

# Department of Revenue

## Department Description

The Department of Revenue is comprised of one (1) budget unit: Office of Revenue.

## Department of Revenue Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 33,892,156	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	352,067	285,000	455,000	305,000	305,000	(150,000)
Fees and Self-generated Revenues	63,374,222	101,571,220	104,564,842	103,392,543	107,041,014	2,476,172
Statutory Dedications	543,583	550,000	550,000	550,000	550,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 98,162,028</b>	<b>\$ 102,406,220</b>	<b>\$ 105,569,842</b>	<b>\$ 104,247,543</b>	<b>\$ 107,896,014</b>	<b>\$ 2,326,172</b>
<b>Expenditures &amp; Request:</b>						
Office of Revenue	\$ 98,162,028	\$ 102,406,220	\$ 105,569,842	\$ 104,247,543	\$ 107,896,014	\$ 2,326,172
<b>Total Expenditures &amp; Request</b>	<b>\$ 98,162,028</b>	<b>\$ 102,406,220</b>	<b>\$ 105,569,842</b>	<b>\$ 104,247,543</b>	<b>\$ 107,896,014</b>	<b>\$ 2,326,172</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	700	700	701	701	701	0
Unclassified	12	12	11	11	11	0
<b>Total FTEs</b>	<b>712</b>	<b>712</b>	<b>712</b>	<b>712</b>	<b>712</b>	<b>0</b>



## 12-440 — Office of Revenue

### Agency Description

The vision of the Louisiana Department of Revenue is to be a results-based, innovative, and focused organization that is capable of rapidly responding to the needs of its citizens/stakeholders. The mission is to fairly and efficiently collect state tax revenue to fund public services and regulate the sale of alcoholic beverages, tobacco, and charitable gaming within Louisiana. LDR wants to continuously improve and enhance its abilities in the areas of:

- Customer service;
- Operational efficiencies and accuracy; and,
- Voluntary compliance and enforcement.

The agency's core values are:

- Trust – Maintain a mutual respect and shared confidence between managers and employees.
- Integrity – Maintain an ethical standard of honesty and consistency.
- Professionalism – Maintain a reputation of fairness, courtesy, and reliability.
- Responsiveness – Focus on identifying and satisfying external and internal customer needs.
- Communication – Encourage an ongoing creative exchange of ideas between employees and management.
- Unity – Work together to accomplish our common goals.

The agency is currently broken down into three main groups that are managed by a specific appointing authority. Each group is thereafter separated into various divisions and some divisions are broken down into units which perform specific tasks and/or functions. Collectively, each unit, division and group performs the agency's core functions of: Collecting tax dollars owed the state of Louisiana; communicating pertinent information to all internal and external stakeholders and customers; processing all tax returns and other information sent to the agency in a timely manner; and educating all internal and external customers and stakeholders on the tax laws and policies of the state of Louisiana.

LDR has three programs: Tax Collection, Alcohol and Tobacco Control and Charitable Gaming.

For additional information, see:

[Office of Revenue](#)

[Federation of Tax Administrators](#)

[Multi-State Tax Commission](#)



## Office of Revenue Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 33,892,156	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	352,067	285,000	455,000	305,000	305,000	(150,000)
Fees and Self-generated Revenues	63,374,222	101,571,220	104,564,842	103,392,543	107,041,014	2,476,172
Statutory Dedications	543,583	550,000	550,000	550,000	550,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 98,162,028</b>	<b>\$ 102,406,220</b>	<b>\$ 105,569,842</b>	<b>\$ 104,247,543</b>	<b>\$ 107,896,014</b>	<b>\$ 2,326,172</b>
<b>Expenditures &amp; Request:</b>						
Tax Collection	\$ 87,762,608	\$ 93,656,423	\$ 96,670,045	\$ 95,584,634	\$ 98,974,173	\$ 2,304,128
Alcohol and Tobacco Control	8,134,079	6,378,473	6,528,473	6,456,986	6,742,189	213,716
Office of Charitable Gaming	2,265,341	2,371,324	2,371,324	2,205,923	2,179,652	(191,672)
<b>Total Expenditures &amp; Request</b>	<b>\$ 98,162,028</b>	<b>\$ 102,406,220</b>	<b>\$ 105,569,842</b>	<b>\$ 104,247,543</b>	<b>\$ 107,896,014</b>	<b>\$ 2,326,172</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	700	700	701	701	701	0
Unclassified	12	12	11	11	11	0
<b>Total FTEs</b>	<b>712</b>	<b>712</b>	<b>712</b>	<b>712</b>	<b>712</b>	<b>0</b>



## 440\_1000 — Tax Collection

Program Authorization: Title 36, Chapter 10 of the La. Revised Statutes

### Program Description

Program Initiatives: LDR wants to be a results-based, innovative, and focused organization that is capable of rapidly responding to the needs of its citizens/stakeholders. LDR exists to fairly and efficiently collect state tax revenues to fund public services and regulate the sale of alcoholic beverages, tobacco, and charitable gaming within Louisiana. LDR wants to continuously improve its abilities in the areas of Customer Service, Operational Efficiency & Accuracy, and Voluntary Compliance & Enforcement by achieving the group initiatives.

