98.0%   | 98.0%   |
| S Percentage of fee-for-<br>service community<br>rehabilitation programs<br>monitored for rate setting<br>determination and/or<br>quality control (LAPAS<br>CODE - 13318) | 100.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  |

# **Administration and Support General Performance Information**

|   | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |  |  |  |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|--|--|
| Performance Indicator Name  | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |  |  |  |
| Percentage of contracts monitored through site visits, quarterly reports and/or annual reports. (LAPAS CODE - 13484)  | 100.0%                               | 100.0%                               | 99.0%                                | 100.0%                               | 100.0%                               |  |  |  |  |
| Percentage of employment contracts effectively meeting contract objectives. (LAPAS CODE - 13485)  | 100.0%                               | 100.0%                               | 67.0%                                | 100.0%                               | 100.0%                               |  |  |  |  |
| Percentage of fee-for-service Community<br>Rehabilitation Programs monitored for rate<br>setting determination and/or quality control<br>(LAPAS CODE - 13486) | 96.0%                                | 88.0%                                | 100.0%                               | 100.0%                               | 100.0%                               |  |  |  |  |
| Percentage of all contracts effectively meeting contract objectives. (LAPAS CODE - 15792)   | 98.0%                                | 96.0%                                | 97.0%                                | 96.0%                                | 100.0%                               |  |  |  |  |



# 4. (KEY) To provide resources to 100% of agency staff in order to increase their efficiency in service provision through Fiscal Year 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.10: To build a workforce with the education and skills necessary to meet the needs of business in a knowledge-based economy through flexible systems and responsive programs.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|                       |   |  |   | Performance Indicator Values |   |   |  |  |  |  |  |
|-----------------------|---|--|---|------------------------------|---|---|--|--|--|--|--|
| L<br>e<br>v<br>e<br>l | Performance Indicator<br>Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Performance Actual Yearend Standard Performance |                              | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |  |  |  |  |  |
|                       | Percentage of employees<br>provided resources<br>(LAPAS CODE - 21085) | Not Applicable                                     | Not Applicable                                  | 100%                         | 100%  | 100%  |  |  |  |  |  |

This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY 2004-2005. Information for this indicator is not available for FY 2004-2005.



# 374\_2000 — Vocational Rehabilitation Services

Program Authorization: The Federal Rehabilitation Act of 1973 (Public 93-112) as amended in 1998 as part of the Workforce Investment Act (WIA) of 1998; The Louisiana Revised Statute - R. S. 36:477 (B)

#### **Program Description**

The mission of the Vocational Rehabilitation Services Program is to prepare individuals with disabilities for employment; to increase the ability of individuals with disabilities to live independently; to provide business and industry with qualified candidates for employment; and to serve as a resource for employers with regard to the rehabilitation needs of persons with disabilities.

The goals of the Vocational Rehabilitation Services Program are:

- I. To assure that necessary and qualified rehabilitation professionals are on staff to provide direct services in field offices and facilities statewide.
- II. To assure that the agency provides the myriad rehabilitation services to meet the employment needs of eligible disabled citizens of Louisiana.
- Community Rehabilitation Program/Quality Control The purpose of this program is to provide technical
  assistance to Community Rehabilitation Programs (CRP's) both LRS and privately operated, in their delivery of employment assessment, job readiness, and job placement services for persons with disabilities; to
  standardize cost-based rates of fees charged by private CRP's; to ensure CRP standards of performance
  and licensure; to monitor LRS Contracts/Cooperative agreements and to provide quality control services.
- Vocational Rehabilitation Program (Client Services) To provide professional/quality outcome based
  vocational rehabilitation services on a statewide basis to individuals with disabilities who have been determined eligible for the Vocational Rehabilitation Program with the final goal of successful employment and
  independence.
- Randolph-Sheppard Program To provide career opportunities in the food service industry for individuals
  who are legally blind. Louisiana Rehabilitation Services is the designated State Licensing Agency for
  implementing the federal Randolph-Sheppard Vending Facility Program.
- Resource Development/In-Service Training The purpose of LRS' resource development and in-service training activities is the provision of opportunities for professional educational development of staff statewide.

# **Vocational Rehabilitation Services Budget Summary**

| Prior Year<br>Actuals<br>FY 2004-2005 |    | Enacted Existing FY 2005-2006 FY 2005-2006 |                 |    | Recommended<br>FY 2006-2007 |  | Total<br>Recommended<br>Over/Under<br>EOB |           |    |             |
|---------------------------------------|----|--|-----------------|----|-----------------------------|--|---|-----------|----|-------------|
| Means of Financing:                   |    |  |                 |    |                             |  |   |           |    |             |
|                                       |    |  |                 |    |                             |  |   |           |    |             |
| State General Fund (Direct)           | \$ | 10,078,985                                 | \$<br>9,722,203 | \$ | 10,914,616                  |  | \$  | 1,456,827 | \$ | (9,457,789) |



# **Vocational Rehabilitation Services Budget Summary**

|                                  | Prior Yea<br>Actuals<br>FY 2004-20 |      | FY | Enacted<br>Y 2005-2006 | F  | Existing<br>Y 2005-2006 |    | commended<br>/ 2006-2007 | Total<br>ecommended<br>Over/Under<br>EOB |
|----------------------------------|------------------------------------|------|----|------------------------|----|-------------------------|----|--------------------------|--|
| State General Fund by:           |                                    |      |    |                        |    |                         |    |                          |  |
| Total Interagency Transfers      |                                    | 0    |    | 0                      |    | 270,000                 |    | 0                        | (270,000)                                |
| Fees and Self-generated Revenues |                                    | 0    |    | 0                      |    | 93,623                  |    | 93,623                   | 0  |
| Statutory Dedications            | 353                                | ,819 |    | 1,153,154              |    | 1,153,154               |    | 1,095,496                | (57,658)                                 |
| Interim Emergency Board          |                                    | 0    |    | 0                      |    | 0                       |    | 0                        | 0  |
| Federal Funds                    | 37,533                             | ,643 |    | 41,540,359             |    | 63,165,784              |    | 59,308,449               | (3,857,335)                              |
| <b>Total Means of Financing</b>  | \$ 47,966                          | ,447 | \$ | 52,415,716             | \$ | 75,597,177              | \$ | 61,954,395               | \$<br>(13,642,782)                       |
|                                  |                                    |      |    |                        |    |                         |    |                          |  |
| Expenditures & Request:          |                                    |      |    |                        |    |                         |    |                          |  |
|                                  |                                    |      |    |                        |    |                         |    |                          |  |
| Personal Services                | \$ 16,742                          | ,719 | \$ | 17,837,714             | \$ | 18,107,624              | \$ | 18,265,955               | \$<br>158,331                            |
| Total Operating Expenses         | 1,470                              | ,743 |    | 1,414,867              |    | 1,460,430               |    | 1,351,385                | (109,045)                                |
| Total Professional Services      | 9                                  | ,000 |    | 18,000                 |    | 18,000                  |    | 18,000                   | 0  |
| Total Other Charges              | 29,610                             | ,442 |    | 32,995,608             |    | 55,861,596              |    | 42,319,055               | (13,542,541)                             |
| Total Acq & Major Repairs        | 133                                | ,543 |    | 149,527                |    | 149,527                 |    | 0                        | (149,527)                                |
| Total Unallotted                 |                                    | 0    |    | 0                      |    | 0                       |    | 0                        | 0  |
| Total Expenditures &<br>Request  | \$ 47,966                          | ,447 | \$ | 52,415,716             | \$ | 75,597,177              | \$ | 61,954,395               | \$<br>(13,642,782)                       |
|                                  |                                    |      |    |                        |    |                         |    |                          |  |
| Authorized Full-Time Equival     | lents:                             |      |    |                        |    |                         |    |                          |  |
| Classified                       |                                    | 349  |    | 349                    |    | 349                     |    | 349                      | 0  |
| Unclassified                     |                                    | 0    |    | 0                      |    | 0                       |    | 0                        | 0  |
| Total FTEs                       |                                    | 349  |    | 349                    |    | 349                     |    | 349                      | 0  |

## **Source of Funding**

This program is funded with State General Fund, Fees and Self-Generated, Statutory Dedications and Federal Funds. Fees and Self-Generated funds are for the Gateway Project. The Statutory Dedication is the Louisiana Blind Vendors Trust Fund (R.S. 46:2653) from revenue obtained from unassigned vending machines. (Per R.S. 39:36B.(8), see table below for a listing of expenditures out of each statutory dedicated fund.) Federal funds are obtained from Title I of the Rehabilitation Act of 1973, Section 110.