- Operational Efficiency and Accuracy means to utilize processes that will strategically streamline operations, lower operating costs and increase operating effectiveness.
- Voluntary Compliance and Enforcement means to utilize efficient processes and mechanisms that encourage and ensure voluntary compliance is easier and less complex. Meanwhile, these processes and mechanisms should also make involuntary compliance less necessary; but also ensure involuntary compliance is more productive and efficient. Target measures gauge the success of the agency's compliance and enforcement efforts.
- Program Goals:
  - To improve the level of service provided to the citizens, businesses and stakeholders through improved operations in the customer service call center, decreased response time on incoming correspondence and improved refund processing times.
  - Utilize processes that will strategically streamline operations and increase operating effectiveness by improving average return processing time and improving average remittance processing while increasing the percentage of funds deposited within 24 hours.
  - Utilize efficient processes and mechanisms that encourage compliance and reduce complexity making involuntary compliance less necessary and in doing so become more productive and efficient.
  - Louisiana's tax system is based on the concept of voluntary compliance, with the expectation that taxpayers will voluntarily pay the right amount of tax timely. The program engages in a wide range of activities that directly or indirectly promote voluntary compliance, stretching from activities that occur before the taxpayer begins to fill out his or her return to enforcement of the tax laws through criminal prosecution. The program comprises the following core activities:
    - Tax Policy Management - Tax policy activities focus on providing timely and accurate information for policy decision makers, clear guidance to taxpayers, employees, and the public regarding tax law and policy application, and coordinating interdivisional policy analysis and studies. Specific functions include preparing fiscal notes; analyzing and drafting legislation; drafting rules and coordinating the rule-making process; drafting other interpretative statements; and engaging in a number of stakeholder efforts to address emerging and/or sensitive policy issues.
    - Revenue Collection & Distribution - The collection of data and revenues is an essential function of the tax collection program and is an invaluable resource for revenue forecasting, policy considerations by the Governor and Legislature, and issuance of refunds, rebates and other tax incentives. Primary activities include taxpayer registration, tax return and remittance processing, taxpayer account maintenance, and accounting for and distributing state and local tax revenues.



- **Taxpayer Assistance** - Voluntary compliance is promoted through taxpayer education, information and assistance. Primary activities include helping taxpayers understand their tax reporting and payment obligations via telephone and personal contact, responding to written inquiries, outreach opportunities, consultation visits, and processing of tax exemptions, certifications, permits, and clearances.
- **Tax Compliance** - Tax Compliance activities support voluntary compliance by promoting an optimal level of accurate tax reporting and payment. Activities include examining, auditing, or investigating returns, refund and rebate claims, and reports. Staff conducts tax return examinations and reconciles internal and external information to identify non-filers and under reporters. Field staff, located throughout this state and the United States, conduct audits of businesses that have activity in Louisiana by working directly with taxpayers to identify and correct improper reporting.
- **Tax Enforcement** - The Department is responsible for enforcing the tax laws for those who do not comply voluntarily. Primary activities include the collection of tax dollars owing on delinquent accounts, investigations to discourage tax fraud and evasion, and legal services to defend the state’s interest through litigation of tax issues.
- **Administration** - Internal administrative services support activities to effectively carryout agency operations and the strategic business plan. These services include the overall management of the agency through executive oversight, internal auditing, accounting and budgeting, payroll administration, facilities management, purchasing, human resources, organizational development, forms management, mail services and technology management.

For additional information, see:

[LA Association of Tax Administrators](#)

[Southeastern Association of Tax Administrators](#)

### Tax Collection Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 33,892,156	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	20,000	20,000	20,000	0
Fees and Self-generated Revenues	53,870,452	93,656,423	96,650,045	95,564,634	98,954,173	2,304,128
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 87,762,608</b>	<b>\$ 93,656,423</b>	<b>\$ 96,670,045</b>	<b>\$ 95,584,634</b>	<b>\$ 98,974,173</b>	<b>\$ 2,304,128</b>

<b>Expenditures &amp; Request:</b>						



## Tax Collection Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
Personal Services	\$ 53,645,434	\$ 60,242,079	\$ 60,242,079	\$ 63,224,093	\$ 61,323,995	\$ 1,081,916
Total Operating Expenses	4,325,714	6,439,326	6,459,326	6,459,326	7,030,476	571,150
Total Professional Services	426,116	1,500,000	1,500,000	1,500,000	1,500,000	0
Total Other Charges	29,353,786	25,466,693	28,460,315	24,231,905	28,855,392	395,077
Total Acq & Major Repairs	11,558	8,325	8,325	169,310	264,310	255,985
Total Unallotted	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$ 87,762,608</b>	<b>\$ 93,656,423</b>	<b>\$ 96,670,045</b>	<b>\$ 95,584,634</b>	<b>\$ 98,974,173</b>	<b>\$ 2,304,128</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	636	636	637	637	632	(5)
Unclassified	11	11	10	10	10	0
<b>Total FTEs</b>	<b>647</b>	<b>647</b>	<b>647</b>	<b>647</b>	<b>642</b>	<b>(5)</b>

## Source of Funding

The sources of funding for this program are Interagency Transfers and Fees and Self-generated Revenues. The Interagency Transfers funding is a grant from the Federal Highway Administration (FHWA) through the Department of Transportation and Development (DOTD) for the Louisiana Department of Revenue to be utilized for Intergovernmental Enforcement Effort of the Joint Federal/State Motor Fuel Tax Compliance Project. The Fees and Self-generated Revenues are derived primarily from late payment/delinquent fees and negligence fees.

## Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 3,013,622	0	<b>Mid-Year Adjustments (BA-7s):</b>
\$ 0	\$ 96,670,045	647	<b>Existing Oper Budget as of 12/01/18</b>
<b>Statewide Major Financial Changes:</b>			
0	1,128,342	0	Market Rate Classified
0	210,665	0	Civil Service Training Series
0	(237,185)	0	Related Benefits Base Adjustment
0	941,907	0	Retirement Rate Adjustment
0	113,417	0	Group Insurance Rate Adjustment for Active Employees
0	130,350	0	Group Insurance Rate Adjustment for Retirees
0	938,285	0	Salary Base Adjustment
0	(1,670,302)	0	Attrition Adjustment
0	(473,563)	(5)	Personnel Reductions
0	169,310	0	Acquisitions & Major Repairs



## Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	(8,325)	0	Non-Recurring Acquisitions & Major Repairs
0	(2,993,622)	0	Non-recurring Carryforwards
0	3,595	0	Risk Management
0	11,905	0	Legislative Auditor Fees
0	(1,223,172)	0	Rent in State-Owned Buildings
0	(126)	0	Capitol Park Security
0	1,768	0	UPS Fees
0	7,657	0	Civil Service Fees
0	(30,970)	0	State Treasury Fees
0	854,014	0	Office of Technology Services (OTS)
0	(957)	0	Office of State Procurement
<b>Non-Statewide Major Financial Changes:</b>			
0	3,554,725	0	Increase in funding to replace the department's data capture and imaging software.
0	876,410	0	Increase in funding to open offices in Houston, Shreveport, Monroe, Alexandria, Lake Charles and Lafayette. Office space is needed to provide management/supervisors space to train new employees, work with current staff on specific complex cases and projects and provide a venue for conducting continuing education/training and general audit staff meetings.
\$ 0	\$ 98,974,173	642	<b>Recommended FY 2019-2020</b>
\$ 0	\$ 0	0	<b>Less Supplementary Recommendation</b>
\$ 0	\$ 98,974,173	642	<b>Base Proposed Budget FY 2019-2020</b>
\$ 0	\$ 98,974,173	642	<b>Grand Total Recommended</b>

## Professional Services

Amount	Description
\$495,000	Legal consultation and tax law cases
\$347,600	Tax auditing services
\$200,000	Consultants for Debt Recovery matter
\$105,000	Tax administration advisory services
\$175,000	Management & Human Resources
\$73,400	Implementation and Maintenance of electronic process for FIDM services
\$94,000	Advisory services for LDR's Tax Exemption Budget
\$10,000	Litigation
<b>\$1,500,000</b>	<b>TOTAL PROFESSIONAL SERVICES</b>



## Other Charges

Amount	Description
	<b>Other Charges:</b>
\$716,383	Other charges positions to handle call center operations
<b>\$716,383</b>	<b>SUB-TOTAL OTHER CHARGES</b>
	<b>Interagency Transfers:</b>
\$244,503	Civil Service Fees
\$36,530	CPTP
\$1,000	Fingerprinting
\$150,000	Office of the Attorney General (Investigator Venture)
\$15,584	Department of Natural Resources (Office of Mineral Resources)
\$7,758	Dept. of Children and Family Services (Office of Children and Family Services)
\$1,655,000	Stae Printing
\$791,800	Office of Finance and Support (Building Maintenance)
\$238,798	LaSalle Building Security Overtime
\$639,440	Legislative Auditor Fees
\$46,702	Uniform Payroll System Fees
\$374,903	Rent in Benson Tower
\$1,824,003	Rent in State-owned Buildings
\$15,327,313	IT Consolidation with the Office of Technology Services
\$552,257	OTS Modernization
\$98,376	Procurement Consolidation/DOA
\$1,768,000	Office of Telecommunications Management (OTM) Fees
\$401,889	State Treasurer - Central Banking Services Fees
\$202,072	Capitol Park Security Fees
\$27,640	Office Security
\$489,620	Office of Risk Management (ORM)
\$20,000	Division of Administration - State Register Fees
\$2,983,500	Division of Administration - State Mail Operations
\$2,400	Division of Administration - Administrative Law Fees
\$3,000	Global Positioning System (GPS) Services
\$206,921	LA Board of Tax Appeals
\$30,000	DOA Supplies
<b>\$28,139,009</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$28,855,392</b>	<b>TOTAL OTHER CHARGES</b>