## **Vocational Rehabilitation Services Statutory Dedications**

| Fund                     | Prior Year<br>Actuals<br>FY 2004-2005 | Enacted<br>FY 2005-2006 | Existing<br>FY 2005-2006 | Recommended<br>FY 2006-2007 | Total<br>Recommended<br>Over/Under<br>EOB |
|--------------------------|---------------------------------------|-------------------------|--------------------------|-----------------------------|---|
| Blind Vendors Trust Fund | 353,819                               | 1,153,154               | 1,153,154                | 1,095,496                   | (57,658)                                  |



# **Major Changes from Existing Operating Budget**

| G  | eneral Fund | Т  | otal Amount  | Table of<br>Organization | Description  |
|----|-------------|----|--------------|--------------------------|--|
| \$ | 1,192,413   | \$ | 23,181,461   | 0                        | Mid-Year Adjustments (BA-7s):  |
|    |             |    |              |                          |  |
| \$ | 10,914,616  | \$ | 75,597,177   | 349                      | Existing Oper Budget as of 12/01/05  |
|    |             |    |              |                          |  |
|    |             |    |              |                          | Statewide Major Financial Changes:   |
|    | 35,615      |    | 167,208      | 0                        | Annualize Classified State Employee Merits   |
|    | 55,599      |    | 261,034      | 0                        | Classified State Employees Merit Increases   |
|    | (198,538)   |    | (931,176)    | 0                        | Attrition Adjustment   |
|    | (31,849)    |    | (149,527)    | 0                        | Non-Recurring Acquisitions & Major Repairs   |
|    | (1,192,413) |    | (6,742,665)  | 0                        | Non-recurring Carryforwards  |
|    | 16,656      |    | 78,199       | 0                        | Maintenance in State-Owned Buildings   |
|    | (1,194,737) |    | (5,760,617)  | 0                        | Executive Order No. KBB 2005-82 Expenditure Reduction  |
|    | (2,177,521) |    | (10,223,103) | 0                        | Act 67 (Supplemental Bill) of the 2005 1st Extraordinary Legislative Session   |
|    |             |    |              |                          | Non-Statewide Major Financial Changes:   |
|    | 0           |    | 93,623       | 0                        | For contractual services provided by the 22nd Judicial District Court drug court to establish a community rehabilitation program in the Vocational Rehabilitation Services Program.  |
|    | 0           |    | 14,334,843   | 0                        | Vocational Rehabilitation Services - This adjustment funds the Rehabilitation Employment Assessment Programs (REAPs) and restores the reduction due to the cuts. This is due to LRS receiving a one-time waiver for state matched funds. |
|    |             |    |              |                          |  |
| \$ | 1,456,827   | \$ | 61,954,395   | 349                      | Recommended FY 2006-2007   |
|    |             |    |              |                          |  |
| \$ | 0           | \$ | 0            | 0                        | Less Governor's Supplementary Recommendations  |
|    |             |    |              |                          |  |
| \$ | 1,456,827   | \$ | 61,954,395   | 349                      | Base Executive Budget FY 2006-2007   |
|    |             |    |              |                          |  |
|    |             |    |              |                          |  |
| \$ | 1,456,827   | \$ | 61,954,395   | 349                      | Grand Total Recommended  |
|    |             |    |              |                          |  |

# **Professional Services**

| Amount   | Description                                       |  |  |  |  |  |  |  |  |
|----------|---|--|--|--|--|--|--|--|--|
| \$18,000 | Medical consultants for vocational rehabilitation |  |  |  |  |  |  |  |  |
| \$18,000 | TOTAL PROFESSIONAL SERVICES                       |  |  |  |  |  |  |  |  |

# **Other Charges**

| Amount   | Description |
|----------|-------------|
| Other Ch | rges:       |



# **Other Charges (Continued)**

| Amount       | Description  |
|--------------|--|
| \$37,534,903 | Diagnostic and other services provided pursuant to Section 110 of the Vocational Rehabilitation Act                        |
| \$2,106,765  | Program Income for LRS SSA   |
| \$574,231    | Payments for contract supported employment services  |
| \$107,317    | Staff education and training costs   |
| \$1,095,496  | Payments for Randolph Sheppard Blind Vending Stand program and Blind Vendors Trust Fund services for the visually impaired |
| \$41,418,712 | SUB-TOTAL OTHER CHARGES  |
|              | Interagency Transfers:   |
| \$97,300     | Greenwell Springs Hospital contract for rental   |
| \$219,833    | To the Division of Administration for maintenance in State owned buildings   |
| \$3,620      | To the Division of Administration for Printing   |
| \$137        | To the Division of Administration for Supplies   |
| \$144,600    | To the Office of the Governor  |
| \$249,069    | To the Division of Administration for rent in State owned buildings  |
| \$185,784    | To the Office of Telecommuncations   |
| \$900,343    | SUB-TOTAL INTERAGENCY TRANSFERS  |
| \$42,319,055 | TOTAL OTHER CHARGES  |

## **Acquisitions and Major Repairs**

| Amount | Description   |
|--------|---|
|        | This program does not have funding for Professional Services for Fiscal Year 2006-2007. |

#### **Performance Information**

1. (KEY) To provide vocational rehabilitation services leading to an increase in employment outcomes by 1000 eligible individuals with disabilities through Fiscal Year 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.10: To build a workforce with the education and skills necessary to meet the needs of business in a knowledge-based economy through flexible systems and responsive programs. Objective 1.11: To increase workforce participation rates among traditionally underutilized sources of workers (women, minorities, disabled, ex-offenders, immigrants, elderly, etc.) Objective 3.1 To increase personal income and assets of all citizens; and Objective 3.2: To provide opportunities and support to overcome Louisiana's poverty crisis.

Children's Budget Link: LRS contributes to the Vision Statement and Goal One (Education): All Louisiana children and youth will have access to the highest quality of education at every stage of their development.

Human Resource Policies Beneficial to Women and Families Link: Not Applicable



Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Workforce Development Commission Link: LRS contributes to Goals 1 & II: Goal 1: Provide businesses, citizens, educators, and policymakers relevant occupational information to enable effective career planning for the citizens and program planning for Louisiana's education and training program. Goal II: Streamline and improve workforce development services through coordinated planning across all agencies, incorporating goals, objectives and performance standards approved by the Commission.

#### **Performance Indicators**

|   |  |   | Performance Inc   | licator Values                                      |   |
|---|--|---|---|---|---|
| L<br>e<br>v<br>e Performance Indicator<br>I Name                      | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Number of individuals<br>determined eligible<br>(LAPAS CODE - 3319) | 3,632  | 5,848   | 5,898   | 5,898   | 9,385   |
| K Number of new plans of<br>service (LAPAS CODE -<br>3320)            | 2,143  | 3,852   | 3,741   | 3,741   | 7,039   |
| K Percentage completing<br>program (LAPAS CODE -<br>10496)            | 51.0%  | 52.0%   | 57.0%   | 57.0%   | 52.0%   |
| This percentage indicates the S                                       | Status 26 closures co                              | ompared to individua                          | als ready to enter em   | ployement and those curr                            | ently being evaluated for                                   |

This percentage indicates the Status 26 closures compared to individuals ready to enter employement and those currently being evaluated for successful closure.

| successful closure.  |        |        |        |        |           |
|--|--------|--------|--------|--------|-----------|
| K Number of individuals<br>served statewide (LAPAS<br>CODE - 3317)   | 22,701 | 22,028 | 22,500 | 22,500 | 21,500    |
| K Consumer's average<br>weekly earnings at<br>acceptance (LAPAS<br>CODE - 8277)  | \$ 73  | \$ 106 | \$ 108 | \$ 108 | \$<br>108 |
| K Consumer's average<br>weekly earnings at closure<br>(LAPAS CODE - 8278)  | \$ 358 | \$ 417 | \$ 409 | \$ 409 | \$<br>417 |
| K Average cost to determine<br>eligibility (LAPAS CODE<br>- 10495)   | \$ 485 | \$ 489 | \$ 485 | \$ 485 | \$<br>485 |
| K Number of individuals<br>successfully rehabilitated<br>(LAPAS CODE - 3321)   | 1,704  | 1,784  | 1,700  | 1,700  | 1,857     |
| S Number of new applicants (LAPAS CODE - 3318)   | 8,125  | 7,459  | 8,125  | 8,125  | 9,000     |
| S Number of consumer's<br>determined eligible but<br>placed on a waiting list due<br>to order of selection<br>(LAPAS CODE - 13330) | 5,758  | 1,923  | 1,800  | 1,800  | 0         |
|  |        |        |        |        |           |



# **Performance Indicators (Continued)**

|                       |   |  |   | Performance In  | dicator Values                                      |   |
|-----------------------|---|--|---|---|---|---|
| L<br>e<br>v<br>e<br>l | Performance Indicator<br>Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S                     | Number of consumers<br>determined to be ineligible<br>(LAPAS CODE - 13331)  | 2,072  | 1,372   | 1,611   | 1,611   | 1,372   |
| S                     | Number of consumers<br>completing services and<br>ready for employment<br>(LAPAS CODE - 13334)  | 2,572  | 2,802   | 2,572   | 2,572   | 2,802   |
| S                     | Number of cases closed as<br>not successfully<br>rehabilitated (LAPAS<br>CODE - 10493)  | 1,501  | 2,003   | 1,500   | 1,500   | 1,950   |
| S                     | Annual average cost per<br>consumer served (LAPAS<br>CODE - 8281)   | \$ 1,748   | \$ 2,455                                      | \$ 3,622  | \$ 3,622  | \$ 2,917  |
| S                     | Percentage of consumers<br>rating services as "good or<br>excellent" on consumer<br>satisfaction survey<br>conducted by the Rehab<br>Council. (LAPAS CODE -<br>21091) | Not Applicable                                     | 79.0%   | 79.0%   | 79.0%   | 79.0%   |
|                       | This performance indicator d<br>Based on 2003-2004 Consun   |  |   | not have a performar  | nce standard for FY 2004-2                          | 2005.   |
| S                     | Number of original IPE's<br>developed for transition<br>students (LAPAS CODE -<br>21092)  | Not Applicable                                     | 532   | 822   | 572   | 572   |
| S                     | Number of transition<br>students determined<br>eligible for services<br>(LAPAS CODE - 21093)  | Not Applicable                                     | 677   | 8,225   | 500   | 500   |



## **Vocational Rehabilitation Services General Performance Information**

|   | Performance Indicator Values         |    |                                      |    |                                     |                                      |    |                                      |
|---|--------------------------------------|----|--------------------------------------|----|-------------------------------------|--------------------------------------|----|--------------------------------------|
| Performance Indicator Name  | Prior Year<br>Actual<br>FY 2000-2001 | I  | Prior Year<br>Actual<br>FY 2001-2002 | F  | Prior Year<br>Actual<br>Y 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | I  | Prior Year<br>Actual<br>FY 2004-2005 |
| Number of new applicants (LAPAS CODE - 13491)   | 6,690                                |    | 7,325                                |    | 7,834                               | 8,036                                |    | 7,459                                |
| Number of clients determined eligible but placed on a waiting list due to order of selection (LAPAS CODE - 13492) | 1,799                                |    | 1,007                                |    | 977                                 | 1,610                                |    | 1,923                                |
| Number of clients determined ineligible (LAPAS CODE - 13493)  | 2,236                                |    | 2,072                                |    | 1,788                               | 1,611                                |    | 1,372                                |
| Number of individuals determined eligible (LAPAS CODE - 3318)   | 4,520                                |    | 5,611                                |    | 5,962                               | 5,898                                |    | 5,843                                |
| Number of new plans of service (LAPAS CODE - 13494)   | 3,173                                |    | 3,120                                |    | 3,541                               | 3,741                                |    | 3,852                                |
| Number of clients completing services and ready for employment (LAPAS CODE - 13495)                               | 3,485                                |    | 2,838                                |    | 3,267                               | 2,464                                |    | 2,802                                |
| Percentage completing program (LAPAS CODE - 13496)  | 52.0%                                |    | 50.0%                                |    | 49.0%                               | 62.0%                                |    | 52.0%                                |
| Number of individuals served statewide (LAPAS CODE - 13497)   | 26,206                               |    | 23,949                               |    | 22,916                              | 22,191                               |    | 22,028                               |
| Percentage of clients receiving services who are significantly disabled (LAPAS CODE - 13498)                      | 99.0%                                |    | 100.0%                               |    | 100.0%                              | 100.0%                               |    | 100.0%                               |
| Total number of rehabilitation counselors (LAPAS CODE - 13499)  | 147                                  |    | 142                                  |    | 140                                 | 140                                  |    | 139                                  |
| Average caseload size (LAPAS CODE - 13500)  | 101                                  |    | 99                                   |    | 101                                 | 104                                  |    | 102                                  |
| Number of cases closed as not successfully rehabilitated (LAPAS CODE - 13501)                                     | 2,570                                |    | 2,167                                |    | 1,785                               | 1,462                                |    | 2,003                                |
| Number of individuals successfully rehabilitated (LAPAS CODE - 13502)   | 1,961                                |    | 1,861                                |    | 1,902                               | 1,776                                |    | 1,784                                |
| Clients average weekly earnings at acceptance (LAPAS CODE - 13503)  | \$ 73                                | \$ | 89                                   | \$ | 86                                  | \$ 102                               | \$ | 106                                  |
| Clients average weekly earnings at closure (LAPAS CODE - 13504)   | \$ 387                               | \$ | 415                                  | \$ | 406                                 | \$ 404                               | \$ | 417                                  |
| Annual average cost per client served (LAPAS CODE - 13505)  | \$ 1,832                             | \$ | 2,058                                | \$ | 2,311                               | \$ 2,330                             | \$ | 2,455                                |
| Average cost to determine eligibility (LAPAS CODE - 13506)  | \$ 443                               | \$ | 516                                  | \$ | 544                                 | \$ 478                               | \$ | 489                                  |
| Number of clients provided cost services (LAPAS CODE - 13507)   | 10,903                               |    | 11,105                               |    | 11,195                              | 10,724                               |    | 10,649                               |
| Total amount paid for cost services (LAPAS CODE - 13508)  | \$ 24,876,724                        | \$ | 26,248,383                           | \$ | 27,663,965                          | \$ 25,507,597                        | \$ | 25,915,354                           |
| NUMBER OF CLIENTS: Assistive<br>Technology Devices/Services (LAPAS CODE -<br>13509)                               | 783                                  |    | 475                                  |    | 670                                 | 665                                  |    | 661                                  |
| AMOUNT PAID: Assistive Technology<br>Devices/Services (LAPAS CODE - 21152)  | \$ 1,550,767                         | \$ | 1,509,870                            | \$ | 1,571,759                           | \$ 1,095,041                         | \$ | 1,112,546                            |
| NUMBER OF CLIENTS: Books and Supplies (LAPAS CODE - 13510)  | 2,310                                |    | 1,169                                |    | 2,075                               | 3,190                                |    | 3,168                                |
| AMOUNT PAID: Books and Supplies (LAPAS CODE - 13510)  | \$ 693,291                           | \$ | 757,623                              | \$ | 989,709                             | \$ 1,047,484                         | \$ | 1,064,228                            |