## Acquisitions and Major Repairs

Amount	Description
\$261,110	Replacement of office furniture
\$3,200	Dell Mobile Projectors
<b>\$264,310</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>



## Performance Information

- 1. (KEY) By June 30, 2022, provide efficient delivery of information and quality service options for taxpayers to comply with state tax laws by increasing the number of taxpayer correspondence responded to within 30 days to 95%, increase the percent of phone calls answered to 92%, and increasing the number of individual tax refunds and the business tax refunds issued within 90 days to 75%.**

Louisiana: Vision 2022 Strategic Link: I.1, I.2, I.3

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The Department cannot identify and explain the link between this objective and the Department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the Department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the Department and has enacted the human resources policies that are helpful and beneficial to women and families.

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

### Performance Indicators

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level	Performance At Proposed Budget Level
		FY 2017-2018	FY 2017-2018	FY 2018-2019	FY 2018-2019	FY 2019-2020	FY 2019-2020
K	Percentage of taxpayer correspondence responded to by Collections and Business Tax Enforcement divisions within 30 days (LAPAS CODE - 23676)	90%	91%	90%	90%	90%	90%
K	Percentage of Call Center phone calls answered (LAPAS CODE - 25177)	85%	88%	85%	85%	86%	86%
K	Percentage of individual income tax refunds ready to be issued within 90 days of receipt of tax return (LAPAS CODE - 25178)	85%	94%	90%	90%	94%	94%
K	Percentage of business tax refunds ready to be issued within 90 days of receipt of tax return (LAPAS CODE - 25179)	75%	62%	75%	75%	75%	75%



## Tax Collection General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016	Prior Year Actual FY 2016-2017	Prior Year Actual FY 2017-2018
Percentage of total revenue collected electronically for business taxes (LAPAS CODE - 3456)	92.00%	94.00%	94.00%	95.00%	96.00%
Percentage of total revenue collected electronically for individual taxes (LAPAS CODE - 14098)	24.0%	26.0%	26.0%	25.0%	30.0%
Percentage of individual tax returns filed electronically (LAPAS CODE - 21794)	82.23%	89.71%	86.92%	84.42%	86.47%
Percentage of business tax returns filed electronically (LAPAS CODE - 21795)	69.00%	80.73%	70.10%	73.35%	71.48%
Total net collections (LAPAS CODE - 21796)	\$ 7,782,692,516	\$ 7,770,478,323	\$ 7,383,570,396	\$ 8,632,236,479	\$ 9,106,936,196
Percentage change in total net collections (LAPAS CODE - 21797)	4.73%	-0.15%	-4.98%	16.91%	5.50%
Total number of tax returns filed (LAPAS CODE - 3457)	3,516,863	3,407,089	3,807,852	3,870,618	4,169,686
Total number of tax returns filed electronically (LAPAS CODE - 14049)	2,718,349	2,919,009	3,030,483	3,080,194	3,310,581
Percent of tax returns filed electronically (LAPAS CODE - 14048)	77.29%	85.67%	79.59%	79.58%	79.40%
Total revenue collected that is deposited within 24 hours (in millions) (LAPAS CODE - 17511)	\$ 8,401.00	\$ 8,549.00	\$ 8,568.00	\$ 9,847.00	\$ 10,399.00
Percent of collections under litigation recovered by legal services (LAPAS CODE - 25671)	54%	38%	39%	16%	66%
Number of litigation files closed (LAPAS CODE - 25672)	855	1,759	1,398	1,560	2,007
Cost to collect \$100 of revenue (LAPAS CODE - 23666)	\$ 0.85	\$ 1.00	\$ 0.98	\$ 0.78	\$ 0.81
Total Field Audit collections (LAPAS CODE - 26324)	\$ 363,189,589	\$ 150,097,048	\$ 111,940,741	\$ 55,315,968	\$ 78,522,669

**2. (KEY) By June 30, 2022, utilize processes that will strategically streamline operations, lower operating costs and increase operating effectiveness by improving average return processing time to 4.0 days, improving average remittance processing time to 2.5 days, improving the percentage of funds deposited timely to 90%.**

Louisiana: Vision 2022 Strategic Link: II.1, II.2, II.3

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the Department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the Department and has enacted the human resources policies that are helpful and beneficial to women and families.

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



**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
K	Average overall return processing time (in days) (LAPAS CODE - 25165)	6.1	4.1	5.0	5.0	4.0	4.0
K	Average overall remittance processing time (in days) (LAPAS CODE - 25166)	3.00	1.73	2.50	2.50	1.75	1.75
K	Percentage of funds deposited within 24 hours of receipt (LAPAS CODE - 3474)	90%	94%	90%	90%	94%	94%

**3. (KEY) By June 30, 2022 utilize efficient processes and mechanisms that encourage compliance and reduce complexity making involuntary compliance less necessary by reducing the percent of "no change" tax audits to 15%, increase percentage of individual tax returns audited by 10%, increase the amount of intercepted fraudulent refunds to \$20 million, and increase the number of criminal investigations concluded each year to 1,400.**

Louisiana: Vision 2022 Strategic Link: III.1, III.2, III.3, III.4

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the Department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the Department and has enacted the human resources policies that are helpful and beneficial wo women and families.