# **Vocational Rehabilitation Services General Performance Information (Continued)**

|  |                                     | Performance Indicator Values |                                      |    |                                      |    |                                     |    |                                      |
|--|-------------------------------------|------------------------------|--------------------------------------|----|--------------------------------------|----|-------------------------------------|----|--------------------------------------|
| Performance Indicator Name   | Prior Year<br>Actual<br>Y 2000-2001 | l                            | Prior Year<br>Actual<br>FY 2001-2002 | l  | Prior Year<br>Actual<br>FY 2002-2003 | F  | Prior Year<br>Actual<br>Y 2003-2004 | 1  | Prior Year<br>Actual<br>FY 2004-2005 |
| NUMBER OF CLIENTS: Childcare (LAPAS CODE - 13511)                                | 143                                 |                              | 69                                   |    | 120                                  |    | 175                                 |    | 174                                  |
| AMOUNT PAID: Childcare (LAPAS CODE - 13511)                                      | \$<br>175,994                       | \$                           | 159,351                              | \$ | 219,227                              | \$ | 214,746                             | \$ | 218,178                              |
| NUMBER OF CLIENTS: College (LAPAS CODE - 13512)                                  | 3,840                               |                              | 1,780                                |    | 2,277                                |    | 2,611                               |    | 2,593                                |
| AMOUNT PAID: College (LAPAS CODE - 13512)  | \$<br>7,951,661                     | \$                           | 6,213,894                            | \$ | 5,438,715                            | \$ | 4,913,592                           | \$ | 4,992,139                            |
| NUMBER OF CLIENTS: Diagnostic Services (LAPAS CODE - 13513)                      | 3,583                               |                              | 4,141                                |    | 6,296                                |    | 6,053                               |    | 6,011                                |
| AMOUNT PAID: Diagnostic Services (LAPAS CODE - 13513)                            | \$<br>2,393,914                     | \$                           | 3,359,600                            | \$ | 3,427,843                            | \$ | 2,891,909                           | \$ | 2,938,138                            |
| NUMBER OF CLIENTS: Home/Vehicle<br>Modifications (LAPAS CODE - 13514)            | 76                                  |                              | 42                                   |    | 113                                  |    | 131                                 |    | 130                                  |
| AMOUNT PAID: Home/Vehicle Modifications (LAPAS CODE - 13514)                     | \$<br>914,197                       | \$                           | 604,715                              | \$ | 1,081,155                            | \$ | 1,049,045                           | \$ | 1,065,815                            |
| NUMBER OF CLIENTS: Independent Living<br>Services (LAPAS CODE - 13515)           | 0                                   |                              | 1                                    |    | 0                                    |    | 0                                   |    | 0                                    |
| AMOUNT PAID: Independent Living Services (LAPAS CODE - 13515)                    | \$<br>0                             | \$                           | 474                                  | \$ | 0                                    | \$ | 0                                   | \$ | 0                                    |
| NUMBER OF CLIENTS: Occupational Exam,<br>License, Equipment (LAPAS CODE - 13516) | 268                                 |                              | 136                                  |    | 270                                  |    | 337                                 |    | 335                                  |
| AMOUNT PAID: Occupational Exam,<br>License, Equipment (LAPAS CODE - 13516)       | \$<br>243,116                       | \$                           | 170,968                              | \$ | 223,320                              | \$ | 215,448                             | \$ | 218,892                              |
| NUMBER OF CLIENTS: Other Training (LAPAS CODE - 13517)                           | 706                                 |                              | 432                                  |    | 673                                  |    | 736                                 |    | 731                                  |
| AMOUNT PAID: Other Training (LAPAS CODE - 13517)                                 | \$<br>2,732,704                     | \$                           | 3,433,124                            | \$ | 3,095,548                            | \$ | 3,305,899                           | \$ | 3,358,746                            |
| NUMBER OF CLIENTS: Physical Restoration (LAPAS CODE - 13518)                     | 807                                 |                              | 547                                  |    | 1,065                                |    | 1,123                               |    | 1,115                                |
| AMOUNT PAID: Physical Restoration (LAPAS CODE - 13518)                           | \$<br>1,824,877                     | \$                           | 1,923,058                            | \$ | 2,696,496                            | \$ | 2,477,124                           | \$ | 2,516,889                            |
| NUMBER OF CLIENTS: Proprietary Schools (LAPAS CODE - 13519)                      | 643                                 |                              | 223                                  |    | 77                                   |    | 28                                  |    | 28                                   |
| AMOUNT PAID: Proprietary Schools (LAPAS CODE - 13519)                            | \$<br>782,061                       | \$                           | 552,128                              | \$ | 133,482                              | \$ | 30,460                              | \$ | 30,947                               |
| NUMBER OF CLIENTS: Room/Board & Transportation (LAPAS CODE - 13520)              | 2,797                               |                              | 1,558                                |    | 2,590                                |    | 3,461                               |    | 3,437                                |
| AMOUNT PAID: Room/Board &<br>Transportation (LAPAS CODE - 13520)                 | \$<br>2,101,574                     | \$                           | 2,585,236                            | \$ | 2,728,448                            | \$ | 2,751,539                           | \$ | 2,795,524                            |
| NUMBER OF CLIENTS: Small Business<br>Enterprise (LAPAS CODE - 13521)             | 20                                  |                              | 16                                   |    | 22                                   |    | 22                                  |    | 22                                   |
| AMOUNT PAID: Small Business Enterprise (LAPAS CODE - 13521)                      | \$<br>133,637                       | \$                           | 385,627                              | \$ | 295,797                              | \$ | 146,401                             | \$ | 148,741                              |
| NUMBER OF CLIENTS: Supported<br>Employment (LAPAS CODE - 13522)                  | 688                                 |                              | 541                                  |    | 889                                  |    | 964                                 |    | 957                                  |
| AMOUNT PAID: Supported Employment (LAPAS CODE - 13522)                           | \$<br>2,613,583                     | \$                           | 3,070,910                            | \$ | 3,303,399                            | \$ | 2,830,997                           | \$ | 2,876,086                            |
|  |                                     |                              |                                      |    |                                      |    |                                     |    |                                      |



#### **Vocational Rehabilitation Services General Performance Information (Continued)**

|   | Performance Indicator Values |                      |    |                      |    |                      |    |                      |    |                      |
|---|------------------------------|----------------------|----|----------------------|----|----------------------|----|----------------------|----|----------------------|
|   | F                            | Prior Year<br>Actual |    | Prior Year<br>Actual |    | Prior Year<br>Actual |    | Prior Year<br>Actual |    | Prior Year<br>Actual |
| Performance Indicator Name  | FY                           | 2000-2001            | F  | Y 2001-2002          | 1  | FY 2002-2003         | 1  | FY 2003-2004         | 1  | FY 2004-2005         |
| NUMBER OF CLIENTS: Supported Services (LAPAS CODE - 13523)                              |                              | 350                  |    | 439                  |    | 1,198                |    | 360                  |    | 357                  |
| AMOUNT PAID: Supported Services (LAPAS CODE - 13523)                                    | \$                           | 765,346              | \$ | 1,521,806            | \$ | 2,459,060            | \$ | 2,537,915            | \$ | 2,578,485            |
| NUMBER OF CLIENTS: Medical Providers (LAPAS CODE - 13524)                               |                              | 4,410                |    | 5,039                |    | 5,175                |    | 5,167                |    | 5,131                |
| AMOUNT PAID: Medical Providers (LAPAS CODE - 13524)                                     | \$                           | 3,262,489            | \$ | 4,059,886            | \$ | 2,531,978            | \$ | 2,255,938            | \$ | 2,292,001            |
| NUMBER OF CLIENTS: Colleges & Universities (LAPAS CODE - 13525)                         |                              | 2,873                |    | 2,336                |    | 1,946                |    | 1,646                |    | 1,634                |
| AMOUNT PAID: Colleges & Universities (LAPAS CODE - 13525)                               | \$                           | 6,642,718            | \$ | 5,781,579            | \$ | 2,289,233            | \$ | 2,188,619            | \$ | 2,223,606            |
| NUMBER OF CLIENTS: Community<br>Colleges (LAPAS CODE - 13526)                           |                              | 255                  |    | 201                  |    | 259                  |    | 206                  |    | 204                  |
| AMOUNT PAID: Community Colleges (LAPAS CODE - 13526)                                    | \$                           | 254,759              | \$ | 193,901              | \$ | 148,185              | \$ | 138,937              | \$ | 141,158              |
| NUMBER OF CLIENTS: Propriety Schools (LAPAS CODE - 13527)                               |                              | 245                  |    | 266                  |    | 274                  |    | 238                  |    | 236                  |
| AMOUNT PAID: Propriety Schools (LAPAS CODE - 13527)                                     | \$                           | 770,093              | \$ | 886,660              | \$ | 582,876              | \$ | 462,034              | \$ | 469,420              |
| NUMBER OF CLIENTS: State Vocational<br>Technical Schools (LAPAS CODE - 13528)           |                              | 336                  |    | 304                  |    | 333                  |    | 402                  |    | 399                  |
| AMOUNT PAID: State Vocational Technical Schools (LAPAS CODE - 13528)                    | \$                           | 154,183              | \$ | 144,756              | \$ | 81,441               | \$ | 138,094              | \$ | 1,403,101            |
| NUMBER OF CLIENTS: Private Community<br>Rehabilitation Programs (LAPAS CODE -<br>13529) |                              | 3,430                |    | 4,063                |    | 3,954                |    | 3,798                |    | 3,771                |
| AMOUNT PAID: Private Community<br>Rehabilitation Programs (LAPAS CODE -<br>13529)       | \$                           | 7,256,170            | \$ | 9,061,205            | \$ | 5,304,763            | \$ | 5,256,709            | \$ | 5,340,741            |
| NUMBER OF CLIENTS: Clients/other vendors (LAPAS CODE - 13530)                           |                              | 3,676                |    | 3,625                |    | 4,979                |    | 4,922                |    | 4,887                |
| AMOUNT PAID: Clients/other vendors (LAPAS CODE - 13530)                                 | \$                           | 6,537,320            | \$ | 6,120,397            | \$ | 4,513,016            | \$ | 4,100,402            | \$ | 4,165,949            |
| Elementary or High School (LAPAS CODE - 13533)  |                              | 550                  |    | 704                  |    | 742                  |    | 745                  |    | 740                  |
| School for persons with physical/mental disabilities (LAPAS CODE - 13534)               |                              | 94                   |    | 88                   |    | 71                   |    | 65                   |    | 64                   |
| One-Stop Employment/Training Center<br>(LAPAS CODE - 14127)                             |                              | 2                    |    | 34                   |    | 66                   |    | 101                  |    | 100                  |

2. (KEY) Through a quality assurance case review system, evaluate and monitor case record documentation to maintain at least 90% average level of compliance with agency policy and procedures through Fiscal Year 2010.