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



## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
K	Percent increase in the number of individual income tax returns audited (LAPAS CODE - 25998)	2%	2%	2%	2%	2%	2%
K	Amount of intercepted fraudulent refunds (in millions) (LAPAS CODE - 25174)	\$ 12	\$ 22	\$ 12	\$ 12	\$ 13	\$ 13
K	Number of concluded investigations (LAPAS CODE - 25999)	900.0	777.0	500.0	500.0	300.0	300.0

**4. (KEY) Through the collections activity, by June 30, 2022, increase the collection of delinquent debt owed to the State of Louisiana, by increasing the utilization of authorized non-voluntary tools (not including tax offsets) used at least 26,000 times per year.**

Louisiana: Vision 2022 Strategic Link: II

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the Department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the Department and has enacted the human resources policies that are helpful and beneficial to women and families.

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

## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
K	Increase in the number of times authorized non-voluntary tools are utilized per year (not including tax offsets) (LAPAS CODE - 26000)	Not Applicable	5,675	Not Applicable	Not Applicable	12,000	12,000



**5. (KEY) Through the collections activity, by June 30, 2022, increase yearly collection amounts on Office of Debt Recovery initiated efforts to \$4 million per year (not including tax offsets).**

Louisiana: Vision 2022 Strategic Link: I.1

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the department and has enacted the human resources policies that are helpful and beneficial to women and families.

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

**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
		K Increase the amount collected through ODR initiated authorized collection tools to \$4 million per year (not including tax offsets) by 2022 (LAPAS CODE - 26001)	Not Applicable	\$ 989,000	Not Applicable	Not Applicable	\$ 2,000,000



## 440\_3000 — Alcohol and Tobacco Control

Program Authorization: R.S. 14:93.20; R.S. 15:578 (A)(1); Title 26 of the La. Revised Statutes; R.S. 36:451(B) and (C), 458(E), 459(F), and 921(C).

### Program Description

The mission of the Office of Alcohol and Tobacco Control (ATC) is to regulate the alcoholic beverage and tobacco industries and to consistently enforce state regulations under Title 26. The agency is committed to reducing alcohol and tobacco consumption by under aged individuals and limiting their access to these products through a combination of effective education and aggressive enforcement efforts. Active coordination with other local, state and federal agencies, local law enforcement and universities is an essential part of our mission.

The goals of the Office of Alcohol and Tobacco Control are to provide consistent effective, efficient regulation and enforcement of the alcohol and tobacco industries to protect the citizens of Louisiana and the stakeholders in the industries, provide effective and efficient customer service to the permit holders, limit underage individual's access to alcohol and tobacco products and to reduce the sale and distribution of unsafe and illegal tobacco and vape products.

The Office of Alcohol and Tobacco Control is comprised of the Administrative and Certification Division and the Enforcement and Field Certification Division. The Administrative and Certification Division is responsible for licensing alcoholic beverage licensees, tobacco licensees, and responsible vendor providers, trainers, and servers. The Administrative Division issues approximately 30,000 alcohol and tobacco permits annually, as well as over 100,000 responsible vendor server permits statewide. The Enforcement Division is responsible for enforcing Title 26, the Beer and Liquor Law, and the Louisiana Administrative Code. Enforcement agents, in conjunction with local law enforcement personnel, conduct random inspections at locations where alcoholic beverages and tobacco products are sold. Agents also investigate current license holders' operations to ensure compliance with complex fair trade laws that govern the industries. The Division conducts over 20,000 inspections and compliance checks annually.

For additional information, see:

[Office of Revenue](#)

[Alcohol and Tobacco Tax and Trade Bureau](#)

### Alcohol and Tobacco Control Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	352,067	285,000	435,000	285,000	285,000	(150,000)



## Alcohol and Tobacco Control Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
Fees and Self-generated Revenues	7,238,429	5,543,473	5,543,473	5,621,986	5,907,189	363,716
Statutory Dedications	543,583	550,000	550,000	550,000	550,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 8,134,079</b>	<b>\$ 6,378,473</b>	<b>\$ 6,528,473</b>	<b>\$ 6,456,986</b>	<b>\$ 6,742,189</b>	<b>\$ 213,716</b>
<b>Expenditures &amp; Request:</b>						
Personal Services	\$ 4,203,318	\$ 4,529,260	\$ 4,606,760	\$ 4,773,629	\$ 5,058,832	\$ 452,072
Total Operating Expenses	443,584	504,426	514,426	504,426	504,426	(10,000)
Total Professional Services	66,418	350,458	350,458	350,458	350,458	0
Total Other Charges	3,250,196	591,647	654,147	600,853	600,853	(53,294)
Total Acq & Major Repairs	170,563	402,682	402,682	227,620	227,620	(175,062)
Total Unallotted	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$ 8,134,079</b>	<b>\$ 6,378,473</b>	<b>\$ 6,528,473</b>	<b>\$ 6,456,986</b>	<b>\$ 6,742,189</b>	<b>\$ 213,716</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	44	44	44	44	49	5
Unclassified	1	1	1	1	1	0
<b>Total FTEs</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>50</b>	<b>5</b>