Louisiana: Vision 2020 Link: Not Applicable

Children's Budget Link: Not Applicable



Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|   |  |   | Performance Ind   | licator Values                                      |   |
|---|--|---|---|---|---|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Percentage of caseloads<br>reviewed for compliance to<br>case record documentation<br>requirements identified in<br>agency guidance manuals.<br>(LAPAS CODE - 14005)      | 100.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| K Percentage of Louisiana<br>Rehabilitation Services<br>Regions completing<br>recommended corrective<br>action measures (LAPAS<br>CODE - 14006)                             | 100.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| K Average percentage level of state-wide agency compliance with agency documentation requirements as measured by the Quality Assurance Monitoring Form (LAPAS CODE - 14007) | 90.0%  | 93.3%   | 90.0%   | 90.0%   | 95.0%   |

## **Vocational Rehabilitation Services General Performance Information**

|  |                                      | Perfor                               | mance Indicator V                    | alues                                |                                      |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Performance Indicator Name   | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |
| Percentage of caseloads reviewed for compliance to case record documentation requirements identified in agency guidance manuals. (LAPAS CODE - 14005)                      | 78.0%                                | 74.0%                                | 94.0%                                | 100.0%                               | 100.0%                               |
| Percentage of Louisiana Rehabilitiation<br>Services Regions completing recommended<br>corrective action measures. (LAPAS CODE -<br>14006)                                  | 100.0%                               | 100.0%                               | 100.0%                               | 100.0%                               | 100.0%                               |
| Average percentage level of state-wide agency compliance with agency documentation requirements as measured by the Quality Assurance Monitoring Form. (LAPAS CODE - 14007) | 87.0%                                | 89.5%                                | 94.0%                                | 100.0%                               | 93.3%                                |



# 3. (SUPPORTING)To improve service delivery to consumers by increasing competency of 100% of agency staff through professional development training opportunities by FY 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.10: To build a workforce with the education and skills necessary to meet the needs of business in a knowledge-based economy through flexible systems and responsive programs.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Link(s): (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Workforce Development Commission Link: LRS contributes to Goal 1: Provide businesses, citizens, educators, and policymakers relevant occupational information to enable effective career planning for the citizens and program planning for Louisiana's education and training programs.

#### **Performance Indicators**

|  |  |   | Performance Inc   | licator Values                             |   |
|--|--|---|---|--|---|
| L<br>e<br>v<br>e Performance Indicator<br>l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing Performance Standard FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| S Percentage of LRS staff<br>trained within two years of<br>being hired or promoted to<br>a management level<br>position (LAPAS CODE -<br>13319) | 100.0%   | 100.0%  | 100.0%  | 100.0%                                     | 100.0%  |
| S Percentage of LRS staff<br>trained annually (LAPAS<br>CODE - 10490)  | 100.0%   | 100.0%  | 100.0%  | 100.0%                                     | 100.0%  |

# 4. (KEY) To increase by 12% the utilization & efficiency of services of LRS operated Rehabilitation Employment Assessment Programs (REAPs) by Fiscal Year 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.10: To build a workforce with the education and skills necessary to meet the needs of business in a knowledge-based economy through flexible systems and responsive programs.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Workforce Development Commission Link: LRS contributes to Goal 1: Provide businesses, citizens, educators, and policymakers relevant occupational information to enable effective career planning for the citizens and program planning for Louisiana's education and training programs.



#### **Performance Indicators**

|  |  |   | Performance In  | dicator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Number of community<br>rehabilitation programs<br>operated by LRS (LAPAS<br>CODE - 3308) | 5  | 5   | 5   | 5   | 5   |
| K Number of consumers<br>served (LAPAS CODE -<br>8271)                                     | 1,436  | 1,668   | 1,470   | 1,470   | 1,504   |
| K Average cost per consumer<br>served (LAPAS CODE -<br>8272)                               | \$ 1,527   | \$ 1,236                                      | \$ 1,477  | \$ 1,477  | \$ 1,473  |

#### **Vocational Rehabilitation Services General Performance Information**

|   | Performance Indicator Values |       |                            |       |    |                                     |    |                                  |    |                                  |  |
|---|------------------------------|-------|----------------------------|-------|----|-------------------------------------|----|----------------------------------|----|----------------------------------|--|
| Performance Indicator Name  | Prior M<br>Actu<br>FY 2000   | al    | Prior Y<br>Actu<br>FY 2001 | al    |    | Prior Year<br>Actual<br>Y 2002-2003 |    | rior Year<br>Actual<br>2003-2004 |    | rior Year<br>Actual<br>2004-2005 |  |
| Number of customers served (LAPAS CODE - 13488)                               |                              | 1,521 |                            | 1,520 |    | 1,791                               |    | 1,674                            |    | 1,668                            |  |
| Average cost per customer served (LAPAS CODE - 13489)                         | \$                           | 2,134 | \$                         | 1,425 | \$ | 1,121                               | \$ | 1,220                            | \$ | 1,236                            |  |
| Number of LRS operated community rehabilitation programs (LAPAS CODE - 13490) |                              | 7     |                            | 5     |    | 5                                   |    | 5                                |    | 5                                |  |
| (LAPAS CODE - )   |                              |       |                            |       |    |                                     |    |                                  |    |                                  |  |

# 5. (KEY) To expand opportunities and enhance consumer service delivery in the Randolph-Sheppard Vending Program by opening five new locations by Fiscal Year 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 2.3: To increase the availability of capital for all stages of business development and provide management assistance to emerging business.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable



#### **Performance Indicators**

| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance In<br>Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing Performance Standard FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
|---|--|---|---|--|---|
| K Number of Randolph<br>Sheppard vending facilities<br>(LAPAS CODE - 3312)                                    | 94   | 97  | 97  | 97   | 90  |
| K Average annual wage of<br>licensed Randolph<br>Sheppard vending facility<br>managers (LAPAS CODE<br>- 8289) | \$ 20,000  | \$ 16,107                                     | \$ 20,000   | \$ 20,000                                  | \$ 20,000   |
| K Percentage of locations<br>monitored monthly<br>(LAPAS CODE - 10499)  | 100.0%   | 100.0%  | 100.0%  | 100.0%                                     | 100.0%  |
| S Percentage of Randolph<br>Sheppard managers rated<br>satisfactory (LAPAS<br>CODE - 10500)                   | 95.0%  | 97.9%   | 95.0%   | 95.0%                                      | 95.0%   |

#### **Vocational Rehabilitation Services General Performance Information**

|  |                                      | Perfo                                | rmance Indicator \                   | Values                               |                                      |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Performance Indicator Name   | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |
| Number of Randolph-Sheppard vending facilities (LAPAS CODE - 3312)   | 102                                  | 97                                   | 97                                   | 96                                   | 97                                   |
| Number of new Randolph-Sheppard vending facility locations (LAPAS CODE - 13561)                                | 1                                    | 2                                    | 1                                    | 1                                    | 2                                    |
| Number of closed Randolph-Sheppard vending facility locations (LAPAS CODE - 13562)                             | 3                                    | 5                                    | 4                                    | 3                                    | 4                                    |
| Number of licensed managers employed as<br>Randolph-Sheppard vending facility managers<br>(LAPAS CODE - 13566) | 100                                  | 94                                   | 95                                   | 94                                   | 97                                   |
| Average annual wage of licensed Randolph-<br>Sheppard vending facility managers (LAPAS<br>CODE - 8289)         | \$ 18,477                            | \$ 21,869                            | \$ 18,650                            | \$ 21,352                            | \$ 16,107                            |
| Percentage of locations monitored monthly (LAPAS CODE - 10499)   | 100.0%                               | 100.0%                               | 100.0%                               | 100.0%                               | 100.0%                               |
| Percentage of Randolph Sheppard managers<br>rated satisfactory on an annual basis (LAPAS<br>CODE - 10500)      | 98.0%                                | 100.0%                               | 99.0%                                | 100.0%                               | 97.9%                                |
| Percentage of Randolph Sheppard managers placed on probation on an annual basis (LAPAS CODE - 13567)           | 2.0%                                 | 0                                    | 1.0%                                 | 0                                    | 2.1%                                 |
| Percentage of Randolph Sheppard managers discharged on an annual basis. (LAPAS CODE - 13568)                   | 0                                    | 0                                    | 1.0%                                 | 0                                    | 0                                    |





# 374\_3000 — Specialized Rehabilitation Services

Program Authorization: Traumatic Head & Spinal Cord Injury Trust Fund: Act 654 of the 1993 Louisiana Legislative Session. Louisiana Commission for the Deaf: Act 629 of the 1980 Regular Session of the Legislature [R. S. 46:2251-2254]; Act 662 of the 1985 Regular Session of the Legislature [R. S. 46:2252(9)]; Act 135 of the 1985 Regular Session of the Legislature [R. S. 46:2361-2372]; Act 660 of the 1988 Regular Session of the Legislature [R. S. 46:2252(10). Personal Care Attendant: Act 781, as amended 1990 as Act 653, Chapter 27 of Title 46 of the Louisiana Revised Statutes of 1950, comprising R. S. 46:2116-2116.5. Community and Family Support: Act 378 of the 1989 Legislature, Chapter 13 and Title 28, Louisiana Revised Statute 28:821-28:824 (I), (J), (K), and (L) relative to the Community and Family Support Service. Independent Living for Older Blind: The Rehabilitation Act Amendments of 1998 as part of the Workforce Investment Act (WIA) of 1998; The Louisiana Revised Statute, R. S. 36:477 (B). State Funded Independent Living Services: During the 1991 Legislative Session, \$300,000 of State General Funds was appropriated to Louisiana Rehabilitation Services.

#### **Program Description**

The mission of the Specialized Rehabilitation Services Program is to provide an orderly sequence of rehabilitation services to eligible physically and/or mentally disabled citizens of Louisiana to include community rehabilitation program services, independent living services, personal care attendants, telecommunication services, interpreter services, and supported living services.

The goal(s) of the Specialized Rehabilitation Services Program is to provide rehabilitation services to eligible physically and/or mentally disabled persons who are not served by the traditional vocational rehabilitation program in order to live independently in the community of their choice.

Major activities of the Specialized Rehabilitation Services Program are the Traumatic Head and Spinal Cord Injury Trust Fund, the Louisiana Commission for the Deaf, Personal Care Attendant, Community and Family Support, Independent Living for Older Blind, and Independent Living Services.

- Traumatic Head and Spinal Cord Injury Trust Fund (THSCI) provides services designed for Louisiana citizens who experience impairment of cognitive abilities or physical functioning as a result of an external
  physical force to enable them to continue to live in the community. This activity also assists individuals to
  reach their highest possible level of independence in the community.
- Louisiana Commission for the Deaf provides accessibility to public and private services for Louisiana citizens who are deaf, deaf-blind, multi-disabled, and hard of hearing through non-vocational rehabilitation related services and activities. Included is community interpreting services, advocacy activities, certification of interpreters, distribution of telecommunication devices, and other services that will insure community and communication access.
- Personal Care Attendant services allow persons with the most severe disabilities, who do not fall within the scope of vocational rehabilitation services, to live independently in the community as opposed to institutional care.
- Community and Family Support provides consumers, with the most severe disabilities, and whose disability occurred between the ages of 22 and 55, with support in a flexible, individualized manner to assist them in exiting institutions and living in a less restrictive environment in the community.



- State Funded Independent Living Services provide, through an Independent Living Center, services to
  individuals not traditionally eligible for vocational rehabilitation services, including advocacy and training
  in self-help skills to enable the very severely disabled to become more independent and active in their communities.
- Federal Funded Independent Living Services, provide technical assistance to Independent Living Centers providing independent living services throughout the state.

## **Specialized Rehabilitation Services Budget Summary**

|                                     |        | Prior Year<br>Actuals<br>FY 2004-2005 |    | Enacted Existing FY 2005-2006 FY 2005-2006 |    |           | Recommended<br>FY 2006-2007 |           |    | Total<br>Recommended<br>Over/Under<br>EOB |  |  |
|-------------------------------------|--------|---------------------------------------|----|--|----|-----------|-----------------------------|-----------|----|---|--|--|
| Means of Financing:                 |        |                                       |    |  |    |           |                             |           |    |   |  |  |
| State General Fund (Direct)         | \$     | 1,060,381                             | \$ | 1,173,756                                  | \$ | 1,246,172 | \$                          | 709,753   | \$ | (536,419)                                 |  |  |
| State General Fund by:              |        |                                       |    |  |    |           |                             |           |    |   |  |  |
| Total Interagency Transfers         |        | 0                                     |    | 0  |    | 6,000     |                             | 0         |    | (6,000)                                   |  |  |
| Fees and Self-generated<br>Revenues |        | 0                                     |    | 8,000                                      |    | 8,000     |                             | 0         |    | (8,000)                                   |  |  |
| Statutory Dedications               |        | 3,152,038                             |    | 4,796,257                                  |    | 4,796,257 |                             | 4,556,444 |    | (239,813)                                 |  |  |
| Interim Emergency Board             |        | 0                                     |    | 0  |    | 0         |                             | 0         |    | 0   |  |  |
| Federal Funds                       |        | 882,419                               |    | 1,251,088                                  |    | 1,902,830 |                             | 1,206,471 |    | (696,359)                                 |  |  |
| Total Means of Financing            | \$     | 5,094,838                             | \$ | 7,229,101                                  | \$ | 7,959,259 | \$                          | 6,472,668 | \$ | (1,486,591)                               |  |  |
| Expenditures & Request:             |        |                                       |    |  |    |           |                             |           |    |   |  |  |
| Personal Services                   | \$     | 318,697                               | \$ | 417,731                                    | \$ | 423,698   | \$                          | 624,376   | \$ | 200,678                                   |  |  |
| Total Operating Expenses            |        | 113,095                               |    | 68,068                                     |    | 70,826    |                             | 66,335    |    | (4,491)                                   |  |  |
| Total Professional Services         |        | 0                                     |    | 0  |    | 0         |                             | 0         |    | 0   |  |  |
| Total Other Charges                 |        | 4,638,735                             |    | 6,743,302                                  |    | 7,449,035 |                             | 5,781,957 |    | (1,667,078)                               |  |  |
| Total Acq & Major Repairs           |        | 24,311                                |    | 0  |    | 15,700    |                             | 0         |    | (15,700)                                  |  |  |
| Total Unallotted                    |        | 0                                     |    | 0  |    | 0         |                             | 0         |    | 0   |  |  |
| Total Expenditures &<br>Request     | \$     | 5,094,838                             | \$ | 7,229,101                                  | \$ | 7,959,259 | \$                          | 6,472,668 | \$ | (1,486,591)                               |  |  |
| Authorized Full-Time Equiva         | lents: |                                       |    |  |    |           |                             |           |    |   |  |  |
| Classified                          |        | 8                                     |    | 8  |    | 8         |                             | 8         |    | 0   |  |  |
| Unclassified                        |        | 0                                     |    | 0  |    | 0         |                             | 0         |    | 0   |  |  |
| Total FTEs                          |        | 8                                     |    | 8  |    | 8         |                             | 8         |    | 0   |  |  |



## **Source of Funding**

This program is funded with State General Fund, Fees and Self-generated Revenue, Statutory Dedications, and Federal Funds. Self-generated Revenue is obtained from deaf interpreter certification fees. The Statutory Dedications include the Telecommunications for the Deaf Fund (R.S. 46:1061) and the Traumatic Head and Spinal Cord Injury Trust Fund (R.S. 46:2633). (Per R.S. 39:36B.(8), see table below for a listing of expenditures out of each statutory dedicated fund.) Federal funds are obtained from: Title I, Rehabilitation Act of 1973, Section 110; Independent Living Part A, Title VII, Rehabilitation Act of 1973; Independent Living.

## **Specialized Rehabilitation Services Statutory Dedications**

| Fund                            | Prior Year<br>Actuals<br>1 2004-2005 | F  | Enacted<br>Y 2005-2006 | Existing<br>/ 2005-2006 |         | commended<br>/ 2006-2007 | Total<br>commended<br>ver/Under<br>EOB |
|---------------------------------|--------------------------------------|----|------------------------|-------------------------|---------|--------------------------|--|
| Blind & Rehab Tele Deaf<br>Fund | \$<br>1,422,149                      | \$ | 2,039,436              | \$<br>2,039,436         | \$<br>3 | 1,937,464                | \$<br>(101,972)                        |
| Traumatic Head & Spinal Injury  | 1,729,889                            |    | 2,756,821              | 2,756,821               |         | 2,618,980                | (137,841)                              |

## **Major Changes from Existing Operating Budget**

| (  | General Fund | 1  | Total Amount | Table of<br>Organization | Description  |
|----|--------------|----|--------------|--------------------------|--|
| \$ | 72,416       | \$ | 730,158      | 0                        | Mid-Year Adjustments (BA-7s):  |
|    |              |    |              |                          |  |
| \$ | 1,246,172    | \$ | 7,959,259    | 8                        | Existing Oper Budget as of 12/01/05  |
|    |              |    |              |                          |  |
|    |              |    |              |                          | Statewide Major Financial Changes:   |
|    | 963          |    | 4,520        | 0                        | Annualize Classified State Employee Merits   |
|    | 1,961        |    | 9,204        | 0                        | Classified State Employees Merit Increases   |
|    | (15,700)     |    | (15,700)     | 0                        | Non-Recurring Acquisitions & Major Repairs   |
|    | (72,416)     |    | (730,165)    | 0                        | Non-recurring Carryforwards  |
|    | (63,559)     |    | (358,782)    | 0                        | Executive Order No. KBB 2005-82 Expenditure Reduction  |
|    |              |    |              |                          | Non-Statewide Major Financial Changes:   |
|    | 0            |    | (8,000)      | 0                        | Louisiana Commission for the Deaf was assessing a fee for certification of interpreters and it is now being done at a National level and they are paying the directly. |
|    |              |    |              |                          |  |
| \$ | 709,753      | \$ | 6,472,668    | 8                        | Recommended FY 2006-2007   |
|    |              |    |              |                          |  |
| \$ | 0            | \$ | 0            | 0                        | Less Governor's Supplementary Recommendations  |
|    |              |    |              |                          |  |
| \$ | 709,753      | \$ | 6,472,668    | 8                        | Base Executive Budget FY 2006-2007   |
|    |              |    |              |                          |  |
|    |              |    |              |                          |  |
| \$ | 709,753      | \$ | 6,472,668    | 8                        | Grand Total Recommended  |
|    |              |    |              |                          |  |



#### **Professional Services**

| Amount | Description   |
|--------|---|
|        | This program does not have funding for Professional Services for Fiscal Year 2006-2007. |