## Source of Funding

This program is funded with Interagency Transfers, Fees and Self-generated Revenues, and a Statutory Dedication. (Per R.S. 39:36B.(8), see table below for listing of expenditures out of each Statutory Dedicated Fund). The Interagency Transfers are from the Department of Health and Hospitals for enforcement of the Prevention of Youth Access to Tobacco and the Department of Public Safety for the enforcement of state and federal laws prohibiting the sale of alcoholic beverages to underage consumers. The Fees and Self-Generated Revenues are generated through fees assessed to the industry through the required purchase of various licenses, permits, and fines for violations. The Statutory Dedication the Tobacco Regulation Enforcement Fund (R.S. 47:841). Funding for the Tobacco Regulation Enforcement Fund is provided by a portion of the tax charged to consumers for the purchase of cigarettes.

## Alcohol and Tobacco Control Statutory Dedications

Fund	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
Tobacco Regulation Enforcement Fund	\$ 543,583	\$ 550,000	\$ 550,000	\$ 550,000	\$ 550,000	\$ 0



## Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 150,000	0	<b>Mid-Year Adjustments (BA-7s):</b>
\$ 0	\$ 6,528,473	45	<b>Existing Oper Budget as of 12/01/18</b>
<b>Statewide Major Financial Changes:</b>			
\$ 0	\$ 81,507	0	Market Rate Classified
\$ 0	\$ 12,284	0	Civil Service Training Series
\$ 0	\$ 13,012	0	Related Benefits Base Adjustment
\$ 0	\$ 72,605	0	Retirement Rate Adjustment
\$ 0	\$ 7,990	0	Group Insurance Rate Adjustment for Active Employees
\$ 0	\$ 6,015	0	Group Insurance Rate Adjustment for Retirees
\$ 0	\$ 64,961	0	Salary Base Adjustment
\$ 0	\$ (79,154)	0	Attrition Adjustment
\$ 0	\$ 227,620	0	Acquisitions & Major Repairs
\$ 0	\$ (402,682)	0	Non-Recurring Acquisitions & Major Repairs
\$ 0	\$ 1,216	0	Risk Management
\$ 0	\$ 7,990	0	Rent in State-Owned Buildings
<b>Non-Statewide Major Financial Changes:</b>			
\$ 0	\$ (150,000)	0	Reduces Interagency Transfer revenue adjustment for the ATC Program related to an IAT agreement with DHH for additional alcohol compliance checks.
\$ 0	\$ 350,352	5	Increase in funding to address enforcement needs in the areas of Human Trafficking Compliance Enforcement, illegal shipment of alcohol into the state and E-Cigarette and Vapor Compliance Enforcement.
\$ 0	\$ 6,742,189	50	<b>Recommended FY 2019-2020</b>
\$ 0	\$ 0	0	<b>Less Supplementary Recommendation</b>
\$ 0	\$ 6,742,189	50	<b>Base Proposed Budget FY 2019-2020</b>
\$ 0	\$ 6,742,189	50	<b>Grand Total Recommended</b>

## Professional Services

Amount	Description
\$348,658	To provide ongoing legal services to the Office of Alcohol and Tobacco Control.
\$1,800	Provide veterinary care, boarding services for ATC canine
<b>\$350,458</b>	<b>TOTAL PROFESSIONAL SERVICES</b>



## Other Charges

Amount	Description
	<b>Other Charges:</b>
\$293,000	Travel in state/investigator expenses
<b>\$293,000</b>	<b>SUB-TOTAL OTHER CHARGES</b>
	<b>Interagency Transfers:</b>
\$41,935	Office of Telecommunications Management (OTM) Fees
\$7,514	Division of Administration - State Printing Fees
\$165,414	Risk Management (ORM)
\$92,990	Office of Technology Services
<b>\$307,853</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$600,853</b>	<b>TOTAL OTHER CHARGES</b>

## Acquisitions and Major Repairs

Amount	Description
\$227,620	Replacement of 8 vehicles, vehicle enhancements, bulletproof vests, equipment, ammunition, training equipment, office equipment, surveillance equipment, badges with cases, scanners, and uniforms.
<b>\$227,620</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>

## Performance Information

### 1. (KEY) By June 30, 2022, through the Certification and Licensing activity, decrease the average time to receive alcohol and tobacco permits to 7 days.

Louisiana: Vision 2022 Strategic Link: II.1, II.2, II.3, II.4

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the department and has enacted the human resources policies that are helpful and beneficial to women and families.

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

## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
K	Average time for applicants to receive alcohol and tobacco permits (in days) (LAPAS CODE - 6848)	7	2	7	7	7	7
LAPAS #6848 was reported prior to FY 2012 - 2013 to include both alcohol and tobacco permits. In FY 2013 - 2014, the indicator was split into two separate indicators, one for tobacco and one for alcohol.							

- 2. (KEY) By June 30, 2022, through the Enforcement and Regulation activity, provide the State of Louisiana with an effective regulatory system for the alcoholic beverage and tobacco industries, to increase the number of compliance checks to 9,500 and the total number of full inspections to 14,400 in order to reduce sale of alcohol and tobacco products (including vapor products) to underage individuals.**

Louisiana: Vision 2022 Strategic Link: III.1, III.2

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the department and has enacted the human resources policies that are helpful and beneficial to women and families.

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

## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
K	Total number of compliance checks (LAPAS CODE - 6858)	9,000	13,706	9,500	9,500	9,500	9,500
K	Total number of full inspections (LAPAS CODE - 26002)	8,000	10,792	11,000	11,000	11,000	11,000



## Alcohol and Tobacco Control General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016	Prior Year Actual FY 2016-2017	Prior Year Actual FY 2017-2018
Total number of tobacco permits processed (LAPAS CODE - 6853)	7,935	8,211	8,736	3,990	5,503
Number of tobacco permit renewals processed (LAPAS CODE - 6855)	5,122	3,755	4,287	4,044	4,175
Total number of alcohol permits processed (LAPAS CODE - 6849)	14,507	14,714	14,943	12,363	15,651
Number of new Class A & B permits issued (LAPAS CODE - 6850)	12,644	12,720	12,902	5,684	8,744
Number of new special events permits issued (LAPAS CODE - 6851)	1,880	2,807	2,586	3,199	3,503
Number of alcohol permit renewals processed (LAPAS CODE - 6852)	11,590	7,205	7,468	6,532	6,586
Number of tobacco permits issued (LAPAS CODE - 6854)	7,941	8,230	8,011	8,034	9,678
Number of alcohol permit applications denied (LAPAS CODE - 3552)	236	189	154	61	29
Number of tobacco permit applications denied (LAPAS CODE - 3548)	6	2	8	28	8
Total number of citations issued (LAPAS CODE - 6861)	2,114	2,739	1,720	2,314	1,146
Total number of summonses and arrests (LAPAS CODE - 6860)	603	761	533	428	260
Total number of tobacco investigations (LAPAS CODE - 23680)	99	350	588	220	50



## 440\_4000 — Office of Charitable Gaming

Program Authorization: Title 26 of the Louisiana Revised Statutes; Act 1188 of 1995

### Program Description

The mission of the Charitable Gaming Program is to administer efficiently and effectively the state's tax and regulatory statutes in a manner that will generate the highest degree of public confidence in the Department's integrity and fairness.

The goals of Charitable Gaming Program are:

- I. Decrease the potential for fraud in the conducting of the games of chance in the State of Louisiana.
- II. Prevent the infiltration of elements of organized crime into the charitable gaming industry.

The Office is comprised of the Administrative, Certification, and Audit and Enforcement Sections. The Administrative Section is responsible for administering and enforcing the laws and regulations associated with the activities of charitable gaming. The Certification Section is responsible for the review of applications requesting a license to conduct charitable gaming activities and the issuance of the license. Approximately 1,200 licenses are issued each year. The Audit and Enforcement Section is responsible for on-site inspection of gaming activities, training of organizations, review of required books and records maintained by organizations, and enforcement of gaming laws and regulations.

### Office of Charitable Gaming Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	2,265,341	2,371,324	2,371,324	2,205,923	2,179,652	(191,672)
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 2,265,341</b>	<b>\$ 2,371,324</b>	<b>\$ 2,371,324</b>	<b>\$ 2,205,923</b>	<b>\$ 2,179,652</b>	<b>\$ (191,672)</b>
<b>Expenditures &amp; Request:</b>						
Personal Services	\$ 1,385,084	\$ 1,529,152	\$ 1,529,152	\$ 1,663,824	\$ 1,635,153	\$ 106,001
Total Operating Expenses	29,923	403,961	403,961	128,839	128,839	(275,122)
Total Professional Services	0	0	0	0	0	0



### Office of Charitable Gaming Budget Summary

	Prior Year Actuals FY 2017-2018	Enacted FY 2018-2019	Existing Oper Budget as of 12/01/18	Continuation FY 2019-2020	Recommended FY 2019-2020	Total Recommended Over/(Under) EOB
Total Other Charges	850,334	391,407	413,211	413,260	415,660	2,449
Total Acq & Major Repairs	0	46,804	25,000	0	0	(25,000)
Total Unallotted	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$ 2,265,341</b>	<b>\$ 2,371,324</b>	<b>\$ 2,371,324</b>	<b>\$ 2,205,923</b>	<b>\$ 2,179,652</b>	<b>\$ (191,672)</b>

**Authorized Full-Time Equivalents:**

Classified	20	20	20	20	20	0
Unclassified	0	0	0	0	0	0
<b>Total FTEs</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>0</b>

### Source of Funding

This program is funded with Fees and Self-generated Revenues. The Fees and Self-Generated Revenues are generated through fees assessed to the industry through the required purchase of various licenses, permits, and fines for violations.

### Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 2,371,324	20	Existing Oper Budget as of 12/01/18
<b>Statewide Major Financial Changes:</b>			
0	36,855	0	Market Rate Classified
0	9,092	0	Civil Service Training Series
0	24,326	0	Related Benefits Base Adjustment
0	27,536	0	Retirement Rate Adjustment
0	4,026	0	Group Insurance Rate Adjustment for Active Employees
0	36,863	0	Salary Base Adjustment
0	(32,697)	0	Attrition Adjustment
0	(25,000)	0	Non-Recurring Acquisitions & Major Repairs
0	49	0	Risk Management
0	2,400	0	Administrative Law Judges

**Non-Statewide Major Financial Changes:**



## Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	(275,122)	0	Reduced funding in the Charitable Gaming Program for moving expenses.
\$ 0	\$ 2,179,652	20	<b>Recommended FY 2019-2020</b>
\$ 0	\$ 0	0	<b>Less Supplementary Recommendation</b>
\$ 0	\$ 2,179,652	20	<b>Base Proposed Budget FY 2019-2020</b>
\$ 0	\$ 2,179,652	20	<b>Grand Total Recommended</b>

## Professional Services

Amount	Description
	This program does not have funding for Professional Services

## Other Charges

Amount	Description
	This program does not have funding for Other Charges
<b>\$0</b>	<b>SUB-TOTAL OTHER CHARGES</b>
	<b>Interagency Transfers:</b>
\$4,752	Division of Administration - State Printing Fees
\$16,000	Office of Telecommunications Management (OTM) Fees
\$3,000	Office of State Buildings and Grounds
\$6,617	Office of Risk Management (ORM)
\$120,000	Office of Facility Services - LaSalle lease
\$209,711	Office of Technology Services (OTS)
\$5,580	Division of Administrative Law
\$50,000	Department of Justice
<b>\$415,660</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$415,660</b>	<b>TOTAL OTHER CHARGES</b>

## Acquisitions and Major Repairs

Amount	Description
	This program does not have funding for Acquisitions and Major Repairs



## Performance Information

- (KEY) Through the Auditing and Enforcement activity, monitor charitable gaming activity to ensure compliance with charitable gaming laws in the state of Louisiana by conducting 80 audits per year through June 30, 2022 and to maintain a level of at least 85% without major audit findings.**

Louisiana Vision 2022 Strategic Link: I.1, I.2

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the department and has enacted the human resources policies that are helpful and beneficial to women and families.

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

### Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level	Performance At Proposed Budget Level
		FY 2017-2018	FY 2017-2018	FY 2018-2019	FY 2018-2019	FY 2019-2020	FY 2019-2020
K	Percent of accounts audited without major findings (LAPAS CODE - 26003)	85%	80%	85%	85%	85%	85%

- (KEY) Through the Auditing and Enforcement activity, monitor charitable gaming activity to ensure compliance with charitable gaming laws in the state of Louisiana by conducting 350 inspections per year through June 30, 2022 and to maintain a level of at least 98% without major findings.**

Louisiana Vision 2022 Strategic Link: II

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the department and has enacted the human resources policies that are helpful and beneficial to women and families.

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



**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
K	Percent of accounts inspected without major findings. (LAPAS CODE - 23683)	98%	100%	98%	98%	98%	98%

**Office of Charitable Gaming General Performance Information**

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016	Prior Year Actual FY 2016-2017	Prior Year Actual FY 2017-2018
Number of inspections conducted (LAPAS CODE - 1975)	299	363	371	360	350
Number of investigations conducted (LAPAS CODE - 1973)	34	34	27	32	45
Number of audits conducted (LAPAS CODE - 1974)	78	88	89	74	71

**3. (KEY) Through the Certification activity, maintain the number of licensees involved in charitable gaming activities without administrative actions at 94% or better.**

Louisiana: Vision 2022 Strategic Link: III.1, III.2, III.3

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: The department cannot identify and explain the link between this objective and the department's strategies for development and support. However, as affirmed in Revised Statute 39:31 (C)(9), the department is cognizant that female employees comprise the majority (75.77%) of the permanent staff within the department and has enacted the human resources policies that are helpful and beneficial to women and families.

**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2017-2018	Actual Yearend Performance FY 2017-2018	Performance Standard as Initially Appropriated FY 2018-2019	Existing Performance Standard FY 2018-2019	Performance At Continuation Budget Level FY 2019-2020	Performance At Proposed Budget Level FY 2019-2020
K	Percent of licensees without administrative actions (LAPAS CODE - 26004)	75%	61%	85%	85%	75%	75%