## **Other Charges**

| Amount      | Description   |
|-------------|---|
|             | Other Charges:  |
| \$2,477,288 | Louisiana Head and Spinal Cord Injury Trust Fund for the "last resort" cost of care for traumatic head and spinal cord injury patients after all other sources of payment have been exhausted   |
| \$1,625,022 | Louisiana Commission for the Deaf distribution of telecommunications devices and limited interpreter services for the deaf  |
| \$454,331   | Independent Living Services for Older Individuals who are Blind federal grant to provide training and services to increase the level of independent living skills such as Braille, cane travel and home making for the visually impaired                    |
| \$287,850   | Community and Family Support System Plan authorized by Act 378 of 1989 provides a pilot program for 10 severely disabled individuals to enhance the ability of the individuals to live in a community setting of their choice rather than in an institution |
| \$285,000   | Independent Living Outreach federal grant program to provide independent living skills training to severely disabled individuals living in rural areas to help avoid institutionalization   |
| \$300,656   | Personal care attendant services for 13 severely disabled individuals   |
| \$338,358   | Independent Living Service Part B grant provides direct client services through the purchase of goods or services which will enhance a severely disabled client ability to function independently.  |
|             |   |
| \$5,768,505 | SUB-TOTAL OTHER CHARGES   |
|             | Interagency Transfers:  |
| \$13,452    | To the Office of Telecommunications   |
| \$13,452    | SUB-TOTAL INTERAGENCY TRANSFERS   |
| \$5,781,957 | TOTAL OTHER CHARGES   |

## **Acquisitions and Major Repairs**

| Amount | Description  |
|--------|--|
|        | This program does not have funding for Acquisitions and Major Repairs for Fiscal Year 2006-2007. |

#### **Performance Information**

1. (KEY) To increase by 215, the number of individuals receiving independent living services in their homes or communities by June 30, 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 3.5: To ensure safe, vibrant, and supportive communities for all citizens.

Children's Budget Link: LRS contributes to the Vision Statement and Goal One (Education): All Louisiana children and youth will have access to the highest quality of education at every stage of their development.

Human Resource Policies Beneficial to Women and Families Link: Not Applicable



Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable Explanatory Note:

#### **Performance Indicators**

| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance Inc<br>Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing Performance Standard FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
|--|--|---|--|--|---|
| K Number of consumers who<br>are provided personal care<br>attendant (PCA) services<br>(LAPAS CODE - 3344)                           | 21   | 36  | 21   | 21   | 20  |
| K Number of consumers who<br>are provided services<br>through the Community<br>and Family Support<br>Program (LAPAS CODE -<br>10513) | 39   | 39  | 30   | 30   | 30  |
| K Number of consumers<br>served by independent<br>living centers (LAPAS<br>CODE - 8311)  | 2,153  | 2,738   | 2,196  | 2,196                                      | 1,098   |
| This figure includes informati   | on and referral, and                               | independent living                            | core services.   |  |   |
| K Number of Independent<br>Living clients served<br>(LAPAS CODE - 8290)  | 217  | 64  | 86   | 86   | 64  |
| This figure includes durable n   | nedical equipment c                                | ontracts                                      |  |  |   |
| K Number of Independent<br>Living cases closed<br>successfully (LAPAS<br>CODE - 8291)  | 131  | 26  | 44   | 44   | 26  |
| This figure includes cases clos  | sed under the durabl                               | le medical equipmen                           | nt contracts.  |  |   |
| K Percentage of consumers<br>rating services as<br>satisfactory (LAPAS<br>CODE - 21212)  | Not Applicable                                     | 73%   | 75%  | 75%  | 75%   |

A consumer satisfaction survey has never been performed on the Independent Living Program, therefore, this information is not available. This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY2004-2005.



#### **Performance Indicators (Continued)**

| L e v e Performance Indicator l Name   | Per<br>S | Yearend<br>Formance<br>tandard<br>2004-2005 | Pe | ual Yearend<br>erformance<br>/ 2004-2005 | P<br>S<br>A | Performance Indestruction Performance Standard as Initially Appropriated Y 2005-2006 | 1  | tor Values  Existing Performance Standard FY 2005-2006 | At<br>Bu | formance<br>Executive<br>Iget Level<br>2006-2007 |
|--|----------|---|----|--|-------------|--|----|--|----------|--|
| S Number of independent<br>living sites (LAPAS<br>CODE - 8310)                                       |          | 7   |    | 7  |             | 7  |    | 7  |          | 7  |
| S Average cost per person<br>served for PCA services<br>(LAPAS CODE - 13341)                         | \$       | 14,789                                      | \$ | 6,994                                    | \$          | 15,070   | \$ | 15,070   | \$       | 15,033   |
| S Average cost per person<br>served for Supported<br>Living Services (LAPAS<br>CODE - 13342)         | \$       | 7,891                                       | \$ | 7,949                                    | \$          | 10,100   | \$ | 10,100   | \$       | 9,595  |
| S Average cost per<br>consumers served for<br>Independent Living<br>Services. (LAPAS CODE -<br>8292) | \$       | 1,559                                       | \$ | 1,970                                    | \$          | 3,837  | \$ | 3,837  | \$       | 5,166  |

#### **Specialized Rehabilitation Services General Performance Information**

|  | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|
| Performance Indicator Name   | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |
| Number of consumers provided personal care attendant services (LAPAS CODE - 3344)    | 12                                   | 11                                   | 11                                   | 13                                   | 36                                   |  |
| Number of consumers served by Community and Family Support (LAPAS CODE - 10513)      | 17                                   | 21                                   | 35                                   | 39                                   | 39                                   |  |
| Total number of clients served by Centers for Independent Living (LAPAS CODE - 8311) | 2,031                                | 2,171                                | 2,532                                | 2,513                                | 2,738                                |  |
| Number of Independent Living sites (LAPAS CODE - 8310)                               | 7                                    | 7                                    | 7                                    | 7                                    | 7                                    |  |
| Number of independent living clients served (LAPAS CODE - 8290)                      | 188                                  | 590                                  | 313                                  | 86                                   | 64                                   |  |
| Number of independent living clients closed (LAPAS CODE - 8291)                      | 58                                   | 357                                  | 208                                  | 44                                   | 26                                   |  |
| Average cost per client served (LAPAS CODE - 8292)                                   | \$ 1,732                             | \$ 1,526                             | \$ 2,949                             | \$ 3,308                             | \$ 1,970                             |  |

2. (KEY) To improve 700 consumers' ability to live independently in their homes and community annually through Independent Living Services for Older Individuals who are Blind through Fiscal Year 2008.

Louisiana: Vision 2020 Link: To insure safe, vibrant, and supportive communities for all citizens.

Children's Budget Link: Not Applicable



Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Not Applicable

#### **Performance Indicators**

|   |  |   | Performance Ind   | licator Values   |   |
|---|--|---|---|--|---|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing Performance Standard FY 2005-2006                   | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Number of blind<br>individuals age 55 and<br>older provided Independent<br>Living services (LAPAS<br>CODE - 3346) | 500  | 2,370   | 3,000   | 3,000  | 2,800   |
| S Number of site reviews<br>conducted (LAPAS CODE<br>- 21226)   | Not Applicable                                     | 4   | 3   | 3  | 3   |
| This performance indicator d  | id not appear in ACT                               | 1, therefore, does n                          | ot have a performan   | ce standard for FY 2004-2005.                                |   |
| K Percentage of site reviews<br>conducted that meet criteria<br>for service delivery<br>(LAPAS CODE - 21227)        | Not Applicable                                     | 100%  | 66%   | 66%  | 66%   |
| This performance indicator de This indicator is based on pro  | 1.1  |   | ot have a performan   | ce standard for FY 2004-2005.                                |   |
| K Percentage of consumers<br>rating services as<br>satisfactory (LAPAS<br>CODE - 21228)                             | Not Applicable                                     | Not Applicable                                | 75%   | 75%  | 75%   |
| This performance indicator d<br>A consumer satisfaction surve<br>This is an estimated projection                    | ey has never been co                               |   |   | ce standard for FY 2004-2005.<br>ng for Older Blind Program. |   |

## **Specialized Rehabilitation Services General Performance Information**

|  | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |  |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|
| Performance Indicator Name   | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |  |
| Number of blind individuals age 55 and older provided Independent Living Services (LAPAS CODE - 14001) | 389                                  | 508                                  | 1,070                                | 1,680                                | 2,370                                |  |  |



# 3. (KEY) To increase by 4% per year, the number of consumers served by providing case management services, thus making public and private services more accessible through June 2010.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.11: To increase workforce participation rates among traditionally underutilized sources of workers (women, minorities, disabled, ex-offenders, immigrants, elderly, etc.) Objective 3.5: To ensure safe, vibrant, and supportive communities for all citizens.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Workforce Development Commission Link: LRS contributes to Goal 1: Provide businesses, citizens, educators, and policymakers relevant occupational information to enable effective career planning for the citizens and program planning for Louisiana's education and training program.

#### **Performance Indicators**

|  |  |   | Performance Inc   | licator Values                                      |   |
|--|--|---|---|---|---|
| L e v e Performance Indicator l Name   | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Actual Yearend<br>Performance<br>FY 2004-2005 | Performance<br>Standard as<br>Initially<br>Appropriated<br>FY 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K Number of consumers<br>receiving interpreter<br>services (LAPAS CODE -<br>8299)  | 42,996   | 26,637  | 35,679  | 35,679  | 25,536  |
| S Number of hours of<br>interpreting services<br>provided (LAPAS CODE -<br>8300)   | 4,863  | 3,786   | 4,042   | 4,042   | 2,524   |
| S Number of interpreters<br>achieving certification<br>(LAPAS CODE - 3356)   | 11   | 5   | 11  | 11  | 1   |
| K Number of consumers<br>receiving<br>telecommunication devices<br>(LAPAS CODE - 3366)   | 6,855  | 6,047   | 6,855   | 6,855   | 3,537   |
| K Number of consumers<br>benefiting from outreach<br>activities (LAPAS CODE -<br>3359)   | 11,736   | 11,939  | 11,736  | 11,736  | 11,000  |
| K Total number of consumers<br>served (LAPAS CODE -<br>8303)   | 19,180   | 18,438  | 19,180  | 19,180  | 16,563  |
| K Percentage of consumers<br>rating services as "good or<br>excellent" on customer<br>satisfaction survey<br>(LAPAS CODE - 8305) | 92.0%  | 96.0%   | 92.0%   | 92.0%   | 92.0%   |
| K Number of consumers<br>receiving assistive hearing<br>devices (LAPAS CODE -<br>13427)  | 500  | 452   | 100   | 100   | 100   |



## **Performance Indicators (Continued)**

|   | Performance Indicator Values                       |       |                                    |           |  |            |  |  |                 |
|---|--|-------|------------------------------------|-----------|--|------------|--|--|-----------------|
| L e v e Performance Indicator l Name  | Yearend<br>Performance<br>Standard<br>FY 2004-2005 | Perf  | ol Yearend<br>formance<br>004-2005 | Sta<br>Ap | rformance<br>andard as<br>Initially<br>propriated<br>2005-2006 | Peri<br>St | xisting<br>formance<br>andard<br>2005-2006 | Perfori<br>At Exe<br>Budget<br>FY 2000 | cutive<br>Level |
| This number is significantly consumers are expected to re                               | 0  |       | nges in the e                      | ligibili  | ty criteria for t  | the Hea    | ring Aid Program. As                       | a result, only 100                     |                 |
| S Average cost per client<br>served (LAPAS CODE -<br>8304)                              | \$ 11  | 2 \$  | 111                                | \$        | 112  | \$         | 112  | \$                                     | 94              |
| S Number of consumers<br>requesting case<br>management services<br>(LAPAS CODE - 21307) | Not Applicab                                       | e Not | Applicable                         |           | 100  |            | 100  |  | 100             |

This information has never been tracked and is not available.

This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY 2004-2005.

This number is an estimate.

S Number of consumers able to access public and private services as a result of receiving case management services (LAPAS CODE -21309)

Not Applicable Not Applicable 90 90

This information has never been tracked and is not available.

This performance indicator did not appear in ACT 1, therefore, does not have a performance standard for FY 2004-2005.

This number is an estimate.

#### **Specialized Rehabilitation Services General Performance Information**

|  | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |  |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|
| Performance Indicator Name   | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |  |
| Number of clients benefiting from interpreting services (LAPAS CODE - 8299)                                      | 60,272                               | 37,594                               | 22,183                               | 34,307                               | 26,637                               |  |  |
| Number of interpreting service hours (LAPAS CODE - 8300)   | 5,806                                | 5,587                                | 3,538                                | 3,887                                | 3,786                                |  |  |
| Percentage of clients rating services as "good or excellent" on customer satisfaction survey (LAPAS CODE - 8302) | 90.0%                                | 93.0%                                | 94.0%                                | 100.0%                               | 100.0%                               |  |  |
| Number of interpreters achieving certification (LAPAS CODE - 3356)   | 11                                   | 12                                   | 6                                    | 11                                   | 5                                    |  |  |
| Number of interpreters receiving interpreting training (LAPAS CODE - 13339)                                      | 380                                  | 363                                  | 326                                  | 18                                   | 0                                    |  |  |



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#### **Specialized Rehabilitation Services General Performance Information (Continued)**

|  | Performance Indicator Values         |                                      |                                      |                                      |                                      |  |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|
| Performance Indicator Name   | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |  |
| Number of clients receiving telecommunication devices (LAPAS CODE - 3366)  | 6,227                                | 7,458                                | 11,322                               | 10,189                               | 6,047                                |  |
| Number of clients benefiting from outreach activities (LAPAS CODE - 3359)  | 6,881                                | 11,628                               | 8,424                                | 8,134                                | 11,939                               |  |
| Percentage of clients rating services as "good or excellent" on customer satisfaction survey (LAPAS CODE - 8305) | 98.0%                                | 99.0%                                | 94.0%                                | 100.0%                               | 96.0%                                |  |
| Number of clients receiving assistive hearing devices (LAPAS CODE - 13427)                                       | Not Available                        | 1,379                                | 4,241                                | 418                                  | 452                                  |  |

# 4. (KEY) To improve the quality of services and to increase the number of individuals served by 10% by June 30, 2010 through the Traumatic Head and Spinal Cord Injury Trust Fund Program.

Louisiana: Vision 2020 Link: LRS contributes to Objective 1.11: To increase workforce participation rates among traditionally underutilized sources of workers (women, minorities, disabled, ex-offenders, immigrants, elderly, etc.) Objective 3.3: To ensure healthcare for every Louisiana citizen. Objective 3.4: To improve the quality of life of Louisiana's children.

Children's Budget Link: LRS contributes to the Vision Statement, Mission Statement, and Goals Two (Health) and Three (Family Life)

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, Other): Workforce Development Commission Link: LRS contributes to Goal II: Streamline and improve workforce development services through coordinated planning across all agencies, incorporating goals, objectives and performance standards approved by the Commission.



#### **Performance Indicators**

|                       |  | Performance Indicator Values |                                 |  |   |   |
|-----------------------|--|------------------------------|---------------------------------|--|---|---|
| L<br>e<br>v<br>e<br>l | Performance Indicator<br>Name  | Standard                     | Actual Yearend<br>Performance A | erformance<br>Standard as<br>Initially<br>ppropriated<br>Y 2005-2006 | Existing<br>Performance<br>Standard<br>FY 2005-2006 | Performance<br>At Executive<br>Budget Level<br>FY 2006-2007 |
| K                     | Number of consumers<br>served (LAPAS CODE -<br>3367)   | 340                          | 391                             | 400  | 400   | 500   |
| S                     | Number of consumers<br>receiving personal care<br>attendant (PCA) services<br>through PCA contracts<br>(LAPAS CODE - 8295) | 45                           | 47                              | 45   | 45  | 55  |
|                       | The word client was replaced v   | with consumer on the         | se performance indica           | ors. The perform   | mance indicators are calculat                       | ed the same as before.                                      |
| S                     | Number of consumers on<br>waiting list (LAPAS<br>CODE - 8294)  | 430                          | 470                             | 430  | 430   | 430   |
|                       | The word client was replaced v   | with consumer on the         | se performance indica           | ors. The perform   | mance indicators are calculat                       | ed the same as before.                                      |
| S                     | Number of cases opened<br>from waiting list (LAPAS<br>CODE - 10509)  | 100                          | 97                              | 100  | 100   | 100   |
| S                     | Number of active cases<br>closed (LAPAS CODE -<br>13338)   | 40                           | 60                              | 40   | 40  | 40  |

## **Specialized Rehabilitation Services General Performance Information**

|   | Performance Indicator Values         |                                      |                                      |                                      |                                      |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Performance Indicator Name  | Prior Year<br>Actual<br>FY 2000-2001 | Prior Year<br>Actual<br>FY 2001-2002 | Prior Year<br>Actual<br>FY 2002-2003 | Prior Year<br>Actual<br>FY 2003-2004 | Prior Year<br>Actual<br>FY 2004-2005 |
| Number of clients served (LAPAS CODE - 3367)  | 273                                  | 293                                  | 309                                  | 368                                  | 391                                  |
| Number of contracts providing personal care attendant (PCA) services through PCA contracts (LAPAS CODE - 13563) | 7                                    | 7                                    | 7                                    | 7                                    | 7                                    |
| Number of clients on waiting list (LAPAS CODE - 8294)   | 381                                  | 457                                  | 418                                  | 457                                  | 470                                  |
| Number of cases opened from waiting list (LAPAS CODE - 10509)   | 24                                   | 12                                   | 30                                   | 119                                  | 97                                   |
| Number of cases closed from waiting list (LAPAS CODE - 13338)   | 27                                   | 19                                   | 41                                   | 41                                   | 60                                   |

